



DATA INTEGRATION PROGRAM MANAGER

Position Status: Exempt
Reports To: Data Analytics Director
Effective Date: 05/21/25
Revised Date:
Job Level: P4

POSITION SUMMARY

Under general direction, this position:

1. Performs program planning and design in support of development and implementation of the Alliance's Data Integration Program and performs on-going operational program management
2. Works collaboratively with all Alliance departments, external stakeholders, and vendors to ensure successful implementation and on-going management of the Data Integration Program
3. Leads the design, implementation, and support of secure, standards-based data integrations that enable interoperability across healthcare systems
4. Develops, recommends, and implements data governance and quality standards to ensure the reliability, consistency, and regulatory compliance of all data flowing through the Health Information Exchange (HIE)
5. Performs other duties as assigned

RESPONSIBILITIES

1. Performs program planning and design in support of development and implementation of the Alliance's Data Integration Program and performs on-going operational program management, with duties including but not limited to:
 - Managing day-to-day activities and operational issues related to the Data Integration Program
 - Overseeing the planning, execution, and delivery of data integration projects within the HIE program to ensure timely, cost-effective, and goal-aligned outcomes
 - Providing a structured, consistent approach to project implementation using sound IT investment analysis, proven project management methodologies, and consolidated performance tracking
 - Managing the full project lifecycle, including planning, execution, monitoring, and closeout, across multiple concurrent healthcare data integration initiatives
 - Developing and maintaining project governance documentation, implementation plans, and performance reports
 - Monitoring project metrics, resource utilization, and financials to ensure delivery within scope, schedule, and budget
 - Serving as the escalation point for project issues and customer concerns, ensuring timely resolution and communication
 - Acting as a data integration subject matter expert and resource to Alliance staff and external partners
 - Managing day-to-day activities and operational issues related to the Data Integration Program

- Developing methods, techniques, and evaluation criteria to evaluate deliverables, ensure that program objectives are met, and evaluate the impact of the Data Integration Program
 - Assisting with research, preparation, and revision of policies, procedures, and program materials
 - Overseeing the preparation and maintenance of records, reports, and related documents
 - Participating in the evaluation of program goals to ensure alignment with departmental and organization-wide goals
 - Monitoring the department budget and project budgets and assisting the Data Analytics Director with budget development, purchasing, and invoice approvals
 - Developing and evaluating RFPs, participating in vendor selection and contract development, and monitoring and evaluating the work of selected vendors
 - Staying informed of rules, regulations, and best practices related to data integration activities
 - Providing support to the Data Analytics Director
2. Works collaboratively with all Alliance departments, external stakeholders, and vendors to ensure successful implementation and on-going management of the Data Integration Program, with duties including but not limited to:
- Facilitating strong communication and collaboration between internal teams, external partners, and vendors to ensure integration success and alignment with business goals
 - Acting as the single point of contact between clients, internal IS groups, and third-party vendors
 - Facilitating cross-functional meetings and ensuring appropriate stakeholder representation from business, clinical, and technical domains
 - Managing vendor relationships and overseeing compliance with interface agreements and service-level expectations
 - Engaging with external stakeholders and providing operational support and relationship management for vendor delivered programs with a focus on quality, accessibility, sustainability, and integration within the Alliance
 - Coordinating internal and external resources, including subject matter experts, for program execution and support
 - Leading organizational readiness and change management activities by ensuring clear, ongoing communication about project goals, progress, and timelines
 - Developing training materials and facilitating go-live preparation for new integrations and systems
 - Capturing and disseminating best practices, lessons learned, and process improvements to build organizational knowledge
3. Leads the design, implementation, and support of secure, standards-based data integrations that enable interoperability across healthcare systems, with duties including but not limited to:
- Leading the design, development, and implementation of integrations between healthcare systems, such as Electronic Health Records (EHR), HIE platforms, and billing systems
 - Ensuring adherence to healthcare data standards, such as HL7 v2/v3, FHIR, C-CDA, and X12
 - Developing, testing, and deploying secure Application Programming Interfaces (APIs) and interfaces for real-time and batch data exchange
 - Troubleshooting integration issues and resolving data exchange errors quickly and effectively
 - Monitoring system performance and recommending improvements to enhance efficiency and reduce latency

