

Job Title: EPIC Consulting Practice Director

Organization Name: Innovative Healthcare Solutions, Inc.

About the organization:

Innovative Healthcare Solutions, Inc. (IHS) was founded in 2000 as a healthcare information systems consulting firm as the vision of a core team that worked together for many years prior to the successful launch of IHS. We started anew to forge a new vision for the delivery of consulting services, hiring only the most experienced and qualified people who share our depth of experience, work ethic and vision.

We pride ourselves on providing a unique cost-effective, proven approach to guide and assist our client organizations in the planning, implementation and management of information systems and services. We employ a comprehensive methodology that ensures the transfer of our knowledge and experience to meet our client's business objectives.

IHS' superior reputation is based on the quality performance of our professional staff. IHS believes that each client and each engagement deserves the highest level of customized service we can provide. Consequently, IHS assigns consultants according to the best possible fit between their specific experience and our client's particular needs.

IHS has a proven track record. We have a very stable client base that is growing every year. Most clients have used us for more than one engagement and we have a very high satisfaction rate. We partner with our clients to understand their business problems and to analyze their internal processes. By integrating the extraordinary skills of our people with technology strategies, we develop innovative solutions that work now and in the future. Our staff has performed information systems consulting services for healthcare organizations in diverse settings that extend from complex multi-facility delivery systems to small community healthcare organization environments. Our years of proven success with different types of healthcare organizations give us a clear understanding of our client's business issues.

We are also scoring well in the KLAS professional ratings. From 2005 to 2009 IHS has again made the #1 score for Other Implementation Supportive Services and we have added to that the #1 score in the Technical Consulting category. IN 2010 IHS received the Top 20 Year End Best in KLAS for Clinical Implementation - Supportive Work , KLAS Enterprises, LLC, All rights reserved Copyright© 2010. KLAS reports are distributed and available on line for customers, vendors, consultant firms, etc.

Our Mission - IHS is committed to providing quality; professional consulting services to help our clients successfully leverage information technology to meet their strategic goals. IHS recognizes the value of our colleagues and fosters a business environment where they can grow professionally.

The IHS Management Team - IHS' management team has a combined 100 years experience in the healthcare industry and more than 100 years experience in healthcare information systems. This extensive operations background in information systems, finance, nursing and patient accounting fosters a unique, multidisciplinary, team-based approach – an approach that can make a critical difference in resolving clients' system integration issues. Moreover, success with different types of healthcare organizations gives us a clear understanding of their business issues to help our clients successfully leverage information technology to meet their strategic goals.

Our People - The IHS Difference - Unique Team Work. IHS team members possess a common

set of values and business ethics. Professionalism and integrity are apparent with all of the work that each of our consultants performs. Our team's resourcefulness fosters creativity and encourages innovative approaches to problem solving. Our team is dedicated and committed to sharing their knowledge and expertise. We are flexible and adept in understanding and working within our client's unique culture.

Unique teamwork is possible with IHS because our staff possesses extensive healthcare operations experience in information systems, finance, nursing, and patient accounting. By taking a holistic multi-disciplinary approach, IHS assists our client's with the integration factors associated with their healthcare information system.

The IHS consulting team has been growing every year and we have an extremely low turnover rate. Our consultants like working for IHS because they have a say in the assignments they take, they get consistent support from management and other team members and are fairly compensated for their efforts. IHS also offers an outstanding benefits program comparable to large companies including a matching 401 K and disability benefits in addition to the usual benefits.

The IHS Difference. IHS resources provide our clients with complete healthcare information system skills and experience. Each of our consultants has been carefully selected based on their extraordinary experience, reputation and work ethic. In addition, IHS' engagement focus and objectives are to foster a collaborative relationship with our client's staff. Our approach recognizes that the joint participation of our client's healthcare organization with IHS is essential to the successful completion of their information system project.

Our consultants combine leadership and team building skills with excellent planning and analytical skills to assist our clients' staff with the successful completion of their projects. Are you interested in joining a select group of applicants to join Innovative Healthcare Solutions, Inc.'s winning team?

Many factors count among your reasons for working – personal satisfaction and compensation, pleasant relationships and working conditions, career development and promotion opportunities, and health benefits are just a few. As a member of IHS' team, you will be expected to contribute your talents and energies to improving the environment, quality and reputation of the company. IHS is committed to assuring you a satisfying work experience.

EPIC Consulting Practice Director Summary of the Job

The Epic practice director is primarily responsible for the development of a healthcare IT consulting practice offering services to Epic healthcare clients. The practice director is responsible for leading teams of service professionals toward profitable and sustained high-quality delivery of services to customers. The practice director will be responsible for the sale of services to, and the account management of existing and new Epic clients. The practice director will also participate in the transition of existing consultants, and the hiring of new consultants into the practice. The director will be an integral part of the management team and must be able to provide leadership in a collaborative environment.

Practice Director Job Description

The Epic practice director is responsible for managing business operations and resources of an Epic consulting practice. The practice director must possess oral and written communication skills, and the ability to lead and develop people. Organizational skills and the ability to use software applications like spreadsheets, word processors and email are also necessary. Must have presentation-level skills and be able to do complex assessments; highly consultative role. The Practice Director will be:

- Responsible for managing the three main pillars of an Epic practice: sales; consulting resources, account management.
- Accountable for managing and growing a significant revenue stream and customer base.
- Identifying sales leads through established networks.
- Attracting and retain high achieving Epic consultants as members of the Epic team.
- Participating in a quality assurance role on engagements to support the consistent delivery of Epic solutions. The involvement will be driven by the strategic nature of the client engagement, expectations established during the sales process, and the experience of the delivery team.
- Accountable for operational/financial metrics and overall business results of practice.
- Responsible for maintaining strategic direction, ensuring profitable growth of the practice through sales, and maintaining customer reference ability.

