

HEALTH SYSTEMS SPECIALIST JOB SUMMARY – TRENTON COMMUNITY CLINIC

Purpose

The Health Systems Specialist will be responsible for serving as an Electronic Health Record (EHR) specialist of the RPMS system, and as a trainer of the clinical staff for the entire range of application packages relating to the EHR of the Trenton Community Clinic.

The Trenton Community Clinic consists of a primary care clinic located in Trenton, North Dakota. The Clinic is executed by and between the Trenton Indian Service Area and the Secretary of the Department of Health and Human Services, acting through the Indian Health Service (IHS) pursuant to Title I of the Indian Self Determination Act (Pub.L. 93-638).

Responsibilities

- Promotes an organizational culture that embraces the values of respect, caring, support, effective communication, teamwork, collaboration, accountability, and responsibility; and works with all staff to create and maintain a workplace environment reflective of such values
- Implementation and Maintenance of the EHR
 - Primarily responsible for the implementation and maintenance of applications and to maintain the desired functionality as package updates are introduced
 - Set up EHR files, parameters, menus, and clinical references for users
 - Troubleshoots complex program irregularities
 - Determines appropriate action for correction
 - Utilizes data communication principles and techniques and demonstrates the ability to analyze user areas to determine procedural problems versus ADP deficiencies
 - Evaluates and corrects application programming
 - Makes modifications and corrections in order to maintain clinical software
 - Creates specific programming projects to enhance application utilization
 - Works closely with Information Management Services as well as clinical staff to implement integrated packages, resolves conflicts and ensure smooth operations in areas where package scope overlaps or is integrated with other services functions
 - Responsible for organizing, chairing, or participating in multidisciplinary task forces or workgroups to facilitate implementation of ADP programs
 - Functions as a specialist in the planning, development, setup, and implementation of all aspects of the IHS EHR
 - Responsible for designing, modifying and enhancing programs based on the specific needs of the particular user to enable the practitioner to enter all clinical orders, obtain all clinically relevant information, and to link patient information with programs that can provide clinical decision support capabilities
 - Responsible for working with clinical staff to develop and implement template notes and clinical reminders
 - Rests and certifies software packages within specified time frames prior to activation, determines site parameters and loads data into files necessary for implementation, maintains and updates site parameters and site specific files as necessary, schedules and executes routing package maintenance such as testing of automatic functions, calculations, and archiving
- Health Information System Coordination

- Will be one of the principle resource persons to clinical service program managers and other management officials in resolving difficult and highly complex problems, which may be confined to a single service or may extend across organizational service lines. This may involve the initiation, development and analysis of data, and preparation of recommendations resulting from special studies concerning problems of staffing, equipment, budget, cost containment, space, work simplification, report requirements, productivity, management information systems, etc.
- Will serve as the liaison between the Clinical Director, Program Managers, CEO, and the Information Management Service (Site Manager/OCAO IT office) regarding clinical information at the Trenton Community Clinic.
- Responsible for comprehending the objectives and functionality of clinical and administrative applications and the interrelationship of those applications to the operations of the clinical services, particularly with regard to the electronic health record (ERH)
- Articulates comprehensive knowledge of current issues and trends in clinical and administrative practice, computer technology and health care, and will participate in managerial decisions and policy design when the impact is on computer applications and EHR.
- Will collaborate with medical staff at all levels, as well as counterparts in the Aberdeen Area Office.
- Responsible for providing the Clinical Director, CEO, and Information Management Services with a wide variety of reports, resultant analysis and interpretation when requested
- Will receive requests for special information studies, surveys, questionnaires, etc. from the Clinical Director or from other external health care related organizations and is responsible for the collection of data from appropriate sources. Will review and validate data collected and prepare in a final format.
- Training
 - Will serve as a trainer of clinical staff to ensure range of application packages including EHR, Health Summary, Progress notes, etc.
 - Anticipates educational, procedural, and functional problems associated with implementation of the packages and designs structured protocol to facilitate efficient workflow
 - Develops a training plan and communicates the processes to the trainee in one on one and group meetings
 - Involved in the new employee orientation process and trains staff on new health information software, hardware, and processes
- Promotes critical thinking and shows commitment to professional development and lifelong learning
- Maintain current knowledge of trends in area of expertise
- Practices safe work habits in compliance with safety rules and regulations
- Utilizes clinic resources appropriately and adheres to all guidelines, policies, and procedures
- Adheres too, and upholds HIPAA regulations, requirements, and trainings
- Additional responsibilities may be assigned as appropriate, this summary is not considered to encompass all responsibilities

Physical Demands

- Regularly required to stand, talk, and hear
- Frequently required to walk; use hands to finger, handle, or feel; and reach forward with hands and arms.
- Fine motor skills
- Visual acuity

- The work is typically performed in an office setting with only normal physical demands necessary to accomplish the work. The nature of the work requires a great deal of intensity and frequently elicits mental and emotional stress.