4. Develops, recommends, and implements data governance and quality standards to ensure the reliability, consistency, and regulatory compliance of all data flowing through the Health Information Exchange (HIE), with duties including but not limited to:
 - Promoting adherence to data governance frameworks by ensuring compliance with policies related to data stewardship, metadata management, and data classification
 - Ensuring that all integration processes support data accuracy, completeness, timeliness, and consistency
 - Identifying and mitigating data quality issues through validation routines, audits, and feedback loops with data stewards and business stakeholders
 - Supporting regulatory compliance efforts, such as HIPAA and Centers for Medicare & Medicaid Services interoperability rules, by maintaining secure, traceable, and auditable data flows
 - Collaborating with data governance teams to define and implement standards for health data use, sharing, and storage
 - Gathering information and materials in support of audit preparation and assisting with development of audit responses
5. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Bachelor's degree in Business, Health Care Administration, Public Policy, or a related field and a minimum of eight years of experience performing data analytics and/or data integration which included a minimum of three years of program and/or project management experience in a managed care setting (a Master's degree may substitute for two years of the general data analytics/data integration experience); or an equivalent combination of education and experience may be qualifying

KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of the principles and practices of HIE and Health Information Technology (HIT)
- Thorough knowledge of HL7 v2/v3, C-CDA, FHIR, and other healthcare message standards
- Thorough knowledge of and proficiency with Windows based PC systems and Microsoft Word, Excel (including pivot tables), Outlook, PowerPoint, and Visio
- Working knowledge of the principles and practices of managed care
- Working knowledge of the methods and techniques of evaluating customer needs and documenting business cases and technical requirements
- Working knowledge of the principles and practices of program and/or project management
- Working knowledge of research, analysis, and reporting methods
- Some knowledge of the software development cycle
- Some knowledge of State and Federal legislative processes
- Ability to function as a technical resource and explain complex laws, regulations, processes, and programs related to areas of responsibility
- Ability to work effectively with cross-functional teams and build strong relationships with stakeholders
- Ability to demonstrate strong analytical skills, accurately collect, manage, and analyze data, identify issues, offer recommendations and potential consequences, and mitigate risk
- Ability to identify, discuss, evaluate, and resolve complex and unusual problems in a timely manner
- Ability to lead or assist with the development and implementation of programs, projects, systems, policies, and procedures

- Ability to manage multiple projects simultaneously, organize work, and achieve goals and timelines
- Ability to identify new processes and systems to improve productivity and results
- Ability to understand contractual language and its impact on vendor obligations and performance
- Ability to foster effective working relationships, influence others, negotiate and persuade others, and build consensus with individuals at all levels in the organization and with external stakeholders
- Ability to demonstrate a collaborative working style, build rapport, and effectively manage internal and external business relationships
- Ability to manage and evaluate the work of contracted vendors and consultants
- Ability to provide leadership, facilitate meetings, and influence and motivate project team members and peers to achieve program goals and objectives
- Ability to make presentations and adjust communication style to facilitate collaboration and understanding
- Ability to prepare written oral reports, correspondence, and other program documents
- Ability to develop recordkeeping systems and maintain organized and accurate records
- Ability to provide input regarding budget development, perform budget monitoring, and assist with purchasing activities
- Ability to develop training materials, in conjunction with Learning and Development staff, and conduct training
- Ability to work independently, manage assigned workload, make decisions related to areas of functional responsibility, and recognize issues requiring escalation

DESIRABLE QUALIFICATIONS

- Master's degree in Business, Health Care Administration, Public Policy, or a related field
- Working knowledge of HIE in a Medi-Cal and Medicare setting
- Working knowledge of Data Governance Tools, such as Collibra and Informatica
- Working knowledge of Federal and State Interoperability Programs, such as TEFCA, QHINs, and/or Medicaid Enterprise Systems (MES)
- Working knowledge of public health systems and/or population health management tools, such as QHIO's and Epic
- Some knowledge of the healthcare environments and provider networks in the Alliance service area counties

WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift and carry objects of varying size weighing up to 10 pounds
- Ability to work effectively in a remote work environment
- Ability to travel to different locations in the course of work

This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.