


COMMUNITY MANAGER FOR CTcue

The Company

 IQVIA™ is a leading global provider of advanced analytics, technology solutions and contract research services to all healthcare stakeholders, dedicated to delivering actionable insights.

It is an exciting time in human health. The volume of human health data is getting bigger by the minute. Increasingly advanced analytics are needed to break open previously hidden insights into the complexity of treating and preventing illness. The importance of more relevant data on value and outcomes is being validated by manufacturers, researchers, hospitals and even regulators.

At the payer, provider & government department of IQVIA NL we support hospitals, health care providers and researchers to gain valuable and actionable insights from their daily work, i.e. the data they record every day.

CTcue: a search engine for electronic health records (EHR)

From value-based healthcare, to optimizing medical guidelines, to reporting on patient outcomes: all these initiatives require clinical data to derive insights from. To support this, IQVIA recently acquired CTcue. CTcue is a privacy-by-design data solution that gives healthcare professionals working in hospitals direct access to the data they need. The tool empowers them to find their patients-of-interest and relevant EHR data on these patients to answer real world evidence- and research questions themselves.



Through CTcue, healthcare organizations become part of a network that facilitates many opportunities for collaborative and multi-center research. New research questions, expertise and insights can be easily shared and tested within this network, because the data of each organization has been formatted and harmonized in the same way. CTcue works with all types of EHRs.

Text is an asset

More than 70% of all EHR data is stored as text. Leveraging the value of this unstructured data is key to generating meaningful insights from clinical data.

Self-service solution

No database or query writing knowledge is required to work with CTcue. Our easy-to-use solution gives healthcare professionals direct access to the information they need and empowers them to answer data questions themselves.

Privacy by design

Patient privacy is at the forefront of everything we do. The use of CTcue complies with GDPR legislation. Identifying patient information is pseudonymized. EHR data never leaves the hospital's servers.

A collaborative approach

Improving healthcare is best done collaboratively. CTcue facilitates a network of organizations to share knowledge, research and expertise.

The Position

COMMUNITY MANAGER

We are looking for a Community Manager for CTcue. In this position you are the point of contact for hospitals and their CTcue users. You supervise and guide the implementation process and adaptation of use of CTcue in hospitals. You coordinate and facilitate support, arrange and host basic- and key user training and you are responsible for providing input to the online community. You ensure that you stay informed on what users and hospitals need and want from CTcue and what data should be available to successfully complete their projects. You translate and transfer these insights to the different technical teams to help shape the continuous improvement and development of the application.

Essential Duties & Responsibilities

- 1. Point of contact for and connector between hospitals**
You streamline communication with hospitals and end users to ensure successful use of CTcue and a good user experience in hospitals. This includes contact about collaboration within and across hospitals; wishes for future product improvement and development; and incidents, problems or updates that can temporarily affect use of CTcue.
 - Host 1:1 meetings with key users/admins with product owner to stay up-to-date on situation in hospitals.
 - Host key user meetings with frequent users of CTcue and the CTcue product owners to gather end user input and share information.
 - Communicate about incidents/problems with CTcue in hospitals that can temporarily affect user experience.
 - Work with hospitals and CTcue account managers to expand CTcue use within and across hospitals. Establishing and/or facilitating collaboration and partnerships between hospitals
- 2. Collaboration with other CTcue teams: staying informed and transferring information**
In this role you will maintain close contact with various members of the CTcue (technical) teams to relay information regarding the status and wishes of hospitals and users. You translate user wishes and use cases to the technical teams, keep track of product developments that technical teams are working on and help maintain online sources of information to support easy and successful use of CTcue.
- 3. Customer support**
You handle incoming support tickets from users, answer functional questions, help users build CTcue queries and escalate technical issues and requests for product development to the designated technical teams. This task will be reduced over time to solely handling advanced functional questions and query building once a central European support system is set up. Your experience and input can help shape the set-up of this European system.
- 4. Training and workshops**
You will host basic and advanced training sessions for beginning and advanced users, and demonstrations for prospective users. You are encouraged to contribute to further improvement of the content and structure of these training sessions and demonstrations of the tool, and to development of workshops covering designated topics.

5. Community platform

We host a community platform so CTcue users across hospitals can share information with each other and with CTcue. You answer questions on this platform and provide or review content (eg. updates regarding new functionalities in the latest version of the application, how-to articles).

Skills & Core Competencies

- Excellent communicative skills, charisma, assertiveness, transparency.
- Being able to maintain contacts with various CTcue stakeholders in hospitals
- Initiate contacts between hospitals and/or e.g. researchers
- Making agreements and planning with stakeholders for successful supervision and completion of the CTcue implementation process.
- Affinity for data, data questions, data analysis and/or interpretation of data.
- Able to enthusiastically translate difficult (technical) concepts into an understandable and appealing story.
- Translate user needs and use cases to technical teams for future product development.
- Functioning well within an interdisciplinary team and a collaborative mindset.

Education, Experience & Other Requirements

- University degree, preferably in medical field
- Experience working in or with hospitals
- Experience with data questions and issues (in hospitals)
- Experience with teaching, training or giving workshops
- Experience with providing support to and supervising colleagues, employees within a company and/or external parties.
- Feel for or knowledge of medical data, the EHR, medical real world- and/or research projects.
- Excellent level of Dutch and English, both orally and in writing
- Experience with CTcue use is an advantage

What we offer

We offer you a position in a dynamic team that encourages collaboration: within the PPG team and with other teams in the organization. You will work at the fastest growing department of the company, with, next to a friendly environment, a lot of room for learning and personal and professional growth. You will be able to learn about product development within the tech sector. And, most of all, we offer you a job in which you will be able to truly contribute to better health care and patient outcomes. Hope to speak to you soon!

More information & contact

Please visit our websites, ctcue.com and iqvia.com, or [our linkedin page](#) for additional information about our company and the CTcue technology.

Want to apply? Send your CV and motivation letter to everdien.derksen@iqvia.com.



The Company

is a leading global provider of advanced analytics, technology solutions and contract research services to all stakeholders in healthcare dedicated to delivering actionable insights. At IQVIA we believe in pushing the boundaries of human science and data science to make the biggest impact possible – to help our customers create a healthier world. The advanced analytics, technology solutions and contract research services we provide to the life sciences industry are made possible by our 70,000+ employees around the world who apply their insight, curiosity, and intellectual courage every step of the way.

IQVIA is the Human Data Science Company™

By harnessing advances in technology, data science, and domain expertise, Human Data Science enables our best thinking and problem solving in healthcare. It brings together machine learning, predictive analytics, and the right expertise needed to answer challenging questions and uncover new insights.

More than data science

It is an exciting time in human health. The volume of human health data is getting bigger by the minute. Increasingly advanced analytics are needed to break open previously hidden insights into the complexity of treating and preventing illness. The importance of more relevant data on value and outcomes is being validated by manufacturers, researchers and even regulators. And it's all coming together in a more precise understanding of the human experience in healthcare. But connections are everything. Sustainability is critical. And privacy is paramount. To tap the potential of big data in health, and all its implications. To help humans (not just when they are patients) and to advance human health, you need more than just data science. An emerging and timely discipline that integrates the study of human science with breakthroughs in data science and technology to advance our understanding of human health, and help everyone make better, more insightful decisions.

Human Data Science inspires and empowers everyone in healthcare – life sciences, consumer health, payers, governments – to reimagine what is possible. To rise to the challenge of being more precise. To feel confident in their ability to approach challenges in new and creative ways.