

# Inland Northwest TeleHealth Services

## INLAND NORTHWEST HEALTH PARTNERS

### Management Job Description

**Job Title:** Director, TeleHealth  
**Reports to:** COO, INHP  
**Dept.:** TeleHealth

**Job Code:** P230  
**Date:** June 1999  
**Salary Range/Class:** Exempt/E19

#### **JOB PURPOSE:**

Under limited supervision, this position plans, implements, supports, directs, and evaluates all activities of the Inland Northwest TeleHealth Services Network.

#### **PHYSICAL, SENSORY, ENVIRONMENTAL:**

Frequent travel by car either as day trips or overnight. Flexible working schedule, including evening or weekends. Position may be assigned to on-call status at any time during implementation, problem resolution, or to respond to urgent utilization of TeleMedicine systems. Request interactions with all active participants. Regular exposure to computer, video conferencing equipment and other electronic components. Blood-Borne Pathogen Category III – No exposure to blood-borne pathogens.

#### **JOB DIMENSIONS:**

This is a pioneering project with a large budget, dealing with a new technology and complex interrelationships between many independent institutions working cooperatively for the mutual benefit of all.

This position functions largely independently while keeping COO apprised of needs, problems, and program status. This individual must be solution oriented and have good customer service skills along with good verbal and written communication skills. Position requires independent study as well as attendance in formalized training to maintain skills in the TeleMedicine industry, applications, systems and components.

The Director, TeleHealth will develop, implement, and evaluate project goals, objectives, protocols, policies and procedures, and execute the INTS market plan; ensure compliance with all guidelines regulating grants, preparing progress reports for funding sources, overseeing all budgetary functions of grant funds and preparing grant proposals and re-applications with assistance from consulting or outside sources.

Act as liaison with the carrier(s) and technology companies; prepares requests for proposals for telecommunications equipment and carrier services; responsible for equipment purchase decisions and oversees all installations.

Negotiates and executes the network operating agreement; guarantees compliance with conditions outlined in letter of agreement; evaluates data, develops cost/benefit analysis and generates reports to inform members and healthcare professionals, administrators and other interested parties of project progress and goal attainment; prepares and executes all budgetary requirements.

Works with media to ensure project promotion; advocates to federal agencies, representing the network in the public and governmental arenas; furthers activities with potential to sustain viability of the networks; controls costs; expanding usage of the INTS network.

Follows all policies and procedures governing action and supervision; provides direction and evaluation of all TeleMedicine staff; encourages professional growth and development of all TeleMedicine staff; participates in staffing schedule of the INTS network.

Internal relationship include: System departments, Regional Services staff, Technical staff, Medical staff, Psychiatric staff.

External relationship include: Site facilitators and Administrators in participating TeleMedicine sites, TeleMedicine advisory groups, medical equipment carriers/vendors, funding agencies and foundations, government agencies, community/regional healthcare providers and leaders.

**Director, TeleHealth – Job Description**

**QUALIFICATIONS:**

**ESSENTIAL/NON ESSENTIAL**

BA degree in health related field, business, information resource management, education, or it’s equivalent in training, experience, and certification. Minimum five (5) years experience healthcare field preferably in a service capacity. E

Must demonstrate the ability to exercise planning, organization, delegation, and follow through skills to effectively complete the most technical assignment. E

Excellent problem-solving ability in a broad range of areas to address all of the potential problems that might arise; scheduling conflicts, communication problems, technical problems, etc. E

Superior ability to adapt the current technology and TeleMedicine programs to region’s situation and needs of all participants. E

Excellent organizational ability to develop a system with few major problems that Address the needs to all participants. E

Demonstrates excellent internal and external customer service skills by being tactful, helpful, diplomatic and participate as a team member and deal effectively with other team members and customers. E

Exceptional resourcefulness and sensitivity to politics at all levels (local, regional, federal, professional, business, inter-institutional, etc.) will be required. E

**SIGNATURES:**

The undersigned have read this job description and agree that it defines the position as it currently exists. The undersigned know the established salary range for this position.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Chief Operating Officer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources Director

\_\_\_\_\_  
Date