**Telehealth Project Coordinator**

Office of Population Health

New York City Health + Hospitals

We're looking for a bright, mission-minded Project Coordinator who will provide enthusiastic, reliable support for the launch of Telehealth Projects at NYC Health + Hospitals.

**Background:**

NYC Health + Hospitals, the largest municipal hospital and health care system in the country, is a $5.4 billion public benefit corporation that serves 1.3 million New Yorkers and nearly 400,000 who are uninsured. HHC provides medical, mental health and substance abuse services through its 11 acute care hospitals, four skilled nursing facilities, six large diagnostic and treatment centers and more than 80 community based clinics. For more information visit [www.nyc.gov/hhc](http://www.nyc.gov/hhc).

The Telehealth Project Coordinator will be responsible for coordinating large-scale projects working closely with providers, nurses, care teams, clinic staff, IT professionals, and healthcare administrators to launch innovative population health initiatives. Telehealth projects aim to meet the goals and objectives of the NYC Health + Hospitals Telehealth Strategy for increasing access to community-based care, improving patient and care team satisfaction, and elevating the overall quality of our healthcare system. Initiatives may include delivering new technologies to patient care, such as: telephonic, video, messaging, store and forward technology, remote patient monitoring, mobile health apps and other innovative Telehealth technologies. The Project Coordinator will be responsible for determining user specifications for hardware and software needs, assessing site readiness, and working closely with care teams to prepare sites for implementation of Telehealth projects.

**Functional responsibilities include:**

* Identify and engage Central Office and Site-Based stakeholders in design and requirements of a specific Telehealth initiative.
* Collaborate with Telehealth Program Manager to develop and execute site and project-specific work plans to launch a Telehealth project.
* Support other duties for the design and development of Telehealth infrastructure at NYC Health + Hospitals, as needed.

Initially, the majority of the Project Coordinator’s time will be spent on Teleretinal Screenings: an evidence-based Telehealth intervention to prevent blindness for diabetes patients at risk for developing retinopathy. Specific duties for this initiative include:

* Prepare sites to implement the workflow, created by the H+H clinical workgroup, at each participating facility. Able to modify the workflow recommendations for each facility, working with each facility’s leadership to craft an acceptable standard
* Assess staff capability, preparation to deliver screenings based on recommended patient eligibility, clinic performance, referral management and photographer certification
* Support IT and staff readiness to launch Quality Assurance (QA) procedures this project;
* Serves as liaison with Vendors and H+H IT regarding go-live requirements;
* Develop policies and procedures for go-live implementation

**Qualifications / Required Skill:**

COMMUNICATION SKILLS: This position requires strong writing and reading comprehension skills as well as excellent business etiquette.

COMPUTER SKILLS: Excellent computer skills, including comfort with to Microsoft applications including PowerPoint, Excel, Word, and Outlook and willingness to learn new customer relations and information management systems.

EDUCATION: Bachelor’s degree required; Master’s in Public Health, Healthcare Administration, Computer Science, or other relevant study preferred.

EXPERIENCE: 1-3 years’ experience in healthcare operations or relevant support services. The ideal candidate has experience in a communicating with clinical and non-clinical leadership.

**To apply, please send a cover letter and resume to Emily Sasser at** [**sassere@nychhc.org**](mailto:sassere@nychhc.org)**.**