Managing Director – EHR/Epic Implementation

Position Overview

We are seeking a dynamic and experienced Managing Director of EHR/Epic Implementations. The person in this role will be at the forefront of client engagement, serving as a trusted advisor throughout the EHR implementation journey. They will build strong partnerships with healthcare executives and provide expert guidance on Epic solutions tailored to meet their organizational goals. Providing leadership across multiple engagements and ensuring every project meets the highest standards of quality is essential in this role. Their success will lie in delivering value-driven EHR/Epic implementations that enhance patient care and operational efficiencies. Additionally, they will also bring a collaborative approach to working with the EHR Solutions team to achieve greater outcomes across our collective client work.

The person in this role actively contributes to our culture of belonging, where everyone feels welcome and supported. In addition, this person embraces Evergreen's goal of being the *"Best Place to Work"* through building relationships, working collaboratively, and embodying our company's values (Care Personally, Extend Grace, Be Responsive, Take Ownership, Be Transparent, Innovate).

This position reports to one of our SVP, EHR Solutions. Work can be done either in-person in our Middleton, WI office, fully remote, or hybrid.

Essential Functions
Leadership and People Management

- Develop and maintain a strong team by fostering positive relationships, leveraging individual strengths, celebrating accomplishments, and providing meaningful feedback while embracing opportunities for improvement.

- Conduct regular team meetings to unify communication, expectations, policies, procedures, and escalations, and provide relevant company updates.

- Hold weekly one-on-one meetings with team members to discuss job satisfaction, performance, growth opportunities, ongoing projects, individual/team goals, and other important topics.

- Oversee new employee onboarding, performance management, and career development, providing coaching, mentorship, and support for continuous professional development.

- Ensure employees understand and execute their duties within defined deadlines, delegating responsibilities as needed and ensuring adherence to legal and organizational policies and procedures.

- Provide clear direction, set performance expectations, conduct regular performance reviews, and identify and address skills gaps.

Hiring organization
Evergreen Healthcare Partners

Job Location
6720 Frank Lloyd Wright Ave, Suite 200, 53562, Middleton, WI, USA
Remote work possible

- Foster a positive and inclusive work environment, promoting employee engagement, well-being, collaboration, innovation, and accountability.

Delivery Excellence

- Serve as billable leader for all phases of Evergreen Solution projects with a focus on EHR/Epic implementations including project design, discovery, planning, execution, and project close.

- Accountable for project scope, timeline, resources, and budget for Evergreen projects.

- Provide oversight and accountability for project outcomes through outcomes documentation, lessons-learned, and leave-behind materials.

- Cultivate strong relationships with healthcare clients, act as a trusted advisor during engagements and continue to maintain these relationships.

- Serve as liaison and highest level of escalation between diverse IT and operations groups including executive leadership.

- Mentoring consultants/team members on Evergreen Solution engagements.

Delivery Enablement, Sales Enablement, and Business Development

- Define the vision and strategy for EHR implementation services with a focus on Epic within the EHR Solutions team. Identify and develop solutions and services opportunities based on industry knowledge, market demands, and Evergreen business needs.

- Develop and implement best practices, tools, and methodologies for Epic implementations.

- Stay up to date with Epic trends, industry and healthcare technology trends, and regulatory changes to keep services and methodologies up to date.

- Continuously evaluate processes to identify opportunities for increased efficiency and effectiveness.

- Leverage industry connections and knowledge to identify potential business development opportunities and collaborate with Account Executives on lead generation and qualification.

- Participate in client meetings as a subject matter expert and serve as the owner for approach and methodology for client specific needs

- Contributing to proposal and RFP delivery process including strategy, project scope and timeline, pricing, and resourcing.

- Create thought leadership content, marketing materials, and attend industry conferences

General

- Uphold Evergreen's mission (Create authentic partnerships that improve healthcare) and values (Care Personally, Extend Grace, Be Responsive, Take Ownership, Be Transparent, Innovate).
- Cultivate meaningful relationships across Evergreen and with external partners.
- Embrace radical candor by developing relationships across Evergreen and providing direct feedback and recognition at all levels.
- Communicate in meetings, one-on-ones, and daily interactions with clarity, purpose, and respect for the individuals involved in the discussion.
- Participate in or lead cross-functional projects.
- Coordinate and support company-wide programs and special projects.
- Serve as subject matter expert for your team and role.
- Support colleagues and Evergreen's growth by participating in hiring, onboarding, ongoing training, and other duties as assigned.
- Participate in the development, documentation, and improvement of processes, procedures, and policies, in alignment with Evergreen's mission and values.
- Assist and back up other colleagues when necessary.
- Embrace change as Evergreen scales systems and processes.
- Attend Evergreen's in-person annual retreat one time per year.

Qualifications

- 10+ years of healthcare and EHR implementation experience, with a focus on Epic implementation experience

- Proven leadership and experience with more than three (3) enterprise Epic implementations, current or previously held Epic certifications preferred

- Proven leadership and experience with developing EHR implementation plans (scope, timelines, resources, and budget)

- Strong understanding of healthcare workflows, clinical operations, and IT strategy

- Proven experience in client engagement, account management, or a similar role.

- Strong background in project management, with a proven track record of delivering projects on time and within scope.

- Strong experience using Microsoft 365 products: Word, Excel, PowerPoint, Teams, and Outlook, along with experience using applicable client enterprise systems (EHR, ERP, etc.) and other relevant software applications.

- Excellent interpersonal skills with the ability to manage sensitive and confidential information with professionalism and diplomacy.

- Ability to establish and maintain effective working relationships with diverse groups of team members, managers, and vendors.

- Demonstrated commitment to put forth consistent effort and successfully complete assigned tasks quickly without sacrificing quality.

- High attention to detail, including strong time management, analytical, organizational, and active listening skills.

- Ability to contribute to a positive working environment.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Salary Range

$ 215000+ depending on experience, in addition to bonus eligibility and a comprehensive benefits package.

Work Hours + Travel Requirements

Evergreen's core working hours are 9am – 5pm Central Time, and most of our internal meetings take place during this window. Flexible schedule available in consultation with management. Frequent travel averaging 50% per year, depending on project needs. If remote, travel might include annual visit to Evergreen's headquarters in Middleton, Wisconsin.

Physical Demands

Prolonged periods sitting at a desk and working on a computer. Must be able to lift up to 15 pounds at a time.

Work Authorization Requirements

Evergreen is interested in every qualified candidate who is eligible to work in the United States. However, we are currently unable to sponsor work visas. At this time, candidates must reside in the U.S. to be eligible to work at Evergreen Healthcare Partners.