

## **JOB ANNOUNCEMENT**

**Position:** Clinical Applications Coordinator/IT Specialist

**Program:** Tribal Health Administration

**Supervisor:** Quality Assurance Director

**Classification:** Exempt

**Compensation:** DOE

**Location:** Owyhee Community Health Facility

**OPENS: January 23, 2020**

**CLOSES: Open Until Filled**

**SPECIFICATIONS:** All applications must be fully completed. Any incomplete, undated or unsigned applications will not be processed (Do not refer to the resume in lieu of making required comments on the application) Please attach all required documentation as specified in the Job Announcement. **Failure to attach required documents will disqualify you from consideration for this position.** Employment Applications are available at the Human Resource Department. Any questions regarding this position is to be directed to the Human Resource Department at the above listed telephone number.

Preference for filling vacancies will be given to qualified Indian Applicants in accordance with the Indian Preference Act (Title 25 U.S. Code, Section 472 and 473). However, the Shoshone-Paiute Tribes is an equal opportunity employer and all qualified applicants will be considered in accordance with the provisions of Section 703 (l) of the Title VII of the Civil Rights Act of 1964, as amended.

**The Shoshone-Paiute Tribes application form for employment must be received by the Human Resources Office by 5:00 PM of the closing date of this job announcement.**

All Interview notifications will be made by certified mail. It is your responsibility to notify HR if your mailing address and/or phone number changes.

In accordance with Shoshone-Paiute Tribes' Resolution No. 00-SPR-31, all new employees are required to pass a pre-employment drug/alcohol test.

**THE SHOSHONE-PAIUTE TRIBES RESERVES THE RIGHT TO CONDUCT BACKGROUND CHECKS ON ALL NEW EMPLOYEES. In accordance with Shoshone-Paiute Tribes' Resolution No. 95-SPR-135**

**SPECIAL CONSIDERATIONS:** This position is subject to suspicion less (random) drug testing and a background check as a condition of employment. This individual has access to sensitive Tribal and personal data. This position oversees the budget process for the Owyhee Community Health Facility and must meet the conditions to be bonded. Additionally, this person periodically operates a tribal vehicle (unless accepted under the provisions of the American Disabilities Act).

**Summary of Functions:** Serves as Clinical Applications/ Information Technology Specialist and is responsible for the installation, daily operation, and maintenance and problem resolution for multi-user desktop workstation computer systems. Coordinates and provides consultation on all automated data processing (ADP) and management information systems (MIS). The information system (IS) includes computers, telecommunications, and various clinical and administrative Resource Patient Management System (RPMS) software, Electronic Health Record (EHR) systems. Conducts training and maintenance of all network connections, servers and necessary data and voice lines. The Specialist implements and provides ongoing support of the EHR used in the clinic setting. Will work with other application coordinators with responsibility for a broad range of activities surrounding the implementation of a comprehensive, standardized integrated health care information system.

**Major Duties & Responsibilities:**

1. Responsible for the setup, integration, and maintenance of multi-service clinical software for the electronic medical records system applications that automate the administrative and clinical capture of health information and its subsequent retrieval.
2. Customize and manages application site parameters, addresses integration issues and determines if procedural versus system application deficiencies.
3. Responsible for the setup, maintenance, support and troubleshoot of multi-user and workstation computer systems. Provides technical consultation and assistance to all technical, medical and business professionals.
4. Provides operational support for a multi-server network, multi point-to-point T-1 connections with Indian Health Service (I.H.S.) data and voice lines connected through a central data/communications hub.
5. Monitors and maintains telecommunication system.
6. Evaluates methods or alternatives to determine Information System (IS) needs of the Owyhee Community Health Facility (OCHF) programs. Prepares feasibility studies and cost analyses for alternative methods of meeting IS needs.
7. Coordinates with I.H.S.'s Information Resources Management (I.R.M.) team and tribal application coordinators to implement and integrate packages, resolve conflicts, and to provide secondary support on related software.
8. Collaborates with area Indian Health Service (I.H.S) and other programmers in local testing of software, identifying software problems, requesting enhancements, logs all problems and referring those requiring a higher level of technical support to the appropriate person or support team.
9. Coordinates and manages contract specifications for purchases of hardware, software licensing and service agreements. Monitors and participates in the contractor's performance of acceptance tests and vendor performance of contracted services or agreements.
10. Provides training to all services on current E.H.R. and other software applications; to new and updated features; and assure trainings are scheduled for new users. Emphasizes the importance of timeliness, accuracy, and security functions of administrative and clinical applications.

