

JOB DESCRIPTION

POSITION: Clinical Applications Coordinator

PAY RANGE: PP X Hourly/Non-exempt ___ Salaried/Exempt

ORGANIZATIONAL LOCATION: Information Technology Services

BACKGROUND SCREENING: ___ ICPA X BCA ___ None

PURPOSE OF THE JOB: To act as a specialist/integrator in support of the daily interface between clinicians/medical staff and the Electronic Health Record.

QUALIFICATIONS:

1. BS, BA or equivalent in a health discipline preferred.
2. Two or more years experience in patient care (clinical, nursing, pharmacy and allied health) required. Two years of experience in medical informatics preferred.
3. Ability to communicate effectively with peers and superiors, in one-on-one and small group settings required.
4. Knowledge of a broad range of patient care activities, working knowledge of the hospital and village clinic environment, and how the different services and functions interact required.
5. Ability to work independently required.
6. Must be skilled in problem solving, interpersonal relationships in the workplace, and conflict resolution.
7. Possess working knowledge of Cerner EHR software required. IHS RPMS working knowledge desired but not required.
8. Ability to manage Cerner Systems and possess/acquire knowledge of SQL coding.
9. Ability to retrieve and analyze data from core databases.
10. Ability to plan and develop EHR projects.
11. Ability to implement, optimize, and maintain EHR throughout the hospital and villages.
12. Experience in Alaska Native tribal health care systems operations preferred.

ESSENTIAL FUNCTIONS:

1. Implementation and support of multi-service software packages that automates the capture of clinical encounter information and its subsequent retrieval and analysis. Primary emphasis is on the Electronic Health Record (EHR) system for hospital and villages.
2. Manages the customization of the software parameters and addresses integration issues with other software packages including Radiology and Pharmacy applications, Laboratory modules, MyHealth, Direct Secure Messaging, and RPMS. Includes day-to-day operations of the EHR along with troubleshooting.
3. Assists with implementation of new software products obtained by the facility that cover these functions.
4. Analyzes and evaluates processes related to information flow and serves as liaison between service lines concerning these processes.
5. Acquires a comprehensive knowledge of the software involved to determine the differences between process issues and system/application deficiencies. Assists staff in the efficient use of the current software.
6. Actively work with staff to align processes in Cerner and other programs.
7. Project management
8. Provide Cerner/EHR applications training for all staff and trouble shoot problems.
9. Help plan, design, evaluate, standardize, support, and maintain EHR.

10. Provides training to clinical staff on current software applications and new features, and insures training is scheduled for new users. Incumbent emphasizes timeliness, accuracy, security and the importance of these functions on every other clinical application.
11. Promotes an awareness of the importance of data validity and data security and coordinates efforts to correct deficiencies and errors that occur in the electronic record.
12. Coordinates with BBAHC staff and other application coordinators from the region to implement integrated packages, resolve conflicts, provide secondary support on related software modules, and insure smooth operations in areas where package scope overlaps or is integrated with other services' functions.
13. Works with programmers in local testing of software, identifying software problems and requesting enhancements and logs all problems, referring those requiring a higher level of technical support to the appropriate person or team.
14. Participates in ongoing self-study to improve job skills and knowledge.
15. Perform other business-related duties as assigned by the Clinical Informatics Manager.
16. Other duties as assigned.

WORKING CONDITIONS: Much of the work is performed in a normal office setting with the possibility of on-call duties as required. Must be able to see, hear, speak, walk, sit, bend, kneel, and lift and carry up to 20 pounds with or without accommodation. Travel to villages may include alternate modes of transportation including: skiff, snow mobile, 4-wheeler, and small unpressurized aircraft. Travel up to 25% of the time is required.

POSITION TYPE/EXPECTED HOURS OF WORK: This is a full-time position, and hours of work and days are generally Monday through Friday, 8:00 a.m. to 5 p.m. Some weekends or evening hours necessary in emergency situations. Attendance in accordance with the BBAHC Attendance policy is a job requirement.

RELATIONSHIP WITH OTHERS: Must work cooperatively and professionally with corporate staff members, outside vendors, business contacts, and the public. Establishes effective interpersonal relationships with all levels of BBAHC personnel and promotes an atmosphere that encourages enthusiasm and user participation in clinical computing. Must be able to work well with a variety of people in different ethnic and cultural backgrounds. Creates a positive environment for reporting application and/or system deficiencies and suggestions for system improvements and enhanced functionality

POSITIONS SUPERVISED: None

SUPERVISED BY: Clinical Informatics Manager

THIS ORGANIZATION RESERVES THE RIGHT TO CHANGE OR REVISE JOB DUTIES AND RESPONSIBILITIES AS THE NEED ARISES. THIS JOB DESCRIPTION DOES NOT CONSTITUTE A WRITTEN OR IMPLIED CONTRACT OF EMPLOYMENT.

Employee Acknowledgement

Date

APPROVED BY:

Division Manager

Date

Chief Human Resources Officer

Date

Chief Operations Officer

Date

04/07, 09/11, 04/13, 03/17, 3/21