Solution Offering Development

- Definition of standard solution offerings aligned with our methodology.
- Responsible for setting and driving strategic direction, ensuring profitable growth of the practice, quality of consulting delivery, and maintaining customer reference ability.
- Actively develops new approaches and opportunities for expanding customer base.
- Evolution of the solution offerings based on emerging market opportunities.
- Develops compelling proposal strategies and win themes; participates in sales calls.
- Presents to large size groups of key decision makers at the executive level; develops and communicates vision and purpose, encourages contribution and support from others.
- Development of collateral (both market facing and internal) for the solution offerings, working with marketing.

Consulting Resource Development

- Leadership to build an extended team for the Epic practice including attracting and retaining experienced EPIC certified consulting staff and organically taking successful McKesson and other vendor consultants into Epic engagements to gain Epic certification and experience.
- Define required skills and competencies along with a framework to support career planning and development within the Epic Practice and participate in interviewing of all Epic candidates.
- Participation in high-level resource management decisions to provide guidance on the skills required and potential resource considerations.
- Develop staffing requirements and build a staff to meet the demands of the business in accordance with budgetary requirements. This includes developing a virtual bench of contractors to address resource requirements during peak periods.
- Mentor, train and manage consultants into high-value, high impact contributors for the Practice and the business. Assist consultants with setting and achieving career development goals not only within the Practice, but in other areas of the business.

- Monitor employee job performance through direct observation, coaching, counseling and motivation, technical direction, diagnostic expertise, assistance and training to maximize revenue and customer satisfaction.

Strategic Delivery Support

- Collaborate with other Innovative Healthcare Solutions resources directly to affect the services opportunities directed to the Practice Director.
- Conduct scoping calls and develop statements of work as required to drive the services business for the Practice.
- Manage client expectations and balances the needs of the company and clients to ensure satisfaction for both.
- Influences decisions and project direction at the executive level.
- Maintain awareness of existing or potential customer escalation issues. Work to resolve escalation issues as the first line of management escalation.
- Develop, maintain and nurture relationships with Epic and other vendors to achieve goals and objectives of Practice. Develop and maintain a thorough and up to date understanding of EPIC recruiting and hiring guidelines effecting EPIC business partners.
- Work toward gaining Preferred Vendor status with EPIC.

Company-Wide Competency Development /Leadership

- This director will be an integral part of the management team and must be able to provide leadership in a collaborative environment.
- Participate and influence company decision making at the management level.
- Interacts with executive levels both internal and external regarding matters that influence policies and strategies.
- Manages and leads through management team and/or senior level individual contributors.
- Provide technical and/or business consultative leadership for the Practice at the pre-sales and post-sales implementation level. Work within IHS framework to manage sales opportunities, revenue forecast, resource assignments and quality of delivery.

Financial Management

- Accountable for operational/financial metrics and overall business results of practice.
- Assesses and manages business risk in pursuit of overall business goals.
- Accountable for managing and growing a substantive revenue stream and customer base.

Basic Qualification Requirements

Education

- Bachelor's degree required, preferred in a related field of healthcare administration, clinical, medical and/or technical fields.

Experience

- 12+ years of experience relevant to this position including 4 years of consulting management experience with financial management responsibility and growth of a significant revenue stream and customer base.
- EPIC Product, technology and/or industry expertise relevant to the practice focus.

- Experience in developing sales strategies, go-to-market strategies and all forms of related sales/marketing collateral.
- Strong understanding of the professional services healthcare IT industry, including revenue cycle, clinical services, technical services, systems integration, and strategic business solutions and more especially for Epic.
- Proven track record of strong Epic application knowledge.
- Experience as a consulting lead, delivering full life cycle solution development engagements for enterprise initiatives.
- Experience working with implementation methodologies and/or equivalent client-mandated project management methodology.
- Expert-level knowledge of the core competency and software/hardware products associated with the Practice.
- Ability to lead, motivate and direct a workgroup.
- Proven ability to troubleshoot and think quickly on feet.

Professional Skills

- Demonstrated business acumen to establish, manage and grow a Epic practice.
- Ability to develop and maintain relationships at the executive level.
- Proficient in using selling and negotiation techniques and tools.
- Strong client relationship management skills.
- Comfortable facilitating interactions and discussions with C level executives.
- Experience managing the sales process in a consultative, solution based sales model.
- Ability to articulate complex issues, thought leadership, and the business value of solutions.
- Proven risk management, issue resolution and change control experience.
- Proven management, leadership and mentoring skills.
- Ability to participate in a leadership role as an team player and in a collaborative environment.
- Excellent oral and written communication skills.
- Ability to anticipate problems and take decisive action, giving regard to the impact on both the client and the company.
- Ability to adjust personal style to different situations.
- Current technology skills for utilization of email, spreadsheets, WORD documents, Salesforce, etc.

Travel Expectation:

Ability to travel as necessary. Expectation is 30-35% travel required to client sites and conferences.

Compensation:

Base: Commensurate with skills and experience

Incentives: Aggressive commission and bonus structure to reward superior results

Benefits: Comprehensive package including health, dental, disability and 401K with match

Location:

This position does not require being located in any particular city, but will need to be near a major airport for travel purposes. Home office environment required.

Innovative Healthcare Solutions, Inc. is an Equal Opportunity Employer M/F/D/V