11. Coordinates classes with I.H.S. I.R.M. training section and serves as backup for basic training classes to maintain appropriate staff proficiency and efficiency use. Organizes trainings in standardized reports such as custom templates for ad hoc reporting utilities.
12. Coordinates the preparation of E.H.R. and IS programming specifications that aligns the multi-system processes to assure appropriate data flow from the point of care to billing and reporting applications.
13. Setup basic document parameters, create and update note templates, follow business rules, assigns or allocates RPMS key menu security keys, provide guidance in clinical document configuration, assist clinicians in electronic signature codes and basic E.H.R. setup functions.
14. Develops and utilizes programming tools to enhance the provisions of patient care through the creation of quick orders, pick lists, note templates, orders, and consults guidelines designed to facilitate appropriate documentation processing.
15. Maintains drug text and electronic communication processes to assure delivery of medication quick-orders, pharmacologic, laboratory, and other clinical therapies based on national and local policy guidelines.
16. Programs and utilizes enhanced electronic clinical decision support (CDS) communication features of alerts, reminders, and other clinical tools to optimize patient care. Incorporates national guidelines I.H.S. and national clinical indicators for CDS.
17. Analyzes data sources and information use along with coordinating efforts of the flow of data processing for data validity, data security, and sufficient storage or data warehousing.
18. Coordinate and process all network and computer maintenance schedules. Routinely runs diagnostic software and equipment maintenance optimizing integrity and efficient use of ISs. Acquires assistance from vendor technical support teams as needed.
19. Maintains current versions of information and computer system manuals that includes operation manual covering, at a minimum, system loading, rebooting and recovery procedures, diagnostic aids, information that defines data element content, security and catastrophic recovery plan.
20. Maintains security measures set forth by the Health Insurance Portability and Accountability Act (HIPAA) Security provisions and I.H.S. to prevent unauthorized access to protected health information
21. Prepares monthly reports, maintains activity log, and equipment inventory.
22. Implements the departmental Quality Assurance program, and ensures compliance with all accreditation standards.
23. Maintain and update the OCHF portion of the [www.shopaitribes.org](http://www.shopaitribes.org) web site.
24. Work is performed on a regular assigned basis, however may be required to be on call-back.

## **Education & Work Experience**

- 1.) Bachelor's in Information Technology Management or graduate/higher level degree: major study in academic field related to the medical field, health sciences or allied sciences appropriate to the work of the position
- 2.) 1-year Specialized Experience in providing installation, configuration, upgrading, and troubleshooting hardware and software components in a health care information technology environment. Have utilized Windows operating systems to include server editions, Active Directory, Exchange, MUMPS, or other related systems. The Specializes experience is experience that has equipped the applicant with the particular competencies/knowledge, skills, and abilities to successfully perform duties of this position. Must demonstrate that conducted data validation techniques and the total quality management concept and the requirements for quality management to assure compliance with CMS accreditation standards.
- 3.) Demonstrated Experience (2 or more years) in clinical applications support in the in Medical Informatics: planning, implementing and evaluating program use of E.H.R. software including project leadership experience in health or related field.

## **Knowledge Required by the Position**

- 1.) Experience serving as a liaison between groups within an organization, as an effective member of organizational teams and in coordinating software implementation projects.
- 2.) Be able to work a varied shift and after 5 pm. on occasion or short notice. Ability to work independently, to plan, coordinate and implement projects and to complete projects on schedule.
- 3.) Knowledge of current healthcare industry Privacy Act and Health Insurance Portability and Accountability Act (HIPAA) Privacy and Security Provisions.
- 4.) Maintain effective working relationships with clinic staff and representatives of other departments and organizations.
- 5.) Extensive knowledge of a wide range of analytical and diagnostic methods, procedures and principles regarding hardware, storage devices and interrelationship between host and remote computer systems and telecommunication processes.

### **Supervisory Controls:**

Quality Assurance Director serves as the incumbent's supervisor and makes assignments on the basis of overall objectives. Additionally, the Clinical Applications Coordinator will coordinate activities with the Communications/Automated Department Director in regard to system wide malfunctions and operational difficulties or problems. The incumbent is responsible for implementing those objectives by developing priorities and time tables with only general supervision. Review of work is based on meeting the general objectives.

### **Guidelines:**

There are a number of written manuals, procedural handbooks and directives available which cover computer hardware, software and application program use. The problems and conditions which arise are not specifically covered in these established guidelines and the incumbent must use independent judgment in interpreting and adapting these guidelines to fit new processing requirements or to resolve unusual hardware, software or application software problems.

**Complexity:**

The incumbent performs a wide variety of standard and nonstandard operating procedures using a variety of methods and procedures. Also performs problem-solving duties involving a wide range of possible error occurrences in the hardware, operating software, and application software and telecommunication systems. Incumbent must arrive at solution based on all-inclusive check on all components parts of the computer system. Assessments of unusual circumstances or conditions must be evaluated with regard to the development of appropriate corrective action to be taken in the resolution of specific problems or in dealing with incomplete or conflicting data.

The incumbent makes the decisions and devises solutions based on a thorough understanding of the hardware, software and system components. This involves interpreting considerable data to identify the problem, planning and implementing solutions and refining or designing operating methods or techniques.

**Scope & Effect:**

The work involves monitoring, operating and devising means to maintain continuity of work flow through normal and degraded system conditions; resolving common and unusual operating problems; ensuring that telecommunications are operational; and participating in the development of appropriate operating procedures for new and revised processing and systems software requirements.

Work results affect the efficiency of operations, quality of data processing products and services, and the adequacy of data used in subject matter process.

**Personal Contacts:**

Personal contacts are with supervisor, other IT specialists, specialists in the data processing and subject matter areas outside the immediate organization, users of data processing services and vendor representatives.

**Purpose of Contacts:**

The purpose of contacts is to plan, coordinate or resolve unusual operating conditions and equipment problems; to develop procedure for handling new processing requirements; to direct operational activities; and to expedite priority workloads and to provide training and advice to computer operators and computer assistants at the Owyhee Community Health Facility.

**Physical Demands:**

The work requires regular and recurring periods of walking, bending and stooping, lifting and carrying items as much as 60 pounds. Some electrical hazards may be encountered during hardware maintenance.

**Work Environment:**

The work involves the common risk and discomforts of a hospital and office setting, requiring normal safety precautions. The work area is adequately lit, heated and ventilated.