

Position Description

INCUMBENT _____ CSN _____

PRESENT CLASSIFICATION IT Support Associate DATE _____

WORKING TITLE Clinical Informatics Support Associate

DEPARTMENT/DIVISION HealthCare Administration

Position Function

The Clinical Informatics Support Associate will employ knowledge, skill and technical savvy to provide exceptional support to the Clinical Informatics Team in the maintenance, monitoring, analytics and use of the Electronic Health Record system at SIU.

Organizational Relationship

This position reports to the Director of Clinical Informatics and HIM who reports to the Deputy Director of Clinical Informatics and Analytics who reports to the Chief Medical Officer/Chief Medical Informatics Officer.

Duties and Responsibilities

The following information is intended to be representative of the work performed by incumbent in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities.

Demonstrates, by actions, commitment to the mission and the behavioral standards of SIU School of Medicine. Provides excellent service to both internal and external customers through collaboration and partnership; compassion and respect; integrity and accountability; diversity and inclusion; as well as continuous learning and improvement.

Support

50%

1. Provides phone support to providers, residents, medical students, ancillary staff and clinical staff, answering questions related to the her as tier 1 support.
2. Troubleshoots issues related to all elements of the EHR, utilizes ticketing system, and documents all courses of action taken, escalating issues as necessary and appropriate.
3. Tasklists:
 - a. Monitor SIU Clinical Informatics task list daily
 - b. Work tasklists to troubleshoot tier 1 issues.
 - c. Engage department CI when escalation is needed
4. Interfaces:
 - a. Monitor new interface for accuracy as tier 1 support
 - b. Assist Clinical Informatics in the testing of new interfaces by documenting process and outcomes
 - c. Troubleshoot interface issues with clinical informatics team when needed
5. Tickets:
 - a. Monitor techsupport tickets for TW Clinical Apps tickets at the tier 1 level
 - b. Submit Ops Approved Items to CI Central team for education
 - c. Monitor tickets submitted to MSO
 - Test as needed for build requests at tier 1 level
 - d. Enter tickets in on all build items for tracking with responsible CI assigned
 - e. Watch for completion of build tickets, and confirm accuracy with requestor/CI/AI before closing the ticket.
6. Build the following items in supported applications

- a. TouchWorks
 - i. Password Resets
 - ii. Notes (for Central Team only)
 - iii. Tasklists
 - iv. Worklists
 - v. Patient list
 - vi. Charge
 - vii. Sites
 - viii. Letterhead
 - ix. Personalize provider and user profiles
 - x. Complete enhancement request for all order and flowsheet build for Central team requests when needed
- b. Patient Portal
 - i. Daily Reporting
 - ii. Weekly New User Reporting
 - iii. Incoming new user requests – includes verification of identity
 - iv. Messages to new connected users
 - v. Rebranding/Marketing
 - vi. Training/End User support
 - vii. Deceased patients
 - viii. Refreshing of patient chart when a document/result is invalidated
- c. TouchWorks scanning/Indexing
- d. Chart2PDF
 - i. Application support
 - ii. Support of end users
- e. Patient Education
- f. dbMotion
- g. Stimulus Admin
- h. Precise ID
- i. Dictation/Transcription/Scribes
- j. PACS System
 - i. Template build
 - ii. Interface testing
 - iii. Template testing

Administration

50%

1. Works to improve clinical practices through the use of technology while supporting Clinical Informatics team.
2. Maintains knowledge of all EHR features, enhancements, and upgrades to best support clinical areas. Stays abreast of technological advancements and recommends workflow improvement as related to clinical informatics.
3. Maintains familiarity with new industry-related technologies, and recommends to management products which could improve our clinical practices.
4. Reports:
 - a. Report requests
 - b. Validation of reports
 - c. Assists in working the reports
 - d. Trend reports and document education as needed
5. Invalidation:
 - a. Note Invalidation
 - b. Results Invalidation
6. Meaningful Use
 - a. Support
 - b. Troubleshooting
 - c. Assist with validation of Monthly scorecards

7. Assist with accreditations, certifications, and government programs
 - a. Analytics related to Patient Centered Medical Home
 - b. Analytics related to Uniform Data System
 - c. Analytics related to Federal Qualified Health Center
 - d. Analytics related to Barcode Administration
 - e. Analytics related to ICare
 - f. Analytics related to Vaccine for Child Administration
8. New Clinics & Clinic Moves:
 - a. Maintains master site list for TouchWorks sites and printers
9. Participates as support associate in all testing events, upgrades, application changes, and application implementations.
10. Participates in organization and multi-organization workgroups and governance committees as scribe

Minimum Qualifications

1. High School graduate or equivalent; AND
2. Any one, or any combination, that totals 1 year from the following:
 - a. progressively responsible work experience in an Information Technology (IT) related profession or;
 - b. college course work which included Information Technology (IT), or closely related discipline (60 semester hours, or an Associate's degree, = 1 year); AND
3. 2 years Healthcare clerical, IT or clinical experience

