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Director of Telehealth Programs

Hiring Company Industry: Healthcare IT
Number of Employees: 1 - 100 Employees
Total Compensation: Doe
 - **Base Salary:** Doe
Location: San Francisco, CA



JOB DESCRIPTION

What will you discover today?

An organization as committed to your community as you are.

At UCSF Medical Center & UCSF Benioff Children's Hospital, our advanced medical technologies and renowned practitioners are what make us a premier academic medical center and a center for research and excellence. For you, UCSF Medical Center is where you will share and discover something new every day with benefits and rewards that will last a lifetime.

Director of Telehealth Programs
 Job ID 5640

The Director of Telehealth Programs leads the Telehealth Resource Center, which provides information, assistance and operational support to clinical programs wishing to initiate or expand their use of telehealth to provide patient care and conduct other clinical or activities. The Director works with both UCSF staff and the staff at remote hospitals and clinics to ensure that UCSF telehealth programs are effective for both providers and patients. The Director also provides and maintains expertise on telehealth business models, evaluation mechanisms and implementation strategies. The Director manages the development and maintenance of Telehealth Policies and Procedures. The incumbent is responsible for both the outreach and development of the Telehealth Program.

REPORTING RELATIONSHIPS

Reports to the Director, Business Development. Operates at the direction of the Telehealth Steering Committee, a multi-disciplinary committee with clinical, financial and technical representation. Provides direction on priorities and deliverables to the Manager of Telehealth Information Technology, who reports to the IT Department.

DUTIES & ESSENTIAL JOB FUNCTIONS

1. Work collaboratively with UCSF physicians, nurses and other staff to design functional, sustainable and measurable telehealth program plans; support UCSF staff as they present telehealth program plans to the Telehealth Steering Committee for approval.
2. Provide centralized telehealth resources, including training, scheduling and technical support, both within UCSF and to external hospitals and clinics.
3. Maintain and communicate current, accurate knowledge about legal, regulatory, and reimbursement issues amid the changing telehealth and telemedicine landscape.
4. Work with other departments (e.g., Legal, Billing, Information Technology, Finance, Strategic Development) as necessary to implement processes for operating and measuring telehealth programs.
5. Analyze and evaluate effectiveness of UCSF telehealth offerings and make recommendations for modifying, expanding or eliminating programs in collaboration with program management.
6. Work with Manager of Telehealth Information Technology to ensure that provided technologies are consistent with the clinical and operations needs of participating organizations.
7. Facilitate communication between clinical, administrative and information technology professionals in order to identify, understand and fully resolve issues as they arise.
8. Provides direction to the Manager of Telehealth Information Technology regarding priorities and deliverables.
9. Sets ongoing priorities for Telehealth Programs consistent with the direction of the Telehealth Steering Committee.

OTHER FUNCTIONS AND RESPONSIBILITIES

1. Develop and distribute educational materials regarding the design, implementation and evaluation of telehealth programs.
2. Market and promote UCSF telehealth offerings in collaboration with Business Development and the Marketing Departments.

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3. Demonstrate the use of telehealth technologies with ease and confidence.
4. Assist stakeholders in identifying and pursuing appropriate grant opportunities.

REQUIRED QUALIFICATIONS

1. Current CA RN license.
2. A minimum of 7 years of healthcare experience.
3. A minimum of 3 years of experience in a project / business leadership role.
4. In depth understanding of clinical workflow issues with 3 - 5 years of extensive experience planning and implementing clinical programs with significant technology components. Proven ability to effectively facilitate the use of technology within healthcare environments.
5. Experience in the development and implementation of clinical and operational measures of program effectiveness.
6. The ability to effectively communicate with professionals at all levels.

PREFERRED QUALIFICATION

Masters' degree or PhD in a health-related field.

Experience planning, implementing and/or supporting telemedicine or telehealth programs.

Experience working at an academic medical center or other quaternary/tertiary referral facility.

REQUIRED LICENSES/CERTIFICATIONS

Valid CA Driver License

Current CA RN license

We offer a comprehensive benefits package effective on the first day of employment and a location in the heart of San Francisco.

Apply online at <http://jobs.ucsfmedicalcenter.org/> for official consideration and search for Job Opening ID: 5640. For more information, please contact Maritess Hochderffer at Maritess.Hochderffer@ucsfmedctr.org or (415) 353-4687. EOE

UCSF Medical Center
UCSF Benioff Children's Hospital

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Director of Telehealth

MedOptions - Old Saybrook, CT, US

About this job

Job description

Listing Info

Do you want to be part of a dynamic company that is the leader in their industry? Then we want to hear from you. MedOptions is the leading provider of behavioral health services to residents of nursing homes and assisted living facilities.

