

Dedham Medical Associates **Chief Information Officer**

Dedham, MA

The Organization

Recognized as one of the leading multispecialty care practices in the Greater Boston area, the \$125M **Dedham Medical Associates** (DMA) has been caring for patients for more than 70 years. DMA's 86 physicians and nurses, therapists, technicians and support staff bring patients strong expertise, advanced technologies and human compassion. More than 20 medical and dental specialties and subspecialties, from primary care, internal medicine and pediatrics to asthma and arthritis management, sports medicine, physical therapy and surgery are offered at DMA.

DMA physicians have been recognized for their excellence with awards such as the "Outstanding Community Pediatrician Award" from Children's Hospital, the "Excellence in Primary Care Award" from Blue Cross and Blue Shield, the "Physician of the Year Award" from Harvard Pilgrim Health Care and the "Women in Medicine Award" from the Massachusetts Medical Society. The Pediatric and Internal Medicine staffs have been named to the Harvard Pilgrim Health Care Physician Group Quality Honor Roll every year since 2004. For more information see www.dedhammedical.com.

Dedham Medical Associates is an affiliate and founding member of **Atrius Health**, which is a not-for-profit organization comprised of Dedham Medical Associates, Granite Medical, Harvard Vanguard Medical Associates, Southboro Medical Group, South Shore Medical Center and most recently Reliant Medical Group (formerly Fallon Clinic). Atrius is exceptionally well-positioned as a leader in health care reform. Atrius Health medical groups serve nearly 1 million adult and pediatric patients in over 3.8 million visits annually to 50 practice locations. Atrius medical groups include more than 1,000 physicians and 1,425 other medical professionals, with a combined total of almost 7,200 employees. For more information see www.atrusheralth.org.

Dedham Medical's Information Technology (IT) department includes approximately 500 desktops and laptops, 100 printers, 25 Windows servers, 14 virtual servers and 2 VMWare clusters. It is networked across three locations and with Atrius.

Dedham Medical is very well respected in their communities, known as "a great place to work" that is well managed, collegial, very familial and in strong financial condition. DMA clinicians and staff are known as compassionate, caring, dedicated and hard working. As reflected in the rewards DMA has received, clinical quality and patient satisfaction are the highest priority.

The Position

Reporting to the CEO, the **Chief Information Officer** (CIO) will be responsible for leading Dedham Medical Associates into the future from an information technology perspective. The CIO is responsible for leading his/her team in its service mission to the entire organization. He or she will lead all technological functions most often associated with a Chief Technology Officer (CTO) style position. S/he

will be responsible for both proactive strategic insight and tactical responsiveness to DMA's technology and business needs. Currently the IT department is comprised of 7 people with a \$2M budget. This position must integrate DMA IT management with progressive enterprise-wide IT issues at the Atrius level. It will represent and advocate for DMA before Atrius on all integrated IT projects, and will work collaboratively with other Atrius CIOs on Atrius enterprise-wide projects. Overall responsibilities include:

- Participating as a member of DMA's Senior Management Group, which also includes the CEO, CFO, COO, Medical Director and CHRO,
- Working collaboratively with other DMS leaders to support operational initiatives and develop business integrated technology solutions and leadership.
- Developing, planning and implementing IT and telecommunication strategies that support the company's strategic mission and contribute to long-term competitive growth.
- Accurately identifying and assessing technology needs, forecasting changes in systems and applications, and proactively aligning IT infrastructure with DMA goals and objectives.
- Expertly planning and executing the support for competing IT requirements, (i.e., clinical, financial, telecommunication, compliance, purchasing, HR, marketing, etc).
- Developing solutions and creating implementation strategies for Windows network, server, and security issues.
- Managing an IT budget (capital and operating) of approximately \$2 million.
- Developing and maintaining refresh cycle programs for hardware and prudent maintenance of software to guarantee the stability and integrity of technical infrastructure.
- Functioning as DMA's IT liaison to Atrius.

The Opportunity

This opportunity is one to assume a leadership role in a healthy, highly functional organization that is part of Atrius' cutting-edge health care delivery organization where there has not been proactive IT leadership for the past several years. The requirement is for strategic, tactical and service leadership. In the first year, a new 80,000 square foot DMA medical office building in Norwood MA must be fully outfitted. This position will quickly have significant, visible impact on DMA, wearing many hats in a flat organization. It is an opportunity to exercise initiative, leadership and creativity in an organization with a warm and welcoming culture.

