



ASSOCIATE CHIEF INFORMATION OFFICER

Centra Health

CENTRA

On behalf of our client, Centra Health, in Lynchburg, Virginia, we invite qualified professionals to interview for their Associate Chief Information Officer supporting the entire system.

Centra Health is the regional nonprofit healthcare system based in Lynchburg, VA, initially created through the merger of Lynchburg General Hospital and Virginia Baptist Hospitals, and then Southside Community Hospital in Farmville and Bedford Memorial Hospital in Bedford. The system includes Centra Medical Group; a network of local family practices, primary care physicians, and medical and surgical specialists. Over 380,000 people in central and south Virginia are served by 6,400 employees, 300 providers and physicians, and a medical staff of nearly 600 at 64 locations. Learn more about Centra at www.centrahealth.com

The successful candidate will be a strategically-minded IT leader and will support the CIO by performing essential leadership, operational, planning, analytical, and administrative duties in the Technology Management Department and ensure technology needs are met. Direct reports include managing directors and 150 staff. Centra Health went live with their Cerner EMR implementation in 2018.

Primary Responsibilities

- Develop various projects and initiatives to support the institution and the IT department
- Manage and oversee the activities of the Departmental TM Strategic and Tactical Plans
- Establish and maintain performance measures for the Department of Information Services, including work productivity, fiscal management, quality, operations, and management/resource allocation
- Initiate and oversee process improvement and quality initiatives within the TM organization
- Work with the IT Directors to encourage sound practices for technology operations
- Keep the CIO informed and aware of operational and other activities in the IT Department
- Advocate on behalf of the Medical Staff and the research community to provide leadership on systems technology and development projects including assignment of resources necessary to organizational priorities established by various committees
- Lead activities to develop partnerships with Centra executives, faculty, and staff on ongoing customer and service delivery programs

- Work with the offices of executive and senior leadership to enable knowledge-based decision making and identify needs for information management
- Promote the highest level of customer service expectations throughout the health system by anticipating and responding to the health information technology needs of IT customers
- Develop and maintain the Master Recovery Plan for Computer Services
- Provide internal consulting on computer systems, telecommunications, information systems, and Health Information Management, to ensure consistent internal standards
- Improve current operations and meet future requirements by identifying information systems needs, and evaluating and coordinating approval for equipment and software alternatives.
- Develop and maintain the annual TM department budgets and oversee the fiscal administration and integrity of capital equipment, monthly account management and reports
- Ensure timely reporting and compliance with institutional requirements for budget development and review
- Oversee the design, execution, and effectiveness of internal controls with respect to department, project and department fiscal management
- Represent the TM Department in activities regarding the development of institutional policy and procedures and participate on Institutional Committees as appropriate
- Establish effective working relationships with all teams within the Department as well as Divisions and Departments across the Institution
- Manage and ensure the timely completion of requests related to departmental or divisional information, TM surveys, The Joint Commission documentation, and special requests made by the Institution or external agencies
- Work with the VP CIO to direct and oversee the implementation of the Information Management Strategic Plan to ensure the vision and initiatives of the Institution are recognized
- Assist in the translation of strategy into a realistic, clearly defined tactical plan
- Provide leadership for all human resource activities across the department, including hiring and separation, completion of performance evaluations, coaching and counseling, wage and salary administration, employee orientation and training, and development of education plans
- Assure the appropriate controls are in place to manage the department's physical resources, including space planning, equipment and inventory control, conference room and equipment and property maintenance

Requirements Include

- A minimum of a bachelor's degree in Business, Informatics, or Computer Science, along with certification as a Project Management Professional and CP-HIMS.
- Ten years leadership experience, preferably in a healthcare or academic setting, director level or above
- Strong technical skills in the design, implementation, troubleshooting, and support of multi-vendor, computing environments
- Successful experience in an EMR/CPOE and an ERP implementation

- Excellent project management and vendor relation skills
- Proven record of effectively communicating at all organizational levels, understanding the Institution's business, missions and goals, and translating those goals into information technology initiatives
- Staff development, team-building and coaching experience
- Must have a high level of judgment, decision-making, discretion and integrity

Preferred Experience

- Knowledge/experience with McKesson and/or Allscripts software a plus
- Experience in supporting enterprise-wide systems, including a health plan, medical group and clinical engineering.
- Working knowledge of a variety of platforms and of system deployment in a heterogeneous environment, with a clear vision of how to use information technology to improve productivity, performance and delivery of service
- Experience in supervision, budget and finance, organizational and time management, project management, writing and presentation, and matrix reporting relationship

Our client offers an excellent compensation package and is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to age, color, sex, disability, national origin, race, religion, or veteran status.

For confidential consideration, please contact me or email your resume to my office at Michelle.Whittaker@whittakergroup.org.

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