Our growth has created numerous opportunities throughout the states we provide service. We are looking for clinicians who have a passion for the elderly and providing the best quality behavioral health care for those residents. It's important for our clinicians to develop relationships with the residents and facility staff to provide consistent and reliable care. We currently service over 700 nursing homes in seven states and Washington DC.

Director of Telehealth

MedOptions is looking for a Director of Telehealth who will establish, lead, and market this new initiative within the skilled nursing and post-acute facility settings. One key to the telehealth strategy's success is a true and unified technology partnership among these facilities and our world-class clinicians. Another is to develop a keen understanding of the appropriate workflow use of facilitating technologies and systems in order to leverage clinician resources in delivering telehealth services. MedOptions strives to build relationships with key staff and management within the sub-acute and post-acute facilities to drive specific clinical outcomes with the current services offered.

This is an outstanding career opportunity for technology driven and healthcare experienced individuals wanting to join a highly entrepreneurial medical group that is facilitating the adoption of telehealth across a national platform for behavioral health services.

The position will report to the VP of Operations and will be considered a senior level position working within a flat and accessible senior leadership group.

Job Duties And Responsibilities

- Lead, coordinate, and assist in development and implementation of the telehealth strategy.
- Continuously develop the telehealth strategy to achieve MedOptions' goals. Stay current with the rapidly evolving field of new information technologies, and recognize how they can be applied to achieve the MedOptions' strategy in innovative ways.
- Lead cross-functional working groups, including regional managers, clinical directors, and clinicians to evaluate concepts and solutions for clinical care using telemedicine. Provide guidance, streamline start-up, and reduce duplicative efforts.
- In conjunction with the IT department, identify, evaluate, select, and implement new technologies and capabilities that integrate into existing infrastructure and are in line with the strategy to further enable the virtualization of behavioral health care where it makes clinical and economic sense.

- Lead the vendor negotiation and contracting where outside capabilities are necessary to achieve the strategy.
- Stay current with the National and State regulatory environment currently being developed to support and/or limit the ability of providers to use telemedicine capabilities.
- Stay current with the Payer policies currently being developed to support and/or limit the ability of providers to use telemedicine capabilities. Work with Payers, in partnership with MedOptions, to steer contracts to appropriate compensation.
- Assist in development and deployment of marketing strategies and facilitate outreach to secure incremental patient and employer utilization.
- Manage telehealth department personnel if and when additional resources are required. Prepare and deliver presentations to leadership on strategy, new initiatives, and progress to plan.
- Help design Performance Improvement and cost containment approaches in the delivery of behavioral services via healthcare technologies and telehealth.
- Demonstrates financial responsibility and accountability through the effective and efficient use of resources in daily procedures, processes and practices.

Director of Telehealth - Telehealth Services (Swedish Medical Group)

Job Number:

93074

Schedule

: Full-time

Shift

: Day

Job Category

: Project & Program Management

Location

: Washington-Seattle

Where you work matters! Swedish Medical Group is looking for a Full-Time Director of Telehealth to work Days for the Telehealth Services department at Swedish Medical Group in Seattle, WA.

The Director of Telehealth is responsible for leading the Telehealth growth initiative. Sets strategic direction for Telehealth services to ensure long-term, sound investments.

In this position you will:

- Provide a structure and processes to assure a reliable and adaptive program.
- Coordinate capabilities with strategic organization initiatives.
- Develop, organize, and lead using quality improvement methods and approaches.
- Be responsible for working with physicians, senior management, middle management, IT/IS and radiology staff to achieve initiative objectives.
- Speak in public and market services to key customer groups.

Required qualifications for this position include:

- Bachelor's degree in health care
- Moderate to advanced computer skills
- Prior and current experience with Telehealth industry
- Management and program development with clinical background

Preferred qualifications for this position include:

- Master's degree in health care, Business or related field

About Swedish Medical Group

Swedish Medical Group (SMG) is a successful, performance-driven division of Swedish Health Services, the largest non-profit health provider in the Greater Seattle area. The

SMG network includes more than 900 providers across 108 primary care and specialty care clinics.

We offer a full comprehensive range of benefits — see our website for details —

<http://www.swedishcareers.org/pages/benefits.html>

Our Mission Our Non-Profit Mission: Improve the health and well-being of each person we serve., Our Vision: Demonstrate the highest-quality, best-value healthcare to all we serve.

