



**Title:** Senior Program Manager, Epic Implementation

**Reports to:** Chief Information Officer

**Classification:** Individual Contributor

**Job description revision number and date:** 2.06.23; V.2

Organization Summary:

Community Care Cooperative (C3) is a 501(c)(3) non-profit, Accountable Care Organization (ACO) governed by Federally Qualified Health Centers (FQHCs). Our mission is to leverage the collective strengths of FQHCs to improve the health and wellness of the people we serve. We are a fast-growing organization founded in 2016 with 9 health centers and now serving hundreds of thousands of beneficiaries who receive primary care at health centers and independent practices across Massachusetts. We are an innovative organization developing new partnerships and programs to improve the health of members and communities, and to strengthen our health center partners.

Job Summary:

The Senior Program Manager provides coordination and communication, overseeing implementations, rollouts and other projects related to the Epic Electronic Medical Record (EMR) for Community Technology Cooperative (CTC), a subsidiary organization of C3. Main duties include creating comprehensive plans for projects with operational and compliance significance, maintaining work schedules, organizing and participating in stakeholder meetings with health center leadership, performing certain administrative functions and activities, and ensuring all deadlines for certain projects are met. The Senior Program Manager reports directly to the Chief Information Officer (CIO).

Responsibilities:

- Maintaining the scope, schedule, and quality of interdepartmental projects as assigned
- Supporting directors in setting clear expectations for analysts, including defining what they should do at each phase of the project
- Working closely with the CIO and Directors to coordinate activities
- Ensuring that the health centers are engaged in projects as necessary by managing the Health Center Readiness project plan and regularly meeting with each center
- Supporting directors and analysts by providing guidance on project issues, key success factors of the project, and lessons learned
- Sharing with health centers the positive effects of innovation and system capabilities
- Reinforcing the importance of projects together with health centers and CTC leadership, and providing consistent communication to the analyst team
- Organizing resources within the organization and at the health centers
- Motivating and showing appreciation for the team
- Appropriately matching team member skills to team responsibilities



- Managing projects from an organizational perspective while attending to detailed tasks
- Assisting as a support contact for the health centers
- Identifying and troubleshooting issues, including escalating to the appropriate team members as needed
- Guiding workflow design, building and testing the system, and analyzing other technical issues associated with Epic software
- Serving as a liaison between health center needs and CTC team members
- Maintaining regular communication with CTC leadership, including participating in weekly project team meetings
- Working with health centers to ensure the system meets their business needs in regards to the project deliverables and timeline
- Developing an understanding of health center operational needs to set the direction for the organization's workflows
- Reviewing the status of projects and issues on an ongoing basis with health center and CTC leadership
- Holding weekly communications with team members to discuss the status of deliverables, shared issues, end-user concerns, and upcoming milestones
- Owning integrated efforts that span multiple applications (e.g. BCA, Cutover, HODs)

#### Required Skills:

- Demonstrating flexibility with respect to changing end-user business needs
- The ability and willingness to see things in an open-minded way and examine an idea or concept from as many angles as possible
- The ability and willingness to take ownership of work activities and ensure that they are completed in an accurate, efficient, and timely manner
- The ability and willingness to recognize assignments or tasks that need to be completed, to seek out additional assignments or tasks, and to help others
- The ability to communicate information clearly and concisely with project leadership and subject matter experts
- The ability and willingness to learn new software and systems
- Listening attentively to ensure that the intended message has been accurately received, holding responses until the person has finished making his/her point, and repeating information to ensure accuracy
- Seeking, logically examining, and interpreting information from different sources to determine a problem's cause and developing a course of action to resolve the problem and to prevent its recurrence
- The ability to gain trust and establish effective relationships with Epic counterparts
- The ability to persevere in difficult situations, overcome obstacles, and reach high levels of performance when faced with stressful work situations and time pressures



Desired Other Skills:

- Familiarity with the MassHealth ACO program
- Familiarity with Federally Qualified Health Centers
- Experience with anti-racism activities, and/or lived experience with racism is highly preferred

Qualifications:

- Bachelor's degree
- 3-5 years of Epic experience in implementations
- PMP Certification

***\*\* In compliance with Covid-19 Infection Control practices per Mass.gov recommendations, we require all employees to be vaccinated consistent with applicable law. \*\****