



Employment Opportunity for: Onboarding Coordinator

Position Purpose

The Michigan Health Information Network Shared Services (MiHIN) is looking for an Onboarding Coordinator to join our Production and Operations Department. The Onboarding Coordinator is an integral member of the MiHIN team, facilitating the process of organizations joining (or “onboarding with”) MiHIN’s network for sharing health information electronically.

The Onboarding Coordinator will bring together business partners and other team members in support of Production and Operations, ensuring that all standards are communicated and followed, and that all processes are executed to help MiHIN continue to deliver the high level of customer service and health information exchange expertise that our clients have come to expect.

Tasks for the coordinator may also include, but are not limited to, establishing connectivity, education, conformance reporting, data quality assurance, and troubleshooting issues. Finally, the Onboarding Coordinator will build and maintain collaborative working relationships with MiHIN’s stakeholders, promoting the statewide exchange of health information.

Essential Functions and Basic Duties

- Coordinate internal and external team members to onboard participating organizations to MiHIN, according to established business processes
- Oversee the execution of the end-to-end onboarding process and complete all of the steps necessary to ensure that information-sharing standards are met
- Provide ongoing education and consultation to participating organizations that use MiHIN
- Help ensure the buy-in of proposed process improvements among stakeholders, Production and Operations, and MiHIN leadership
- Manage operational risks and issues, adhering to project timelines and budget
- Ensure the timely and effective execution of all assignments
- Help monitor, research and correct documentation by interacting with other MiHIN departments
- Perform other duties as assigned by management

Required Qualifications

- Bachelor’s degree in Technology, Business Administration, Finance, Health Administration, or related field
- 1+ years of experience in business analysis
- Minimum of 3-5 years in health information management or demonstrated knowledge of analysis methodology

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- Experience or knowledge of health information technology, including but not limited to electronic health records (EHRs), patient care flow, and hospital computer systems
- Demonstrated project and work planning experience
- Clear and concise verbal and written communication skills
- Proficiency in MS Office, particularly Excel
- Expert interpersonal skills
- Strong focus on execution and delivery with ability to make recommendations and mitigate timeline risks
- Excellent analytical and organizational skills
- Confidence to participate in planning sessions that outline IT solutions that reach business goals
- Experience gathering requirements from a client/business, and providing clear documentation
- Self-starter, resourceful (independently seeks and finds resources, information, knowledge, and/or tools to complete tasks as needed)
- Meets commitments, works independently, accepts accountability, handles change, sets personal standards, stays focused under pressure, and meets attendance/punctuality requirements
- Excels at identifying, analyzing, organizing and solving issues and problems

Desired Qualifications

- Knowledge in MPI, PL/SQL and /or SAAS
- Demonstrated exceptional requirements analysis, testing, and debugging experience
- Working knowledge of client accounting and client reporting requirements
- Experience in writing user stories and detailed process flows
- Experience coordinating User Acceptance Testing
- Experience in working with Agile/Scrum methodology
- Experience with project methodology (requirements, design, development, test and implementation)
- Familiarity with business process design to aid high-level business process design efforts with assistance of stakeholders and end users
- Experience supporting client accounting and reporting, or other applicable financial industry experience
- Medicaid experience

Position Reports to: Director of Production and Operations

Supervisory Role: May lead, direct, and/or supervise the work of an intern

Job Location: East Lansing, MI



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What is MiHIN?

The Michigan Health Information Network Shared Services (MiHIN) is Michigan's state-designated entity to improve health care quality, efficiency, and patient safety by sharing electronic health information statewide, helping reduce costs for patients, providers, and payers. MiHIN is a non-profit, public-private collaboration that includes stakeholders from the State of Michigan, Health Information Exchanges that serve Michigan, health systems and providers, health plans/payers, pharmacies, and the Governor's Health Information Technology Commission.

Our Culture:

MiHIN provides a stimulating, high-energy environment for a wide variety of talented people who are making a positive improvement in health care. We're working to build a healthier future for the state of Michigan, and we are always looking for motivated, bright, efficient professionals and interns to help advance our goals for sharing health information in ways that reduce costs and improve outcomes.

Our Benefits:

MiHIN's health benefits are incredibly generous and quite rare in today's job market. At this time our employees realize little to no out-of-pocket expenses for excellent coverage. MiHIN covers 100% of the cost of premiums so there are no deductions from paychecks for insurance. MiHIN currently also contributes to a health savings account to cover the full or partial amount of the annual health insurance deductible. That means MiHIN currently covers the cost of premiums *and* the full or partial cost of the health insurance deductible, to minimize or completely eliminate employee out-of-pocket expenses.

Application Instructions

- Please email cover letter, resume, and three full references to jobs@mihin.org for consideration
- Review will begin immediately as qualified candidate applications are received and will continue until the position is filled

Notice

MiHIN does not discriminate in employment against persons based on age, color, disability, gender, gender identity/gender expression, genetic information, familial status, height, marital status, national origin, political persuasion, race, religion, sex, sexual orientation, veteran status, or weight. Applicants must be legally permitted to work in the United States and have the ability to pass a background and history check in keeping with federal and state regulations.