About Us Since 1910, Swedish has been a hallmark of excellence. Swedish has grown to become the largest non-profit health provider in the Greater Seattle area with 11,000 employees, more than 2,800 physicians and 1,700 volunteers. Swedish is committed to being the best place to receive care, and also the best place to work. We reward our employees with generous compensation and benefits, individualized orientation, education and a supportive work environment. Swedish is proud to be an Equal Opportunity Employer. Swedish does not discriminate on the basis of race, color, gender, disability, protected veteran, military status, religion, age, creed, national origin, gender identity, sexual orientation, marital status, genetic information, or any other basis prohibited by local, state, or federal law.



Executive Director Telehealth

University of Colorado Health - Aurora, CO, US

About this job

Job description

Listing Info

- Bachelors degree is required
- At least 3 years of experience required

Elevating the Possibility of U at UCHealth

UCHealth is a special place and it requires a special type of person to work here. We are committed to attracting exceptional people who possess a rare combination of talent, drive, and intellectual curiosity. They are the people who naturally gravitate toward our culture, our geography, and our passion for discovery — ambitious people for whom UCHealth isn't just a career, but an elevated state of mind.

Summary

The **Executive Director Telehealth** for UCHealth directs the Telehealth program's activities and resources to ensure alignment with the mission, values, and objectives of the department and organization.

Job duties

- Oversee and coordinate all clinical aspects of UCHealth telehealth programs
- Assure alignment between the clinical objectives and focus of telehealth solutions and UCHealth organizational goals

- Integrate with the UCHHealth System, CU School Of Medicine, University Physicians Inc. and the Colorado Health Medical Group leadership to develop, maintain and execute strategic plans regarding telehealth delivery
- Conform telehealth strategy to the dual focus areas of volume-driven fee-for-service activity and efforts to lower cost and increase efficiency in a value-based population health management environment
- Work collaboratively with Physician Relations, IT Program Director of Telehealth as well as multiple UCHHealth departments such as legal, compensation, MSO, and clinical department leaders to guide and direct the telehealth program
- Provide primary clinical direction and support to the Telehealth Coordinators
- Works as a liaison between UCHHealth telehealth partner sites, physicians, and clinical departments to ensure a safe and satisfactory telehealth experience for both our partners and our patients
- Provide input into and assists with development of capability to capture relevant data to guide care delivery and measure outcomes
- Assure effective communications with executive management and regional associations
- Represent UCHHealth at local, state, regional and national meetings as needed.

Requirements

- Bachelor's Degree in related field
- Three or more years of experience working with telehealth in a planning, development, clinical use, and/or leadership capacity
- Working knowledge of grant funding requirements
- Experience with developing funding sources for new innovative systems
- Working knowledge of current telehealth regulations, policies, laws, and reimbursement models

Preferred

- Master's Degree
- Clinical or Clinical Leadership Background

Job Title: Director of Telehealth

Requisition Number **20644** - Posted **05/19/2014** - Leadership - Johns Hopkins Medicine International - Day Shift - Full Time (40 hours) - Weekend Work Not Required - Other Jobs - Baltimore, MD

Johns Hopkins employs more than 20,000 people annually across our health system. Upon joining Johns Hopkins, you become part of a diverse organization dedicated to its patients, their families, and the community we serve, as well as to our employees. Career opportunities are available in academic and community hospital settings, home care services, physician practices, international affiliate locations and in the health insurance industry. If you share in our vision, mission and values and also have exceptional customer service and technical skills, we invite you to join an employer that is a leader and innovator in the healthcare field.

Position Summary:

Johns Hopkins Medicine International has engaged in developing a core service dedicated to tele-education and tele-communication within JHM and between international clients. The Tele-health Division of Johns Hopkins Medicine International has created a line of consulting and co-branded products and services in collaboration and using the expertise and experience of the Johns Hopkins faculty and staff. The goals are to increase connectivity within JHM, in the region, and with external clients across the globe. These programs provide the opportunity for training and education of all partners and increased revenue to the institution through tele-medicine and targeted consulting engagements with public and private institutions, domestic and abroad. The responsibility for implementing, managing and growing relationships with our client base falls to the Global Services Division.

