

Louisiana Primary Care Association

Position Description

Position Title: Manager of Healthcare Technology and Optimization

Full-time Exempt

Supervisor: Director of Health Information Technology and Health Center Controlled Network

Position Summary:

The Manager of Healthcare Technology and Optimization at the Louisiana Primary Care Association (LPCA) is responsible for leading the integration of healthcare technology solutions and data analytics optimization across LPCA's network of Federally Qualified Health Centers (FQHCs). This role combines the responsibilities of healthcare technology management and clinical workflow optimization using data to drive improvements in patient outcomes, operational efficiency, and quality initiatives. The position bridges technology with clinical practice, translating data insights into actionable strategies while supporting LPCA's mission to promote accessible, affordable, quality healthcare services for underserved populations.

Responsibilities:

Healthcare Technology Management & Implementation

- Support healthcare technology initiatives in alignment with LPCA's strategic direction and priorities
- Maintain expertise in the use, implementation, and optimization of Azara DRVS & EHR systems, clinic workflows, and other healthcare technologies.
- Serve as the organizational point-of-contact for healthcare technology services and vendor relations
- Develop policies, procedures, and protocols for effective technology implementation and clinical consultations.
- Troubleshoot technical problems and coordinate resolution with vendors and IT teams
- Promote healthcare technology and workflow optimization adoption to LPCA membership.

Data Analysis, Optimization & Quality Improvement

- Analyze complex healthcare datasets using analytical tools and techniques to identify trends, patterns, and actionable opportunities for improvement
- Develop and maintain data visualizations using tools such as Power BI, and DRVS
- Coordinate with the data analytics and research manager to maintain LPCA data warehouse

Clinical Coordination & Training

- Collaborate with LPCA clinical teams and health center staff to ensure recommendations are effectively implemented
- Facilitate individual and group training and technical assistance events for LPCA membership

Team Leadership & Management

- Supervise and provide leadership to staff positions
- Coordinate team activities to support health center operations and quality improvement initiatives

Required Skills and Qualifications:**Education & Experience**

- Bachelor's degree in healthcare informatics, health information technology, computer science, public health, data analytics, or related field; Master's degree preferred
- Minimum of 3-5 years of experience in healthcare technology management, informatics, or clinical quality improvement, preferably in FQHC or primary care settings
- At least 2-3 years of supervisory or team leadership experience in healthcare or technology environments
- Experience with project management and implementation of technology initiatives

Technical Competencies

- Proficiency with data visualization tools (Power BI, Tableau) and statistical analysis methods
- Working knowledge of EMR/EHR systems implementation, optimization, and troubleshooting
- Experience with a variety of healthcare technology solutions
- Proficiency in Microsoft Office Suite, particularly Word, Powerpoint and Excel for complex data manipulation

Leadership & Communication Skills

- Demonstrated leadership abilities with experience managing teams and complex projects
- Excellent verbal and written communication skills with the ability to translate technical concepts for diverse audiences
- Strong presentation and training delivery capabilities
- Proven ability to work collaboratively with clinical, IT, administrative, and executive teams
- Experience facilitating meetings and leading change management initiatives

Additional Qualifications

- Ability to manage multiple priorities and meet competing deadlines in a fast-paced environment
- Strong analytical and problem-solving skills with attention to detail and accuracy
- Experience with quality improvement methodologies and performance measurement
- Knowledge of value-based care initiatives and population health management principles

Preferred Qualifications:

- Master's degree in Health Informatics, Health Information Management, or related advanced degree
- Professional certifications such as Certified Health Data Analyst (CHDA), Certified Professional in Healthcare Information and Management Systems (CPHIMS), or similar
- Experience with Azara DRVS, eCW, athenaHealth, NextGen, and or Epic.
- Background in clinical operations or direct patient care experience

Working Conditions:

This position operates in both office and clinical environments across multiple health center locations. The role may require occasional travel to member health centers throughout Louisiana and periodic attendance at conferences or training events. Standard business hours with occasional evening or weekend work.

Please submit resume and letter of interest that includes salary expectations to lpca@lpca.net