



REQUEST FOR QUALIFICATION

TECHNICAL WRITER

November 4, 2011

Administered by the
Hawai'i Health Information Exchange
900 Fort Street Mall, Suite 1300
Honolulu, Hawaii 96813

QUOTATIONS DUE: By Noon, Hawai'i Standard Time, Friday, November 18, 2011

The Hawai'i Health Information Exchange (Hawai'i HIE) is seeking to award a 4-6 month part-time contract, with possible renewal, to a dynamic, experienced, team-oriented, policy(s)-centered, and quality-focused professional to assume the role of Technical Writer. This individual will provide technical writing assistance in creating Operational Policies for the Hawai'i HIE's health information exchange (HIE).

Responsibilities will include the following duties:

SCOPE OF WORK:

Drives the creation and delivery of operational policies and procedures for a statewide health information exchange (HIE) system. The Hawai'i HIE is seeking a contractor who has solid technical writing skills; familiarity of health and IT concepts; understanding of health care operations practices and procedures; and experience with research and creativity, to deliver this documentation in the format best suited for various audiences. Contractor must also have excellent people skills and the tenacity to work with and obtain information from a wide variety of technology stakeholders and subject matter experts.

Specific Tasks	Estimated deadline
Overall: Design and create health information exchange operational policies & procedures to include health and IT privacy laws, clinic/hospital-related operations, technical guides & specification, how-to procedures, etc.	
1. Review the State HIE Plan.	11/28/2011
2. Research and gather/collect information from interviews with staff, Board and other subject matter experts; research notes and background files; scientific or technical articles; news releases; periodicals on scientific, research, or	11/30/2011

technical subjects; internal reports and publications; clinical research protocols; patient education materials, direct participation in project work, etc.	
3. Knowledge and ability to adhere and include applicable governmental and industry standards for technical documentation.	On-going
4. Collaborate with HHIE management, board, regulator(s) and other subject matter experts, to ensure HIE Operational Policies are clear, concise, professional; and current within regulatory compliance, company's best practices and guidelines.	On-going
5. HIE Operational Policies - Draft 1	12/19/11
6. Proofreading, editing and commenting on revision drafts that are submitted by employees, board, and other subject matter experts.	On-going
7. Performs document quality assurance by reviewing and editing documentation materials, incoming and outgoing, for accuracy, consistency, repeatability, and detail.	On-going
8. Ensuring accurate and correct document index items (i.e. Table of Contents, List of Effective Pages, Indexes, Contents, Links, Cross-References).	On-going
9. HIE Operational Policies – Final Draft	1/23/2012
10. Supports the complete workflow process to ensure successful completion of each revision cycle, various quality processes to ensure accuracy, ease of use and time delivery, and distribution to technical publications.	On-going
11. Other duties as assigned to assist Hawai'i HIE in achieving its operational goals and objectives.	On-going

Applicants should have demonstrated experience working as a technical writer or editor on creating operational policies and procedures with the public or private sector, with an understanding of legal compliance and privacy laws, and health information technology preferred.

INTERESTED PARTIES SHOULD EMAIL THEIR QUALIFICATIONS TO:

info@hawaiihie.org

This RFQ will be open until noon, Hawaii Standard Time, November 18, 2011. Hawai'i HIE reserves the right to amend, extend or re-release this RFQ. Please include the following when submitting your quotation:

1. Curriculum Vitae
2. Letter of Interest in the statement of qualification
3. Sample(s) of technical writing
4. References, up to three (3)
5. Desired consultation fee

Questions relating to this announcement are to be directed to Ai Lee Wong at (808) 441-1346 or email awong@hawaiihie.org.

POSITION DESCRIPTION

The Technical Writer is to create, design, develop, and write **Operational Policies & Procedures** for the Hawai'i HIE's health information exchange (HIE), with a focus on operations and privacy laws and compliance in health IT, as described.

EXPERIENCE & QUALIFICATIONS

Required Skills & Experience

- Bachelor's Degree from an accredited four (4) year college or university in Technical Communications, English, journalism, or healthcare-related discipline.
 - Two years of experience can be substituted for every one year of educational requirement.
- Minimum three (3) years as a technical writer or editor.
- Strong writing, editing and proofing skills.
- Proven solid experience in writing operational and privacy policies for healthcare, exchange and/or IT-related industry(s).
- Excellent research skills on legal, technical, and operational-related issues.
- Ability to translate technical language, jargon and/or terminologies into text at a level suitable for the intended audience. Creating graphs, diagrams, charts, and screen captures to support concepts, if applicable.
- Proficient computer skills in Microsoft Office (e.g. Word, Power Point, Visio, Project, etc), publishing software, document formatting, spelling, and punctuation.
- Track record of meeting tight deadlines and delivering high-quality content under changing priorities in a dynamic environment.
- Strong ability to manage one's own time in prioritizing tasks when given clearly defined goals and objectives.
- Contractor must be a self-starter, thorough, accurate, and consistently be able to meet publication deadlines, as all related tasks will be performed with minimal supervision.

Desired Skills & Experience

- Master's Degree from an accredited college or university in related field.
- Experience in proposal or grant-type writing.
- Understanding of healthcare clinic and/or hospital operations.
- Understanding of health and/or IT privacy laws.
- Proficient in technical writing tools (i.e. Word, Excel, PageMaker, FrameMaker, XML, wikis, etc).

ORGANIZATIONAL DESCRIPTION

Hawai'i HIE serves as the State's designated entity to coordinate the development and implementation of a statewide health information exchange system. Hawai'i HIE also manages the Hawai'i Pacific Regional Extension Center (HPREC) that helps health care providers transition from paper to electronic health records and helps providers qualify for the CMS Meaningful Use incentive payments. Both of these initiatives are funded through the U.S. Department of Health & Human Services Office of the National Coordinator for Health IT.

TIME PERFORMANCE

The period of performance for the technical writer is anticipated to be from November 28, 2011 through March 31, 2012. Extension is possible. Time commitment expected: Minimum 20 hours per week for the first six (6) months, and 5 – 10 hours per week, thereafter.

WORKING CONDITIONS

- Hawai'i HIE's business environment requires the ability to effectively plan and meet short timelines and changing conditions. Strong staff collaboration in work assignments is a standard at the Hawai'i HIE. Effective interpersonal communication skills required, including written, oral, negotiation, interpersonal, team and supervisory skills. Some travel maybe required.
- Attention to detail; logical reasoning; ability to formulate ideas and opinions; ability to handle multiple priorities; ability to anticipate needs of the company; implement short and long term solutions to needs; ability to resolve complicated / customer service issues; ability to make independent judgment and initiative.
- Establishing and maintaining cooperative and productive work relationships. Must have outgoing, positive attitude in dealing with clientele and employees.
- Ability to write and compose correspondence, contracts, memorandums and reports manually and through the computer or email; ability to negotiate contracts; ability to make presentations to clients, vendors and company executives.

DAYS & HOURS OF WORK

Flexible hours to attend meetings. Some traveling and work on weekends may be required. General office hours are Monday through Friday, 8:00 a.m. to 5:00 p.m.