The Global Services Division has established distance education, e-learning, training, technology applications and tele-medical relationships, all which fall under the focus of our tele-health initiatives. Reporting to the Vice President and Executive Medical Director of Johns Hopkins Medicine International, the Director of Tele-Health is responsible for the development, maintenance and business support in the area of distance education, e-learning, and tele-health for JHM and external clients. The Director oversees the following areas:

- 1) Manage and oversee the operations of the program development, technical and support services staff for Interactive Learning providing web based education utilized by the whole of JHM and its hospitals/clinics
- 2) Management and growth of the JHM International enterprise wide e-learning platform
- 3) Management of business unit profit and loss statements for personnel and tele-health products
- 4) Strategic planning, program development and implementation for e-learning and tele-health programs within Johns Hopkins Medicine and to an external market including tele-medical consultation for global affiliates
- 5) Participation in strategic planning for JHM International as a whole.
- 6) Provides healthcare technology guidance and planning to JHM International, its affiliates, and JHM as a whole.

The Director will work closely with the JHI Managing Directors and will represent JHM/JHI to clients and high level associates in the United States and abroad. Such representation will include participation in program development, contract negotiations and development of opportunities between JHMI and potential clients. Moderate amount of travel is required. The Director will also work closely with the academic departments to enhance their reach globally through tele-health and tele-consultation initiatives.

Competencies:

- | | |
|----------------------------|--|
| A. <i>Education:</i> | <p>Doctorate of Medicine or
Doctorate of Osteopathic Medicine or
Master's of Nursing</p> <p>Master's Degree in Business (healthcare concentration) or related field preferred.</p> |
| B. <i>Knowledge:</i> | <p>Program development and supervisory experience in tele-health</p> <p>Advanced knowledge of business/strategic planning in order to develop rigorous and financially sound plans for e-learning, distance education and tele-health efforts.</p> <p>Advanced knowledge of technology and standards in the e-learning, distance education and tele-health industry.</p> <p>The ability to identify the needs of the client (internal and external) and propose and implement plans and programs to promote Interactive services in their applicable domains/regions.</p> <p>Knowledge and experience related to project management and implementation of medium and large scale strategic initiatives.</p> <p>Understanding of cultural standards and customs, relevant economic and political variables of the international regions from which clients originate.</p> <p>Working knowledge of contractual law and the application of legal agreements as they relate to financial and business terms preferred.</p> |
| C. <i>Skills: General</i> | <p>High level of interpersonal and organizational skills are required to handle sensitive and confidential situations with poise, and the ability to interact with diverse groups of people within and outside of Johns Hopkins Medicine.</p> <p>Ability to effectively communicate with clinicians and administrative staff to ensure services and interactions are culturally appropriate. Ability to effectively interact with diplomatic corps/ government agencies/ insurance companies. As a representative of JHMI, presents a professional and polished image.</p> <p>Strong analytical ability to identify and promote beneficial specialty programs and business opportunities. Highly proficient in Microsoft Word, Excel and PowerPoint for analysis and presentation purposes.</p> <p>Strong ability to gain credibility with JHU physicians in order to promote Interactive initiatives with the departments.</p> <p>Ability to work independently and meet aggressive time frames; manage multiple projects simultaneously; and prepare oral and/or written presentations to senior management physician leadership, and board of trustees.</p> |
| D. <i>Skills: Specific</i> | <p>Clinician with experience in tele-medicine and/or tele-education.
Must have experience with virtual health care solutions (e.g. mobile, video, internet, social media technologies) in a setting for telemedicine, remote patient monitoring, and/or clinician-to-clinician consultation along with an enthusiasm for telemedicine, knowledge of the related benefits, and the ability to convey to other physicians the experience of practicing via telemedicine.
Experience in leading physician implementation and adoption of new services, technologies, and processes is highly desirable.
Experience and/or working knowledge of technologies such as store & forward, asynchronous, and video conferencing is highly desirable.
Experience with patient engagement through education, patient portals, or self-monitoring is desirable.</p> |

E. <i>Required Licensure, Certification, Etc.</i>	Clinical Licensure, active preferred
F. <i>Work Experience:</i>	Five years of clinical experience
	Five years of experience in Management, Project/Program Management and/or Business and Financial Planning preferably in an academic medical. Domestic and International health care marketing and business development experience preferred.
G. <i>Machines, Tools, Equipment:</i>	EMR, Video Conferencing, Distance Learning platforms

Johns Hopkins Health System and its affiliates are Equal Opportunity/Affirmative Action employers. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, disability, protected veteran status, and or any other status protected by federal, state, or local law.

Reid Physician Associates, Inc.

Role Summary

TITLE RPA Telehealth Director

BUSINESS BACKGROUND Reid Physician Associates, Inc., (RPA) is a 501(c)(3) not-for-profit, wholly-owned subsidiary of Reid Hospital & Health Care Services, Inc. (Reid). It is a rapidly growing network of employed physician practices and associated services, representing multiple specialties that support Reid's health system in the East Central Indiana / West Central Ohio region. Reid and RPA are the recipients of a USDA grant in 2011 for the implementation of a rural telemedicine infrastructure (Reid RuralConnect) to support the provision of specialty services to Reid and RPA remote and rural facilities. Additional telehealth initiatives supporting Reid and RPA's business development and population health strategies are planned.

ROLE OVERVIEW Under the direction of the Executive Director of RPA and with the input of other RPA and Reid leaders, including RPA's Network Operations Council and other physician leaders, the Telehealth Director is responsible for the overall operations of RPA's Telehealth Department, overseeing its development and expansion and the implementation of new telehealth projects. Responsible for leading the strategic planning, business development and implementation of projects, to include acquisition and development of new technologies and strategies, implementation and development of new telehealth-supported services, and further development of established services and initiatives, with an overarching focus on effectively impacting population health management. Regularly interfaces and collaborates with physicians providing telehealth services as well as Reid leaders and staff in cross-functional areas such as Information Services, Human Resources, Business Development, Medical Staff Development, Medical Staff Services, Accounting Services, Materials Services, Lean Management and the various other clinical and support departments. Also interfaces, collaborates and networks with external stakeholders by building strategic relationships with other provider networks, payors, local/state/regional government and regulatory agencies, and with community organizations to promote the acceptance of expanded telehealth services and advance telehealth policy in Indiana. Promotes understanding of and use of the telehealth network among physicians in Richmond and at remote sites. Provides business analytics of the operational and financial performance of the telehealth initiatives to Reid, RPA and NOC leaders. Collaborates with Reid, RPA and NOC leaders and staff in planning and implementing operational and financial performance improvement projects in the telehealth area. With other RPA leaders, fosters an environment that supports and continuously improves patient and employee satisfaction, ensures optimum financial and operational performance and aids Reid and RPA operational staff in achieving high clinical and service quality for

patients.

EXPERIENCE Minimum of two years' experience in healthcare operations with health information technology and recent Telehealth experience required.

EDUCATION Bachelor's Degree in Business, Health Administration or Information Technology Management. Master's Degree in a management discipline preferred. Lean Management understanding preferred. Must demonstrate interest in professional, community, and national current events and policy changes as well as rigorously engage in continuous professional self-development.

LICENSE None required.

PREREQUISITE SKILLS

- **Communication**
 - Demonstrates superior oral and written communication skills. Must have the ability to positively and effectively handle crucial conversations with organizational leaders, employees, patients, patients' families and other internal and external customers.
 - Demonstrates superior skill in written and verbal small and large group communications for the purpose of presenting and interpreting complex analytical data in consumable and actionable form and for persuading audiences to positive action.
 - Demonstrates ability in handling confidential information as it relates to physicians, employees, patients and external customer groups.
- **Leadership**
 - Ability to work with and lead work groups in team situations and create a positive work environment.
 - Demonstrates ability to positively influence physicians and employees as well as to supervise self. Functions as a leading contributor to the strategic direction of Telehealth initiatives, with particular emphasis on enhancing the Reid system's population health management strategies and impacting the community's population health metrics.
 - Demonstrates superior personal behaviors and standards of ethical conduct and is an example for others to follow.
- **Financial/Operational**
 - Must have a good knowledge and understanding of operational reports and financial statements. Must be able to develop meaningful and actionable reports for Reid, RPA, specialties, practices and initiatives.
 - Demonstrates an adequate technical understanding of applicable scheduling, billing and electronic medical record software, Intranet and Internet usage, Excel/Word/PowerPoint software, e-mail, and Web-based applications. Required to check e-mail multiple times daily and use as a source of communication with various RPA and hospital departments. Required to understand and utilize electronic medical record technology.

- Has a good working knowledge of billing and coding standards and procedures for primary care and specialty practice, especially the ICD-9, ICD-10, and CPT systems, as well as documentation, regulatory, compliance and Meaningful Use standards. General knowledge of DRG coding and documentation improvement is helpful.

REPORTS TO: RPA Executive Director.

SUPERVISES: Telehealth staff.

ESSENTIAL FUNCTIONS

The following list describes the essential duties and capabilities of this role. Individuals in this role may not perform all of these duties, or may perform additional, related duties not listed here.

