



Company: ARM Consulting
Position Title: Telehealth Program Manager
Position Category: Full Time
Location: Falls Church, VA

ARM Consulting, a limited liability, management and technology consulting company that integrates a range of capabilities to assist government and commercial customers resolve complex issues while simultaneously achieving optimal success. ARM's customized and concierge approach to partnering with customers uniquely positions our company to realize efficiencies without compromising innovation. Join ARM by bringing your **"big talent"** and you can help our customers achieve their organizational goals and mission that impact all of us on a daily basis.

Position Description:

Serves as Program Manager with full decision authority and responsibility for the implementation and management of the Telehealth Department at the Walter Reed National Military Medical Center (WRNMMC). Responsible for developing and directing the entire Telehealth service throughout WRNMMC, as well as extending Telehealth to the enhanced Multi-Service Market (eMSM) within the National Capital Area.

Position Capabilities:

- Confers with and provides authoritative information, guidance and recommendations to high-ranking government and private officials in the field on Telehealth initiatives and processes including: administration, quality management, information technology, innovation and future technological concepts, process improvement, defense and negotiations for Telehealth programs.
- Develops policy, develops detailed program plans, coordinates activities across projects, sets and reviews program objectives, identifies priority efforts, tasks, milestone dates, and schedules to ensure proper sequencing of events and tracking of processes.
- Conducts and oversees recurring Telehealth training for staff members at WRNMMC and outlying patient clinics.
- Prepares budget for the entire Telehealth program.
- Monitors, reviews and analyzes program implementation.
- Develops, directs, studies, reviews, and analyzes project plans and operations to include: training, credentialing, information systems, scheduling, and workload analysis of the Telehealth program.
- Develops short- and long-range objectives aligned with the Command's strategic goals.
- Serves as the Subject Matter Expert, has complete decision authority based on expert knowledge, skills, and experience to consider recommendations for program adjustments to meet local conditions and changing situations, as well as to accommodate programs directed from higher echelons to ensure innovations and continued momentum forward.
- Serves as contracting officer's technical representative on task order contracts and Telehealth equipment purchases.
- Provides program direction and oversight and exercises overall coordination for the complex day-to-day Telehealth operations of the Telehealth Department within a variety of healthcare settings throughout WRNMMC, to include credentialing, appointment scheduling, and management of information technology.
- Develops and implements policy guidance in the form of general work methods, processes, electronic workflows and procedures to ensure smooth Telehealth workflow through the organization utilizing a comprehensive knowledge of the work and steps to be taken.
- Monitors and modifies the sequence and the time for each step, resources, manpower availability, etc. using Lean Six Sigma, or equivalent, methodologies.



- Collaborates with directors and heads of other organizations to negotiate, decide on, and/or coordinate work-related changes affecting other units.

Basic Qualifications:

- A minimum of five (5) years' of Program Manager experience
- A minimum of three (3) years' of operational knowledge of Telehealth in the field with various DoD operational agencies in order to coordinate, monitor and interpret the technical testing and data.
- A minimum of three (3) years' experience with and expert knowledge and technical aptitude for understanding and facilitating: IT issues and network connectivity requirements; development, execution and management of a complex integrated Telehealth and telemedicine infrastructure.
- A minimum of one (1) year of experience working with ESSENTRIS electronic medical record.
- A thorough comprehension of clinical, patient and physician applications/technologies that is inclusive of virtual care delivery.
- Familiarity with AHLTA and/or CHCS.
- Must support the provisions of the Health Insurance Portability and Accountability Act (HIPAA) and all other Patient Information Privacy Acts.
- Possess thorough knowledge and understanding of financial accounting, budget, procurement and reimbursement issues; and understanding of principles and practices of organization, administration, fiscal, and personnel management.
- Possess knowledge and understanding of medical terminology and usage, hospital terms, abbreviations and abstraction techniques of working with medical terminology.
- Master's level degree in business administration or healthcare administration preferred.
- Lean Six Sigma process improvement certification and/or equivalent certification.

Additional Preferred Skills and Qualifications:

- Program Management Certification
- Must work cooperatively and constructively with others in a team environment
- Strong analytical and organizational skills, including attention to detail
- Strong oral and written communication and interpersonal skills
- Good organizational, multi-tasking, and time-management skills

An active security clearance may be required for this role

Applicants for employment in the US must have work authorization that does not now or in the future require sponsorship of a visa for employment authorization in the United States

ARM is a federal contractor and an EEO and Affirmative Action Employer of Females/Minorities/Veterans/Individuals with Disabilities

All employment decisions shall be made without regard to age, race, creed, color, religion, sex, national origin, ancestry, disability status, veteran status, sexual orientation, gender identity or expression, genetic information, marital status, citizenship status or any other basis as protected by federal, state, or local law

ARM is an Equal Opportunity Employer