



**Title:** Director, Clinical Services

**Department:** Clinical Support Solutions

**Location:** Alabama

### **Job Summary**

The Director of Clinical Client Services will be responsible for managing the success of the operational relationship with one or more IKS clients in the region and ensure successful implementation of the IKS Care and Practice book of business under contract. The Director Clinical Client Services will ensure high levels of customer satisfaction and mutual success of the relationship. He/she will enable expansion of existing and new solutions across additional providers and departments with the client. He/she will serve as the “voice of the customer” for IKS Health, and serve as the “voice of IKS” in the client organization.

This role will require one spend 4-5 days a week at client’s locations. Travel will be required.

### **Key Responsibilities**

Maximize IKS revenue generated from the client by increasing wallet share of existing service and other related opportunities.

- Work with the client leadership and the IKS teams to identify opportunities to expand IKS services currently being used by client or enable sales of new services to the client
- Offer IKS services to a larger set of client practices/physicians
- Continually and proactively come up with new pursuit plans, strategies and tactics to be able to expand existing and new solutions across client enterprise.
- Work with the IKS operations, presales support and clinical services leaders to create proposals for the client for expanding current services or offering new services

Manage the overall operational deliverables between IKS and the customer to ensure high levels of customer satisfaction and mutual success, by:

- Understanding client hot buttons, concerns, priorities and ensure it is supported and implemented in the operational teams
- Ensuring that operations are aligned to meet customer goals and success
- Provide coaching to a provider on ensuring the visit can be “virtual scribed” and in the quality of the clinical notes
- Working with the customer to resolve issues that are blocking IKS performance as requested by the operational teams
- Working with the delivery teams to resolve operational issues affecting the customer promptly and effectively
- Liaising with the front office teams and clinical support staff to resolve issues / close pending tasks
- Reporting performance metrics to the customer on a daily / weekly / monthly basis working closely with the IKS offshore delivery team.
- Create & Review IKS documents to capture customers nuances and layout processes to reflect the same.

Formally and informally govern the relationship with the client (COO/CAO, CMIO, CMO, Physicians) organizations to:

- Review the status of IKS service delivery and ensure it meets/exceeds contractual requirements with the client
- Identify delivery issues or areas of concern for the client; if any; work with the IKS delivery team and the client physicians to resolve concerns
- Provide cost effective value-adds beyond the Statement of Work that will add value to a client
- Proactively reduce escalations if any from the client

Proactively anticipate operational issues early and escalate within IKS before the client is aware to issues can be resolved. Work with the IKS delivery teams to:

- Identify and implement operational improvements (such as work flow changes, technology and automation, metrics and reporting) to ensure high level of customer satisfaction and customer success.
- Provide the nuances of the client environment and ensure the delivery and measurements of success are representative of the client environment
- Understand and resolve issues with the client that is hindering IKS performance in the account

While starting a new account and while new Providers/Practices are being brought on:

- Program manage the onsite aspects of the Transition/On boarding Plan
- Work with the Operations teams to baseline the performance of the practice's performance prior to IKS
- Work with the provider and their support staff to implement IKS processes
- Train and possibly coordinate the training of a provider and practices
- Ensure the provider and practice leaders are comfortable with the new service till they are in steady state

### **Key Measurements of Success**

- Predictable revenue growth for the client with existing as well as new solutions.
- Ensure Operational Metrics with regards to ensuring SLAs are exceeded
- Ensure Business Metrics and value proposition is met and shared with the customer
- Reduce front end and clinical staff escalations
- High Customer Satisfaction & Success
- Ensure the client will serve as a reference for IKS

### **Qualification**

- Required Familiar with EHR work flow, documentation, and coding
- 5-10 years of experience with a large/medium physician group
- Customer Management skills especially in dealing with Physicians, CMIO and Practice Leader
- Structured, methodical, and detail-oriented
- Self-driven and proactive
- Ability to multi-task and prioritize issues in a complex environment.
- Project management, planning and organizational skills
- Excellent verbal and written communication skills



### Preferred

- Minimum of 10 years of proven progressive leadership experience in the US Operational Healthcare setting
- Working knowledge of Practice Management Systems
- Electronic Health Record functionality, analyzing and creating end-user workflows, and implementation experience on EHR functionality
- Involved in a CDI initiative
- Capable of interfacing well at all levels within a large organization and client base
- Experience in a “fee for value” setting, such as PCMH, ACO, and Capitation
- Excellent organization, motivation, leadership, and interpersonal skills

IKS Health offers a comprehensive benefits package including medical, dental, vision, life insurance, long-term and short-term disability, AD&D, etc. For additional information please reach out at [ushr@ikshealth.com](mailto:ushr@ikshealth.com).