Daily Operations

1. Manages the daily operations of the RPA Telehealth Department by monitoring activities of Telehealth services and staff and by providing direction, advice and support. Independently makes decisions that affect the daily operations of the Department.
2. Provides leadership and support to the Telehealth Steering Committee of RPA physicians and Reid / RPA leaders who are engaged in the strategic planning and governance of telehealth initiatives.
3. Directs and manages the implementation of telehealth initiatives and also related information technology projects as assigned, such as the SironaHealth practice communications and patient outreach system. Maintains primary responsibility for on-going management of telehealth and related projects.
4. Management of RPA Telehealth staff by:
 - a. Interviewing, selecting, training and developing new employees.
 - b. Maintaining an efficient work schedule that ensures daily workflow.
 - c. Evaluating performance.
 - d. Approving time paid (assuring payroll summary sheets are submitted within the timeframe designated by Human Resources/Payroll Department).
 - e. Functioning as a liaison between staff and providers.
 - f. Assuring achievement of turnover and employee satisfaction targets.
5. Facilitates the employee performance appraisal process by coordinating the evaluations of staff in RPA Telehealth. Directly evaluates RPA Telehealth staff and provides necessary counseling/coaching sessions, and all follow-up support, documentation, etc.
6. Utilizes Reid and RPA support systems to obtain information necessary to effectively manage RPA Telehealth.
7. Facilitates/participates in staff meetings and physician meetings. Leads RPA Telehealth meetings. Attends Practice Manager meetings, Leadership Training sessions, Electronic Practice Management/EMR training and all mandatory training sessions (HIPAA, NRCP, OSHA).
8. Oversees and facilitates employee training and development.
9. Ensures effective and timely communication of RPA Telehealth operations information to RPA Executive Director, and Reid system leaders.
10. Acts as liaison between RPA Telehealth and external customers and vendors.
11. Works with RPA Executive Director, Regional Directors and RPA physicians to establish professional standards of practice in Telehealth.

12. Coordinates automated system activities, run month end reports and ensure accuracy.
13. Ensures compliance with all RPA operational processes (both clinical and financial) and HIPAA/OSHA/CLIA and NRCP standards. Coordinates required training of staff in these areas. Assures staff performance appraisals are completed by designated due dates.
14. Assists Executive Director with projects to evaluate, monitor and facilitate patient flow in RPA Telehealth services.
15. Performs all duties respectful of confidentiality and safety of all patients, employees and physicians. Adheres to established quality principles and standards established by RPA and Reid.

Financial

16. Ensures financial performance of Telehealth services by working with CBO revenue cycle team and practice managers to maximize collections and reimbursements by ensuring efficient and accurate systems in RPA practices for generating Telehealth billing. Sets up and monitors systems for analyzing insurance reimbursements. Sets up and manages policies for negotiating payment arrangements when appropriate.
17. Collects, monitors and analyzes data and prepares reports for business analysis and decision-making purposes. Develops measures and monitors benchmark performance for clinical, operational and financial quality and recommends changes in process, policy and procedure to ensure the operational effectiveness and financial viability of RPA Telehealth.
18. Identifies workflow improvement strategies through the use of Lean strategies and tools.
19. Prepares and coordinates data management and produces periodic reports that support the development of RPA Telehealth service lines.

AGE OF PATIENTS SERVED: All age groups.

MISSION STATEMENT/PHILOSOPHY

Works with others to enhance wholeness (in body, mind and spirit) for all those we serve. Committed to compassion, service, excellence and value which is expressed daily through C.A.R.E principles (Courtesy, Attitude, Respect and Enthusiasm).

QUALIFICATIONS/COMPETENCY

Successful completion of Reid Hospital orientation and competency based skills appropriate through ongoing assessment of competence and educational activities. Written evaluations are done on an annual basis.

- A calm, pleasant, professional demeanor is expected.
- Must have the ability to work cooperatively with all staff, physicians and departments.
- Must be committed to Patient Satisfaction and Patient Safety.

BEHAVIORAL EXPECTATIONS

- Demonstrates ability to connect on a human level, at a minimum making eye contact with and greeting patients, families, visitors and staff.
- Shows courteous interactions, including correct voice inflection and positive body language.

- Demonstrates empathy by acknowledging and validating patients' situation or experience. ("It must be hard to..." "It must be difficult to...")
- Appropriately uses therapeutic touch to calm and comfort.
- Demonstrates a cheerful demeanor by smiling or other non-verbal communication, not complaining and displaying a positive attitude.
- Willing to work hard; offers to help others when own work completed. Sensitive to needs and workload of entire unit/department.
- Shows willingness to take ownership; uses "I" or "we" rather than "they" or "them." Blame is not directed at others.
- Demonstrates compassion by ability to "walk in someone's shoes" – get to their level, to understand where they are and what they're feeling, and help them get to where they want to be.
- Supports team by recognizing and celebrating successes and failures, giving credit publicly, actively participating in team activities, treating team members with respect and dignity.
- Always considers safety first when making decisions.
- Shows ability to use imagination, because if you can't "imagine," you can't "connect," and if you can't "connect," you can't display compassion.

