



JOB DESCRIPTION

Healthcare Management Software Specialist

Business Unit: Aspire Indiana Health

Department: IT

Reporting to: Chief Technology Officer

Created: 5/8/2020

Location: Noblesville

Site: Noblesville Admin

FLSA Status: Full-Time, Exempt

Modified:

POSITION SUMMARY

The Healthcare Management Software Specialist will collaborate with management and clinicians in designing, implementing and maintaining clinical systems. This individual is responsible for providing operational guidance with Aspire Indiana Health's Electronic Health Record (EHR). They are focused on software and processes designed for use in automation and as a clinical tool (EHR integrated patient care equipment) and provides education, continuous support, troubleshooting and identification of opportunities for improvements for clinical information systems.

ESSENTIAL RESPONSIBILITIES

EHR Support, Analysis and Design

- Collaborate with management and clinicians in designing, implementing and maintaining clinical systems
- Recommend innovative ideas, streamline steps, processes and/or procedures for enhancement, additions and modifications to improve existing systems and workflows
- Document current processes to establish a baseline for developmental improvements of future workflows
- Perform project management activities of assigned projects related to EHR and seeing it through the life cycle
- Function as a subject matter expert and liaison between providers, nurses, other health professionals and other employees to build a team to design solutions
- Troubleshoot and work with the appropriate teams to develop resolution for issues that are identified
- Monitor Meaningful Use/Promoting Interoperability and UDS activity progress in EHR, in partnership with software partners
- Monitor upcoming updates and changes in EHR, informs Clinical teams, and communicates with end-users
- Manage Patient Portal and provide training and support to staff and patients to promote enrollment and usage
- Facilitate and/or provide EHR training for providers and clinical support staff, upon hire and as needed/appropriate
- Participate in City, Vendor and 3rd party technical teams to analyze current integration needs and interfaces
- Meet with internal/external clients, EHR stakeholders, technology personnel and vendor staff to determine and define specific analytical and technical systems information requirements, objectives and solution sets for complex application and/or systems enhancements and/or replacements
- Analyze problems of low to medium complexity related to integrated systems and relationships between systems/applications
- Create and maintain project plans, issue logs, etc. in accordance with defined standards
- Provide help desk support to resolve immediate problems on 24/7 basis
- Make recommendations for improvement of operations or processes

- Articulate clearly problems, issues, and potential solutions to team members, clients, and organizational administration customers with diverse interests while managing expectations
- Act as the change agent to assist and support client to move from old to new solution set
- Ensure HIPAA, HITECH, NIST and other regulatory or standards bodies' principles are fully incorporated into interface designs

Customer Service

- Interact with staff in a positive, helpful and professional manner via phone or in person
- Responds promptly and positively to clients, staff, colleagues and all others in a respectful, courteous and confidential manner via telephone, email or in person
- Foster positive communication and a team work atmosphere

Coordination and Communication

- Coordinate and lead staff meetings to communicate team member's accountability for new and ongoing objectives and projects
- Represent Aspire at the community level by attending networking and educational opportunities and promoting the positive reputation of Aspire
- Build and maintain strong working relationships with Aspire staff and supervisors, as well as external contacts
- Serve and/or chair various staff and board committees, as assigned
- Interface with and support other Aspire Services
- Participate in performance management and coaching; respond appropriately to direction and constructive criticism from management
- Provide ongoing communication and feedback to assigned supervisor regarding position responsibilities
- Respond in a calm and effective manner to a variety of demands, projects and personality types

Reporting and Documentation

- Timely completion of all required unit and/or organizational reports and documentation according to policies and procedures related to physical safety and building maintenance
- Address the requirements of DMHA, Medicaid, Medicare, Joint Commission, etc., as applicable to management position

Performance

- Meet or exceed established metrics for individual, department, and organizational goals
- Adhere to Aspire's policies, procedures, and guidelines, including the Corporate Compliance and Safety Programs as it applies to individual job duties, the department, and the company
- Timely completion of all required personnel related documentation according to policies and procedures (e.g., PTO requests, expense sheets, training requests, etc.)

Professional Development

- Complete and maintain compliance with any and all required trainings, certification and continuing education requirements for the position
- Proactively create and execute a professional development plan to stay current within field
- Learn industry trends related to electronic health record keeping systems and recommend improvements for potential application, training and adoption
- Engage in activities to remain current as well as enhance technical skill level
- Attend education events/seminars to continue developing expertise in the field and improve important professional relationships
- Stay informed on the latest developments in the EHR and communicate key innovations to the appropriate individuals or groups
- Participate in appropriate team and/or administrative meetings and/or assigned committees
- Provide teaching support to clients, Operations, Help Desk as needed

CORE VALUES

- **People** – Passionately believes in people and embraces diversity
- **Integrity** – Does the right thing even when no one is looking
- **Laughter** – Believes that laughter is truly the best medicine
- **Learning** – Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** – Sets an intentional culture of personal responsibility; believes everyone carries the load
- **Relationships** – Serves colleagues and consumers with love, empathy and compassion

POSITION-SPECIFIC COMPETENCIES

- **Decisive** – Demonstrate confidence, initiative and sense of urgency in making decisions on behalf of team and takes responsibility for those decisions
- **Results-driven** – Think strategically and demonstrate understanding of the big picture in order to plan and achieve desired results toward Aspire’s mission and vision
- **Strategy** - Demonstrate ability to think strategically to drive team outcomes
- **Effective communicator** – Use 2-way communication that demonstrates warmth, clarity, and professional consideration for consumer and staff beliefs, values and judgments
- **Organized** – Guide staff to produce high-quality and repeatable work with absolute efficiency; lead through confident understanding of and appreciation for policies and procedures; ability to quickly prioritize tasks and address emergent situations
- **Motivating** – Foster an engaged and supportive work environment in which employees are at their best; establishes him/herself as an effective leader and role model to the team

SKILLS, KNOWLEDGE & ABILITIES

Education and Experience

- An Associates degree in IT or IS, with 3 years of experience in a healthcare setting or a related bachelors with at least 1 year of experience in a healthcare setting required.
- Training in clinical informatics strongly preferred
- Previous experience on cloud-based electronic clinical record keeping systems required
- Demonstrated experience as a super user and trainer in athenanet strongly preferred

Other

- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Must be able to work independently as well as collaboratively within a team setting
- Demonstrate respect for the clients confidentiality practices, as well as for the expertise of other team members
- Must have excellent collaboration and soft skills, such as relationship-building, communications, listening, negotiation and diplomacy
- Must be detail oriented, have excellent organizational skills and be flexible
- Actively participate in performance management and coaching
- Demonstrate the ability to perform well under pressure and meet deadlines in a fast-paced environment
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment
- Show appreciation for and ability to respond to cultural differences, and adjust communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Must possess/maintain a valid driver's license, current automobile insurance and a driving record that meets the guidelines and requirements of the organization
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates and/or agents

- Display a positive work ethic
- Must be able to respond appropriately and effectively in crisis situations by using good judgment and following Aspire protocols

PHYSICAL DEMANDS & WORKING CONDITIONS

The nature of work may generate considerable physical (transporting, moving, assisting clients, etc), mental and visual demands. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Office environment, travel within the community, as needed
- Heavy exposure/use of computers, cell phones, office phones, etc.
- Ability to work on a computer for extended periods of time
- Ability to communicate effectively in person, by phone, email or video
- Daily, weekly, monthly and annual deadlines
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.
- