

## **EXHIBIT A: POSITION DESCRIPTION**

Informatics Project Manager

**Estimated Hours per Week: Forty (40)**

### **Position Description:**

The Informatics Project Manager shall address all State of Hawaii Department of Health (“DOH”)-related areas of informatics (Electronic Laboratory Reporting (“ELR”), Electronic Case Reporting (“eCR”), and Syndromic Surveillance (“SyS”) to see to the development and completion of autonomous attesting mechanisms, the standing up of data quality frameworks, and assisting in defining internal policies and procedures as they relate to informatics.

### **Job Duties:**

- A. Provide technical expertise and develop programmatic materials to manage the project implementation for informatics project activities; assess health information technology (“IT”) and informatics capacity within the state. This shall include assessing and strengthening the State’s capacity to leverage technology for sending, receiving, and using electronic data to improve public health business processes, practices, services, and outcomes.
- B. Build internal staff knowledge and capacity to navigate the intersection of health IT with public health informatics, data science, and healthcare systems.
- C. Assist DOH and other local healthcare entities with implementing health informatics and data science initiatives to achieve public health systems interoperability, inclusive of:
  1. Electronic Laboratory Reporting (“ELR”), which provides public health officials with timely laboratory-based reporting. These near-instantaneous data feeds are linked directly to laboratory and clinician provider lab systems both inside and outside the state of Hawaii. ELR systems are responsible for the continuous updating of testing trends and surveillance of populations as related to aggregated epidemiological surveillance.
  2. Electronic Case Reporting (“eCR”), which supports ELR functions by connecting directly into provider systems (hospitals, clinicians, etc.) to identify a wider subset of patient information pertinent to timely disease follow-up, including symptoms and vaccination status.
  3. Syndromic Surveillance (“SyS”), which further supports Hawaii’s surveillance efforts by facilitating, via timely data collection, symptomatic-based tracking in patients via emergency department, and other sources of data – before a diagnosis is confirmed – public health can detect unusual levels of illness to determine response need.

D. The attestation portal is an online automated method of validating that the healthcare provider or clinician is in good standing with CMS (Centers for Medicare and Medicaid Services) Promoting Interoperability program. The Informatics Project Manager is expected to work with the portal (website) developer on project management and enhancements, develop external tools for it as necessary, and support onboarding of providers/clinicians. The Informatics Project Manager is expected to provide overall project management, primarily towards the development and data quality processes inherent to the wider informatics program as well as technical and capacity-building assistance to the DOH Disease Outbreak Control Division. This shall be specific to health IT and informatics, including syndromic surveillance, electronic disease laboratory and case reporting, interoperability of public health information systems, and the development and maintaining of data quality processes as related to all informatics scopes. These activities shall be comprehensive of attestation within these areas by:

1. Ensuring resource availability and allocation.
2. Developing a detailed project plan to monitor and track progress and meeting weekly with Health Data & Informatics Office leadership on progress and issues.
3. Managing changes to project scope, project schedule and project costs using appropriate verification techniques as directed by supervising staff.
4. Measuring project performance using appropriate tools and techniques, as identified by supervising staff.
5. Reporting and escalating matters to management as needed.
6. Managing relationships with internal DOH divisions and offices, as well as with external businesses contracted to support new and existing projects.
7. Performing risk management to mitigate project risks.
8. Establishing and maintaining relationships under the direction of DOH staff, including but not limited to
  - a. Third parties/vendors;
  - b. Federal agencies such as the Office of the National Coordinator for Health IT (“ONC”), Centers for Disease Control and Prevention (“CDC”), and the Epidemiology and Laboratory Capacity Health Information Systems (“HIS”), and Data Modernization Program leads; and
  - c. Organizational partners such as National Association of County and City Health Officials (“NACCHO”), Public Health Informatics Institute (“PHII”), the Association of Public Health Laboratories (“APHL”), and the Council of State and Territorial Epidemiologists (“CSTE”), National Syndromic Surveillance Program (“NSSP”), and the National Syndromic Surveillance Program Community of Practice (“NSSP CoP”), Electronic Case Reporting and Reportable Conditions Knowledge Management System (“RCKMS”) Community of Practice, on behalf of the DOH.

9. Creating and maintaining comprehensive project documentation by:
  - a. Developing comprehensive project plans to be shared with clients as well as other DOH staff members;
  - b. Tracking project performance, inclusive of implementing project plans to address found issues, specifically to analyze the successful completion of short and long-term goals;
  - c. Meeting with staff to take detailed ordering briefs and clarify specific requirements of each project deliverable; and
  - d. Developing spreadsheets, diagrams, and process maps to completely document requirements.
10. Delegating project tasks based on Health Data & Informatics Office staff members' individual strengths, skill sets and experience levels.
11. Meeting budgetary objectives and adjusting project constraints based on financial analysis, as determined by the Health Data & Informatics Office – Informatics and Data Science lead.
12. Collaborating with staff from other areas across the DOH to include integration of health IT and informatics within project plans or deliverables (e.g., reports, webinars, issue briefs, tools or resources, peer-reviewed articles, abstracts, and trainings).
13. Representing DOH at external meetings and conferences as appropriate.
14. Overseeing other contracted staff supporting the completion of project deliverables.
15. Developing and disseminating health IT/informatics tools and resources in collaboration with national informatics leadership and partners.
16. Using skills, experiences, and content knowledge to develop, plan, implement, monitor, evaluate, and promote programmatic work to ensure completion of deliverables.
17. Attending conferences and training, as identified by Health Data and Informatics Office Informatics and Data Science lead, to maintain proficiency.
18. Researching, documenting, and compiling relevant resources, promising practices, and emerging trends or innovations in health IT, surveillance, public health information systems, and informatics for dissemination to state/territorial health agencies.
19. Providing analysis of federal health IT and informatics-related rules, regulations or policies for their relevance to Hawaii's informatics surveillance strategic goals.
20. Facilitate provider enrollment into the eCR system, ensuring all new users meet eligibility and data quality requirements.