PATIENT SATISFACTION RESPONSIBILITIES

- Promotes an environment that inspires compassion in staff.
- Exhibits and promotes passion for excellence in patient care and patient satisfaction.
- Supports the "team" concepts as a mechanism for promoting patient care and patient satisfaction.
- Dedicated to an environment of well-informed patients /family.
- Recognizes and communicates the importance of providing a positive patient experience.
- Utilizes patient and family input in measuring patient satisfaction to make service improvement.

The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified, and shall not be considered as a detailed description of all work requirements that may be inherent in the position.

PHYSICAL/ENVIRONMENTAL REQUIREMENTS:

Please see check list

WORK-PLACE ACTIVITIES CHECKLIST*

* Frequencies based on DOT (Dictionary of Occupational Titles) standard frequencies

Activity	Never 0% of the day 0 per day 0	Occasional 1-33% of day 1-66 per day 1 per 15 min.	Frequent 34-66% of day 67-200 per day 1 per 5 min.	Constant 67-100% of day 200 plus per day 1 per 30 sec.
Standing		X		
Sitting			X	
Walking		X		
Bending				
Forward	X			
Sideways	X			
Climbing	X			
Grasping			X	
Pushing (Carts, wheelchairs, etc)	X			
Pulling (Carts, wheelchairs, etc)	X			
Twisting at waist	X			
Work above shoulders	X			
Repetitive arm movement			X	
Reaching				
Overhead:		X		
Forward:		X		
Side:		X		
Rear:		X		
Squatting	X			
Kneeling	X			
Crawling	X			
Wrist & Forearm				
Pronation / Supination		X		
Nondependent patient transfers	X			
Dependent patient transfers	X			
May drive between worksites			X	

Lifting and Carrying	Never	Occasional	Frequent	Constant
Under 10 lbs		X		
10-20 lbs		X		
20-30 lbs		X		
30-40 lbs		X		

Employee Signature Date

Supervisor Signature Date

Senior Director, Telehealth

St. Luke's University Health Network - Allentown, Pennsylvania Area

Posted 10 days ago

About this job

Job description

JOB SUMMARY:

-

Under the direction of the Vice President, Planning and Business Development, the Senior Director of Telehealth is responsible for implementing and supporting St. Luke's University Health Network's telehealth services and strategy. This position develops, implements, and champions, as well as, monitors and oversees telehealth program utilization, internal/external customer service, quality, stakeholder relations, and financial goals and objectives.

This position leads the adoption, coordination, implementation, development and revision of new or existing telehealth projects based on market and/or patient/member needs in conjunction with various stakeholders throughout the Network. The Senior Director of Telehealth promotes a collaborative, open and inclusive service relying on excellent change management skills to foster growth and collaboration.

The intent of this job description is to provide a summary of the major duties and responsibilities of this position and shall not be considered as a detailed description of all the work requirements that may be inherent in the position.

WORK PERFORMED

JOB DUTIES AND RESPONSIBILITIES:

-

ESSENTIAL FUNCTIONS:

1. Lead, coordinate, assist in development and implement the Network's telehealth strategy.
2. Continuously develop the telehealth strategy to achieve Network goals. Stay current with the rapidly evolving field of new information technologies, and recognize how they can be applied to achieve the Network's strategy in innovative ways.
3. Lead cross functional working groups, including physicians and leaders from key areas, to evaluate concepts and solutions for clinical care using telemedicine. Provide guidance, streamline start-up, and reduce duplicative efforts for those clinical, practice and service line champions seeking assistance in launching new telehealth programs.
4. In conjunction with the IT department and other stakeholders, identify, evaluate, select, and implement new technologies and capabilities that integrate into existing infrastructure and are in line with the strategy to further enable the virtualization of medical care where it makes clinical and economic sense. Lead the vendor negotiation and contracting where outside capabilities are necessary to achieve the strategy.
5. Stay current with the National and State regulatory environment currently being developed to support and/or limit the ability of providers to use telemedicine capabilities.
6. Stay current with the Payor policies currently being developed to support and/or limit the ability of providers to use telemedicine capabilities. Work with Payors, in partnership with St. Luke's Physician Group and Finance, to steer contracts to appropriate compensation.
7. Work closely with various medical directors and the CMIO to coordinate cross functional teams including IT, Finance, Legal, Marketing and Clinical departments across the Network to launch and sustain new telehealth programs.
8. Assist in development and deployment of marketing strategies and facilitate outreach to secure incremental patient and employer utilization.
9. Manage telehealth department personnel if and when additional resources are required.
10. Prepare and deliver presentations to leadership on strategy, new initiatives, and progress to plan.

