

Project Manager, Process Excellence



Overview:

This position is responsible for the management and support of multiple, diverse projects across QMetrics' full product line. The *Project Manager, Process Excellence* will have experience working on complex projects and be able to adapt to a fast-paced environment with tight deadlines. The successful candidate will possess strong attention to detail and a record of competency with managing and executing tasks that require critical thinking skills.

This position is aligned along three major areas:

- Project Management
- Data Management & Evaluation
- Client Relations

The **Project Management** role requires the ability to determine and clearly communicate project status to executive team members and all internal stakeholders. Frequently this role will be called upon to assist senior management with the coordination of a project and ensuring the project's successful, timely completion. As a project manager, this individual will:

- Evaluate and document project processes,
- Determine project deadlines,
- Identifying process barriers,
- Facilitating the resolution of the identified barriers,
- Ensure all project milestones and deadlines are met,
- Regularly inform all internal stakeholders of project status, barriers, and barrier resolution.

The **Data Management & Evaluation** role is comprehensive and multi-faceted, and requires:

- Coordinating, facilitating, documenting, and tracking data file exchange,
- Evaluating, documenting, and communicating data file accuracy and completeness,
- Reconciling data files to their primary source, which may include medical records or EHRs.

In the **Client Relations** role, this individual will serve as the QMetrics point of contact with several clients for a variety of projects. This role includes:

- Providing regular status updates to the clients,
- Working with client data staff to obtain data,
- Working with clients to remediate all identified data discrepancies,
- Respond to all client inquiries in a timely manner.

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Qualifications:

Education/Certification:

- BA/BS, or equivalent combination of education and/or work experience.

Required Relevant Work Experience

- 3+ years of project management in healthcare setting and/or a combination of other relevant work experience in healthcare setting.
- 2+ experience with health care systems such as claims/encounter transactional systems, practice management systems, and/or electronic health record systems.
- 1+ year experience working with health care data files such as provider data or medical claims.

Specialized Knowledge, Skills and Abilities:

- Knowledge of healthcare delivery systems, managed care, and quality reporting programs such as HEDIS®, STARS.
- Two years of experience and skill in word processing, basic spreadsheet, and presentation software applications; familiarity with database software programs (Microsoft Office: Word, PM tools, Office 365).
- Demonstrate flexibility in approach and follow up to achieve resolution of outstanding issues.
- Ability to coordinate multiple projects at a time and balance regular support tasks with ad-hoc projects.
- Ability to organize and coordinate multiple simultaneous tasks in a team environment.
- Coordinate resources from multiple areas to deliver process improvement for the organization.
- Exhibit partnership and influencing skills to improve tools and resources to grow efficiencies that contribute to organizational success.
- Ability to work with minimal supervision and work independently to implement business process improvements.
- Complete process analyses accurately with guidance from senior colleagues to meet and exceed internal and external customer expectations.
- Seek assistance when needed and demonstrate a willingness to learn new skills.
- Excellent oral, written, interpersonal and problem-solving skills.
- Adept at communicating at all levels within the company.

Preferred:

- MS Office Suite proficiency including Visio.
- Proficient with Project Management Software (experience with Smartsheet is a plus).