Knowledge, Skills & Abilities

1. Must have good knowledge of computing practices, methods, principles, and techniques and be able to conduct hardware/software/network malfunction investigations and diagnostic testing.
2. Expertise with common office productivity software, electronic mail and calendaring. Must be able to evaluate, document and recommend improvement for clinical workflow
3. Must have good knowledge of microcomputers and their operating systems. Ability to independently manage multiple projects with general supervision.
4. Ability to plan, coordinate, and implement chronological operations. Possess strong analytical and troubleshooting skills. Must possess the ability to act independently, manage multiple ongoing projects, see tasks through to completion in an orderly and timely fashion, and work well with a team.
5. Must possess excellent interpersonal skills in training, advising, and assisting end users with microcomputer equipment, software, and networking
6. Must possess good organizational skills, the ability to act independently, and the persistence to see tasks through to completion in an orderly fashion.
7. Must be able to exercise good judgment.
8. Sensitive to the needs of underrepresented minority populations

Responsibility

The supervisor assign routine work to be performed independently following set procedures, policies and guidelines. This work is reviewed for accuracy through spot checks, build errors reported from users or other CI and observation of the employees work. Weekly updates include status reports and information on the ongoing support issues and completion of tickets. Work is also assigned with deadlines based on project needs and daily operations. Work related to tickets are monitored by supervisor as they are completed. The clinical informatics Director or Manager is to be consulted when needing to resolve workflow or clinical application issues and when identifying optimization needs. The employee with guidance from clinical informatics Director and Manager executes support of planned optimizations, build, informatics support planning and clinical application collaboration.

Guidelines

Written and oral guides are provided with specific instructions for doing work assigned. Little interpretation is necessary and if problems are not resolved they are referred to the clinical informatics Director or Manager with assistance if needed. Guidelines include our department policies and written guidelines related to documentation requirements, job aids, previous situations and projects.

Complexity

This assignment outlined in the support section are both completed with procedural guidance, technical knowledge, analytics and critical thinking. Assignments outlined in education are completed with the experience of clinical application and outlined educational information. Administrative assignments will require time management, analytics and critical thinking skills to determine best practice and department need with guidance of the Clinical Informatics Director or Manager. Attention to detail is a must in that all support will be monitored and reviewed by supervisor. The employee will use policy and guidelines, process manuals and the guidance Director of Clinical informatics and Clinical informatics Nurse Manager to complete duties and confer with supervisor when diverging from these modalities.

Scope and Effect

The purpose of the work is to maintain proper health records within guidelines and federal regulation. To aid in excellent patient care by providing support and clinical systems guidance to provider and end users. This work contributes to the clinical operations and provides technical expertise and optimization to effect and efficiently care for our patients.

Personal Contacts

Contact will be face-to-face, by telephone, by Halo messaging and email. This contact will occur between clinical department leadership, providers, users, and other clinical application support and outside community organizations. This communication is needed for collaborative projects, issue reporting and resolution and daily support efforts.

Environmental, Health, and Safety Responsibilities

Participates in meetings, trainings, and other environmental, health and safety activities as required by school of Medicine.

Guidelines

The Clinical Informatics Nurse reflects the mission, vision, and values of SIU HealthCare, and complies with all relevant policies, procedures, guidelines, and regulatory and accreditation standards.

Working Conditions

See attached *Physical and Environmental Requirements* form.

INCUMBENT: _____ DATE: _____

REVIEWED BY: _____ DATE: _____
Immediate Supervisor

Department Head/Chair _____ DATE: _____

Created 1.16.18

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: _____

Classification: **Clinical Informatics Support Associate**

Position No. (If applicable): **SMS.CS.N11070.000.**

Department: **SIU HealthCare Core-SMS**

WORK ENVIRONMENT: (Check all applicable environments)

<input checked="" type="checkbox"/> Office	<input type="checkbox"/> Hospital
<input type="checkbox"/> Clinic	<input type="checkbox"/> Warehouse
<input type="checkbox"/> Research Laboratory	<input type="checkbox"/> Outdoors
<input type="checkbox"/> Other (Be Specific): _____	

PHYSICAL DEMANDS:	Seldom <small>(Performed rarely less than 2% of the time)</small>	Occasionally <small>(Performed less than 25% of the time)</small>	Frequently <small>(Performed 26% to 50% of the time)</small>	Constantly <small>(Performed 51% or most of the time)</small>	N/A
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(Click on the Physical Demands Definitions button at the bottom of the form for a list of physical demands definitions)

Reading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Speaking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Close visual acuity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Travel	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hearing - Conversation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Hearing - Other Sounds	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stooping	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Squatting	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gross hand manipulation	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fine hand manipulation	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working in dust, fumes, gases, or irritants	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working at heights	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working in extreme cold, heat and/or humidity	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working in close quarters	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Climbing	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operating motor vehicles	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sitting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Standing	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working above shoulder level	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twisting	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kneeling	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pushing or pulling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Carrying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lifting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please list): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I affirm the environmental and physical demands listed on this form are an accurate reflection of the requirements of this position to the best of my knowledge and belief.

I have read, understand and am capable of meeting the physical and environmental demands of this position.

Kristine Greene Digitally signed by Kristine Greene
Date: 2022.09.16 14:29:18 -0500

Supervisor Signature _____ Date _____ Supervisor Name _____ Employee Signature _____ Date _____