11. Maintains confidentiality of all materials handled within the Network/ Entity as well as the proper release of information.
12. Complies with Network and departmental policies regarding issues of employee, patient and environmental safety and follows appropriate reporting requirements.
13. Demonstrates/models the Network's Service Excellence Standards of Performance in interactions with all customers (internal and external).
14. Demonstrates Performance Improvement in the following areas as appropriate: Clinical Care/Outcomes, Customer/Service Improvement, Operational System/Process, and Safety.
15. Demonstrates financial responsibility and accountability through the effective and efficient use of resources in daily procedures, processes and practices.
16. Complies with Network and departmental policies regarding attendance and dress code.

OTHER FUNCTIONS:

- Other related duties as assigned.

PHYSICAL AND SENSORY REQUIREMENTS:

- Must be able to sit for up to eight hours per day and up to three hours at a time. Must be able to stand for up to four hours per day and up to two hours at a time. This position requires normal dexterity, handling, and twisting. Occasionally requires lifting, carrying, pushing and pulling objects weighing up to 25 pounds. Occasionally requires reaching above shoulder level. Ability to hear as it relates to normal conversation and see as it relates to general vision. Must be able to drive a car.

POTENTIAL ON-THE-JOB RISKS:

- Repetitive motion injury of hands and wrists due to frequent computer use.

MOST COMPLEX DUTY:

- Building consensus with cross functional teams to embrace new and innovative methods to deliver health services.

SUPERVISION (RECEIVED BY AND/OR GIVEN TO):

- Receives supervision as needed from the Vice President, Planning & Business Development.

COMMUNICATIONS:

- Communicates verbally and in writing with Administration, department managers, employees, physicians, and community leaders.

ADDITIONAL REQUIREMENTS:

- Proven organizational, analytical, and business development skills.
- Strong written and verbal communication skills.
- Professional presentation skills.
- Excellent judgment.
- Ability to work with minimal day-to-day supervision.
- Ability to effectively relate to a wide range of professionals.
- Ability to master new information on a regular basis.
- Must be loyal and dependable with a high level of integrity.
- Excellent working knowledge of Excel, Microsoft Word, and PowerPoint and a capacity to learn other programs.

MINIMUM QUALIFICATIONS

EDUCATION:

- Bachelor's degree. Master's degree preferred.

TRAINING AND EXPERIENCE:

- Telehealth experience preferred or applicable planning and business development, practice management, health care operations, or similar experience.

WORK SCHEDULE:

- Monday through Friday generally 8:00 a.m. to 5:00 p.m. but hours may vary and include occasional evenings and weekends.

TELEHEALTH DIRECTOR

Requisition Number:	191583
Department:	System Clinical Svc Admin 100720
Schedule:	Active Full Time
Shift:	Days
Hours:	
Contact Information:	Contact: Kimberly Ringham Email: kringham@iuhealth.org
Job Details:	<p>The Director of Telehealth is responsible for developing the strategy and coordinating implementation of all virtual healthcare services. The Director is responsible for expanding IU Health's telehealth footprint, consistent with broader strategic goals, and for driving patient volume through telehealth channels. Leads the strategic planning, business development and implementation of telehealth services. Coordinates the identification and deployment of new telehealth technologies and supportive strategies, with an emphasis on optimizing customer access and convenience. Ensures that telehealth strategies and processes are embedded in ongoing operations and support the achievement of organizational goals and objectives. Oversees staff of Telehealth Department. Serves as a telehealth expert to inform broader organizational initiatives.</p> <h3>QUALIFICATIONS/KNOWLEDGE/SKILLS/ABILITIES</h3> <p>Require Bachelors degree in business management or health administration, IT or related field. Require experience working in program development. Require demonstrated ability to understand and operate within regulatory framework. Prefer knowledge of telehealth, telemedicine or IS infrastructure. Require analytical capabilities, the ability to problem solve to formulate a plan of action. Require ability to lead cross-functional work teams. Require strong interpersonal and organizational skills. Prefer Masters degree in business management or health administration, IT, or related field. Require strong written and verbal communication skills.</p>