

Clinical Solutions Specialist

GlobeStar Systems is a leader in integrated clinical communication. Our cornerstone product, Connexall[®], is an award-winning Enterprise grade IoT platform, purpose built for the healthcare industry. Connexall[®] delivers a customizable suite of integration solutions to meet the unique and specific communications requirements of any organization. Connexall[®] services over 1,500 healthcare providers around the world, helping customers improve clinical workflow and driving better patient and staff outcomes.

Job Title: Clinical Solutions Specialist

Type: Full Time

Start Date: Immediate

Location: US

Job Description

Reporting to the Director of Clinical Services and Outcomes, the Clinical Solutions Specialist will provide professional services and clinical support to our customers throughout the Connexall project lifecycle. The successful candidate combines clinical workflow design, data analytics, application implementation, and customer relationship skills to successfully excel Connexall Software offerings. They will work cross-functionally to ensure the customer's business and clinical goals are understood and appropriately considered throughout all project phases.

Primary Responsibilities

- Provide professional services and clinical support to customers throughout the Connexall project lifecycle, including pre-sales demonstrations, solution design workshops, customer workflow analysis and mapping, user training, go-live support, and post-implementation consulting.
- Serve as a clinical and educational resource both internally and externally during the sales and implementation process.

- Participate in key account sales presentations, demonstrations, clinical evaluations, and clinical training.
- Act as a resource to train internal teams, answer clinical product questions, and facilitate highest possible patient outcomes.
- Document needs assessment, processes, system requirements, dashboard design requirements, change management, and user training materials to ensure successful communication to both technical team and end user.
- Provide clinical support to customers during implementation, post-implementation, and into project maturity, working with customers to ensure they are maximizing their use of Connexall.
- Understand customer's current clinical workflow by conducting interviews with staff in appropriate units, from admittance to discharge.
- Evaluate current state of customer's site to determine bottlenecks and inefficiencies, by making clinical workflow observations and documentations and assessing technology tools and HIS systems in place.
- Work with customer to design and create a schema outlining an updated clinical workflow design, using Connexall to achieve the customer's desired future state of clinical workflow.
- Support process improvement projects, address clinical workflow concerns, and identify opportunities for improvement.
- Collaborate internally to communicate opportunities for product improvement using direct customer feedback.
- Assist with the development of case studies and use cases to share best practices with other customers.
- Keep up to date with industry standards thereby making recommendations and sharing information that will result in the best practice and use of Connexall.
- Other duties as required.

Qualifications

- Current Registered Nurse BSN degree or higher, Master's preferred.
- 5+ years clinical experience providing Clinical Practice, Educational Training, and Project Implementation required.
- Nursing or Clinical Informatics experience preferred.
- Previous experience with Connexall is an asset.

- Proficiency in Microsoft Office Suite including Word, Excel, PowerPoint, and Visio.
- Excellent interpersonal skills, communication skills, and presentation skills with the ability to speak with individuals at all levels of an organization.
- Excellent documentation and written skills.
- Ability to convey product features in clinical environments for varying levels of participants.
- Ability to work with various internal teams and customers to define the scope and content of assigned projects.
- Must act as a subject matter expert to assist other members of the company, as necessary.
- Ability to implement quality and workflow improvements in a clinical setting.
- Ability to align clinical practices and understanding of products into a customized, consultative program for customers.
- Flexibility in adapting to a rapidly changing, energetic environment.
- Ability to multitask, establish priorities, work independently, and proceed with objectives without supervision.
- Passion for redefining healthcare.
- Must have a flexible schedule and be able to work Mon-Friday-evening/weekend as needed.
- Ability to travel about 50% (including overnight travel).

Benefits:

- Competitive annual salary.
- A rich benefits package, including medical, dental, life, long-term disability insurance.
- 401k matching.
- Vacation.