



Title: Manager/Director, CSS Implementation Leader

Department: Clinical Support Feature Cluster

Location: Midwest Region

Travel: Yes

Job Summary

The Manager/Director, CSS Implementation will be responsible for successful implementation and adoption of IKS clinical products and solutions with customers, physicians and clinical staff. He/She will be a key contributor to the detailed implementation plans, progress tracker and technology system/solution for managing the end-to-end implementation. Enable critical change management across clients (standard playbooks, handouts, FAQ's, others). Through the process he/she will establish successful relationships within each IKS customer assigned which will significantly improve our opportunity for a successful implementation. The Manager/Director of implementation will ensure high levels of customer satisfaction and mutual success of the relationship. During the implementation phase, he/she will serve as the key conduit to resolve any issues. This role may require 50%-75% travel across IL, WI or other states that includes spending time at customer's clinic and office locations.

Key responsibilities of Onsite Implementation Success Leader

Drive implementations of Clinical support solutions across the enterprise for both new and existing customers

- Program manage the onsite aspects of the Implementation/Onboarding Plan.
- Own overall implementation from SOW signing to go-live and ramp.
- Prepare IKS and clients teams for smooth roll-out thereafter (or re-engage for additional specialties or departments within customers).
- Ensure tight coordination and communication between IKS and client stakeholders (e.g. project lead, physicians, other leaders) and delivery team (ops, IT/IS, enabling managers, WFM, compliance etc).

Lead all core change management, tech and compliance enablement activities to operationalize IKS clinical solutions.

- Co-lead, along with Onboarding Team Leader, initial 'setup' of resource, process and tech at client site.
- Engage client's leadership/clinicians to configure and set up clinical solutions regarding final standards (notes, fields, templates etc.).
- Review customer's existing process documents/workflows and work with the IKS team to ensure the proposed standard operating process(SOP's) appropriately captures customer nuances and processes

Ensure the provider and practice leaders are comfortable with the new service till they are in steady state.

- Successfully onboard clinical champions (first 3-5 providers or clinics) with Bon voyage team's help; ensure target physician retention by active solution user fitment management and expectation setting
- 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 agreed processes.
- Coordinate the training of a provider and practices as required in partnership with the onboarding team.
- Formally and informally govern the enterprise relationship with the customer organizations including designated clinical champions

Institute sustainable processes across IKS and client team for steady state delivery:

- Ensure simple extract of key SOW terms, guardrails and actions are accomplished between IKS and client stakeholders.
- Ensure sustainable invoicing process as per SOW terms is documented and instituted between IKS and client stakeholders.
- During the implementation stage, review the status of IKS service delivery and ensure it meets/exceeds contractual requirements with the customer.
- Identify delivery issues or areas of concern for the customer; if any; work with the IKS delivery team and the customer physicians to resolve concerns
- Ensure that IKS operations are aligned to meet customer goals and success including contractual commitments, client priorities and concerns
- Educate the delivery team on the nuances of the customer environment and ensure the delivery and measurements of success are representative of the customer environment
- Proactively anticipate operational issues and escalate within IKS before the customer is aware so issues can be resolved
- Support the delivery teams to identify and implement operational improvements (such as workflow changes, technology and automation, metrics and reporting) to ensure high level of customer satisfaction

Lead the constant evolution and deployment of CSS best-practices, specifically for:

- Documentation standards,
- Configuration of end-products
- Guidelines for successful adoption
- Collaborate closely with operations to drive adherence to standardized outputs.

Key Measurements of Success

- Ensure all implementations are completed on time, within budget and with high quality
- Ensure business metrics and value proposition are met and shared with the customer
- High customer satisfaction and success

Key Performance Indicators

- Days from SOW signing to start of first ramp
- 30-60-90 days CSAT for all client physicians | 90 & 180 day provider retention rate
- Minimize fully loaded cost of implementing
- Extent of standardization and change management at client (qualitative)



- Demonstrated SME contribution (create best practices in configuration, documentation, fitment and utilization etc.)

Qualification

Mandatory

- Clinical background
- 10+ years of experience working in US healthcare
- Familiar with EHR workflow, clinical documentation, and medical coding
- Customer Management skills especially in dealing with Physicians, Clinical Champions, CMO, CMIO and Practice Leaders
- Structured, methodical, and detail-oriented
- Self-driven and proactive with ability to multitask and prioritize issues in a complex environment
- Project management, planning and organizational skills
- Excellent verbal and written communication skills
- Ability to travel as needed

Preferred

- Proven track record on driving results and progressive leadership experience
- Working knowledge of Practice Management Systems
- Analyzing and creating end-user workflows, and implementation experience on EHR functionality
- Capable of interfacing well at senior management levels within a large organization and client base
- Strong understanding of fee for service and fee for value practice models

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 UStalent@ikshealth.com.