Qualifications

- Minimum of four (4) years of relatable experience in information systems analysis or implementation or healthcare operations preferred
- Post-secondary education in a healthcare field, information systems, or computer science engineering preferred
- Demonstrated knowledge, skills, and abilities in analytical or administrative, or clinical management or supervisory experience in the health care field
- Exceptional skill in developing working relationships with facility managers and analysis and/or coordination of administrative, clinical or other service activities, and knowledge of the IHS mission, organizational structure, programs and requirements of health care delivery systems; regulations and standards of various regulatory and credentialing groups; and government wide, agency and facility systems and requirements in various administrative areas such as budget, personnel, and procurement
- Knowledge of ADP and RPMS file structures in order to facilitate the planning, development and implementation of clinical and administrative applications
- Demonstrated knowledge of and ability to apply management tools and techniques (e.g. analyses, forecasting techniques, needs assessments, feasibility studies, information systems and applications, etc.)
- Extensive knowledge of the IHS Health Care delivery systems, functions, patient care activities and their interrelationships
- Exceptional ability to effectively communicate both orally and in writing with a wide range of persons
- Demonstrated ability to apply analytical skills and computer applications necessary to manipulate information from numerous and complex databases
- Knowledge of an Electronic Health Record (EHR) or Computerized Patient Record System to include knowledge of major components such as OEIRR, Health Summaries, Progress Notes, Consult Requests and Tracking, Electronic Signature, Clinical reminders, etc.
- Independently plans, directs, organizes, coordinates, and controls all functions and services. The work is reviewed in terms of effectiveness and achievement in facilitating the accomplishment of the Trenton Community Clinic's objectives/goals and the IHS mission, decisions and recommendations of this individual are accepted as technically correct although higher level agency or departmental review may be necessary, as directed by IHS policy or other law, rule, or regulation. The Clinic Director is available for consultation on program objectives, budgetary constraints, and policy interpretation.
- Guidelines consist of technical manuals, IT work requirements, etc. This person uses judgement in interpreting, adapting, or choosing available guidelines for adaptation to specific problems. Some guides require the employee to use initiative to deviate from the guides and develop new methods or extensive interpretation, innovation, and/or creativity in adapting to specific needs.
- The work involves responsibility for providing leadership and direction ,or in some assignments accomplishing, the establishment, development, execution and evaluation of application packages regarding clinical information; the effective integration and coordination of these programs and services regarding clinical information; the effective integration and coordination of these programs and services with all other Trenton Community Clinic programs; and participating in making decisions and taking action related to the management of the Trenton Community Clinic.

- The purpose of the work is to provide a framework within which the computerized patient record or electronic health record is appropriately integrated with the other Trenton Community programs and services. The purpose will also serve as a trainer and liaison to assure the effective use of resources in accomplishment of quality health care delivery systems. The work affects the overall effectiveness of the health care delivery system within the Clinic and also affects the cooperation and support provided to the Clinic by higher management levels. All these factors in turn have a direct impact on the quality of healthcare services provided to the population served.
- Personal contacts are with individuals and groups from both inside and outside the IHS, DHHS, and other federal, state or tribal agencies. Contact typically within the government system are higher regional or headquarters personnel, other federal agency officials, and other hospital and ambulatory care centers, etc. Contacts outside the federal system are tribal groups, state and local officials, private hospitals, etc. The majority of the contacts are unstructured; especially those outside the federal system where relationships and roles must be developed and defined as contacts are made. The contacts with the tribal or local groups are of extremely sensitive nature a majority of the time and require immense tact and diplomacy to assure the establishment and maintenance of positive cooperative relationships.
- The purpose of contacts with individuals and groups within the federal system are to obtain and/or provide advice, train, guidance, information, reports, direction, etc. The purpose of contacts outside the federal system are to obtain and/or provide information, defend decisions and/or actions taken, and attempt to resolve problems, questions, issues, and situations that have a great deal of patient care impact.
- Demonstrate awareness, sensitivity, and appreciation of Native American culture, traditions, customs and needs
- Ability to successfully pass all pre-employment requirements including a drug/alcohol test and background investigation

Application Details

If you are interested in being considered for employment with the Trenton Indian Service Area, please visit the Trenton Indian Service Area Website. Applications can be printed from the website or picked up from the Trenton Indian Service Area.

Applications can be delivered to the Trenton Indian Service Area Receptionist or emailed to Lacey Hippe, HR Director at lacey.hippe@mytisa.org.