Detailed Breakdown of Responsibilities

- Sole responsibility for the performance of all systems on the DMA network.
- Conducting regular testing to insure that system(s) are viable and without defects that could negatively impact the operation/financial/service needs of DMA.
- Aggressively supporting system requirements. Maintaining solid disaster recovery plan and reviews on an ongoing basis.
- Reviewing and evaluating various system requirements of various internal applications and insures that resources of maximized.
- Identifying and assessing technology needs, forecasting changes in systems and applications, and proactively aligning IT infrastructure with company goals and objectives.

- Monitoring various external hospital links to insure maximum access.
- Meeting regularly with both clinical and clinical support department managers to determine information system needs, and organizing user groups in order to advance understanding of customer requirements.
- Maintaining positive and effective working relationships with staff and providers.
- Insuring that IT support staff is effectively maintaining hardware in order to provide uninterrupted service to patients.
- Developing and maintaining refresh cycle programs for hardware and prudent maintenance of software to guarantee the stability and integrity of technical infrastructure.
- Establishing a schedule for preventative maintenance on all hardware and has back-up equipment on hand. Working to educate users on proper use/care of hardware.
- Collaborating with other senior managers to support operational initiatives and develop business integrated technology solutions and leadership for both clinical and clinical support departments.
- Working to maximize effective system utilization for end-users; understanding divisional IT needs and redeploys resources (staff and hardware) as appropriate.
- Functioning as DMA's IT representative to Atrius on integrated IT projects; assessing DMA requirements, and productively advocating for DMA in terms of enterprise resource allocation. Communicating DMA's IT projects and needed Atrius level resources.
- Developing strategy for system security on all DMA IS databases in order to maintain confidentiality and integrity of organizational information.
- Functioning as Security Officer to insure compliance with all state and federal regulations; is an integral member of the Breach Incident Response Team (BIRT) with DMA's Privacy Officer and HR Officer. Stays informed of all security and/or privacy breach issues where IT systems may have been impacted or there is a requirement of an audit
- Working closely with HR department to insure that all employees have appropriate IT access. Terminating employee access as requested by HR Officer and will authorize and execute a systems audit (requested by HR Officer) to determine DMA policy violation.
- Researching and recommending the latest advancements in telecommunication software/hardware in order to provide the highest level of access and service to DMA's patients.
- Maintaining a high level of discretion with all aspects of learned DMA and/or Atrius information; does not publicize information learned in the course of conducting DMA or Atrius related business.
- Providing forum for system customers to work through operational concerns and determine solution alternatives. In collaboration with COO and/or CFO, determines technical requirements and develops project plans for system implementation and/or upgrades.
- Staying current with latest IS advancements and determines feasibility of installation/upgrade for DMA systems; makes recommendations to senior management team.
- Establishing effective working relationships with vendors; regularly evaluate merit of existing relationships. Creating RFP on various projects or service arrangements. Making recommendations on the most feasible purchase decision that will meet organizational goals and objectives.
- Developing annual goals and objectives for department; determining budget in accordance with stated goals.
- Interviewing and making effective hiring decisions; evaluating staff performance and disciplining as necessary.

The Candidate

The right candidates will have at least five years experience with increasing responsibilities for management and support of healthcare information systems and information technology. H/she must be skilled in project management and system integration in a complex, service-based, 24x7 environment. Ideally, he/she will have set up an IT infrastructure in a newly constructed or significantly renovated facility and be currently employed in a CTO or Director of Technology position. Multi-specialty physician practice experience and a Masters education is highly preferred.

The ideal candidate will:

- Have excellent people skills, with the ability to thrive in a highly collaborative environment.
- Build collegial relationships in a highly visible role.
- Have a big-picture organizational sense.
- Know how to work effectively with physicians.
- Be poised and highly professional, yet forceful as necessary, to effectively represent DMA before Atrius.
- Show a highly collaborative, team oriented work style.
- Have the ability to zoom up and down between strategic and tactical.
- Be very hands-on and unpretentious.
- Show flexibility and adaptability.
- Be driven by a service mentality.
- Demonstrate excellent listening and communication skills.
- Show strong leadership credibility.
- Thrive in a fast-paced, fluid organization.
- Be creative and resourceful in resolving problems.
- Work collaboratively and decisively.
- Demonstrate excellent written and verbal communication skills.

Compensation

Compensation package will be constructed to commensurate with the selected candidate's background and accomplishments. Most significant is the opportunity to assume a leadership role in a highly successful, progressive and well-run medical group.

For More Information

We appreciate and value all referrals. Interested parties send resume and cover letter to DMACIO2003@ZurickDavis.com. For additional questions please contact **Annette Cooke** or **Jeff Zegas** at 781.938.1975. Contact with our office will remain confidential.