21. Conduct initial setup audits to verify data quality and completeness for new and ongoing provider systems.
22. Maintain an internal database of reporting metrics.
23. Develop audit criteria assessing completeness and accuracy of submitted and retrieved informatics data.
24. Design and implement a functional Decision Support Service (DSS) for healthcare reporters to determine reportables and jurisdictional requirements.
25. Perform other related informatics duties as assigned.

## **Qualifications of Personnel:**

### **A. Knowledge**

1. Proven working experience in project management.
2. Knowledge of public health principles, practice, and policies regarding informatic systems and platforms.
3. Demonstrated ability and understanding of Syndromic Surveillance and its application, including the creation and support of alert-based models.
4. Demonstrated ability and understanding of Electronic Case Reporting and its application, including the onboarding of new providers.
5. Demonstrated ability to handle complex assignments with minimal supervision.
6. Understanding of and ability to handle confidential and sensitive information and interface with the highest level of internal and external stakeholders.
7. Knowledge and implementation of RCKMS Authoring mechanisms.
8. Understanding of policies and procedures pertinent to maintaining healthcare facility standards/certification/accreditation.

### **B. Skills/Abilities**

1. Excellent client-facing and internal communications skills.
2. Excellent written verbal and written skills.
3. Excellent written and oral communication skills including report writing and giving formal presentations.
4. Excellent interpersonal skills.
5. Excellent critical and systems thinking.
6. Strong knowledge of Microsoft Office.
7. Ability to present, explain, and share data in a variety of formats for different audiences.
8. Strong attention to detail.
9. Ability to develop and implement project procedures and guidelines.
10. A wide degree of creativity and latitude is expected.
11. Ability to write complex SQL database queries for determination of quality and completeness data metrics within informatics platforms.

- Utilize visualization tools to represent output.
12. Understanding of Electronic Case Reporting RCKMS authoring logic at jurisdiction level, including comparisons between other implemented jurisdictions of related diseases and/or conditions.

### **C. Education**

Minimum qualifications as a master's degree in appropriate field of study or equivalent work experience, including Epidemiology, Informatics, Data Science, and similar fields.

### **D. Experience**

Five (5) or more years of experience in health IT, informatics, and data science within a public health or healthcare setting.

### **E. Tools, Equipment, and Machines**

Must be able to operate common office equipment such as computers, Office 365, and SharePoint.

### **F. Working Conditions**

Must be located in Hawaii. Must be able to travel by air to neighbor islands, and/or the mainland for conferences/meetings on DOH request. Meeting at various facilities may vary (e.g., in-person, virtual, etc.)

### **G. Policy and/or Regulatory Requirements**

As a condition of employment, Employee will be subject to all applicable DOH policies and procedures and, as applicable, subject to the State of Hawai'i Department of Health, Disease Outbreak Control Division's HIPAA/Protected Health Information ("PHI") privacy and security policy. Violation of DOH/DOCD's policies and/or procedures or applicable State or Federal laws and/or regulations may lead to disciplinary action (including, but not limited to possible termination of assignment, personal fines, civil and/or criminal penalties, etc.). The Employee must complete the DOH and DOCD's HIPAA/PHI privacy and security training immediately after hire or not later than Employee's initial exposure to HIPAA/PHI.

### **I. Controls Over Position**

- a) The Employee will work with the DOH Health Data and Informatics Office ("HDIO") team and others as needed throughout the period of performance. The Employee's direct oversight will be from the HDIO team leadership.
- b) The Employee will be working full time and will be available by phone and email during business hours (7:45am – 4:30pm HST) and will respond in a timely fashion (at most 3 hours).

- c) Consultation may include meeting with the Deputy Chief of the Disease Outbreak Control Division, State Epidemiologist, Health Information System Office Chief, ELC Integration Software Architect, Chief Data Officer, or other Epidemiologists and Data Scientists within the DOH.
- d) Oversight of the projects will be provided by the ELC Integration Software Architect, Informatics and Data Science lead, and other HDIO leadership as needed.
- e) Fiscal oversight will be provided by the DOH, Disease Outbreak Control Division, HDIO, Chief Data Officer and procurement team.
- f) The CONTRACTOR overall and Employee's performance shall be evaluated by the DOH, HDIO leadership team and DOCD Division Chief on an ongoing basis. Any concerns shall be promptly communicated to the CONTRACTOR; if work continues to be unsatisfactory, DOH will ask for a replacement Informatics Project Manager within seven (7) working days.

**Preferred Additional Qualifications:**

**A. Knowledge**

- 1. Understanding of policies and procedures pertinent to maintaining healthcare facility standards/certification/accreditation.

**B. Skills/Abilities**

- 1. Systems development and design, programming, or other technical knowledge/experience preferred.
- 2. Experience with electronic health record vendors, Health-Level 7, or companies that develop and implement surveillance systems, public health information systems, or registries helpful.
- 3. Experience working for or with state/territorial or local health agencies preferred.
- 4. Develop training schedules and subsequent materials to cover best practice, reporting requirements, and similar needs.

**C. Experience**

More than five (5) or more years of experience in health IT, informatics, and data science within a public health or healthcare setting is highly preferred.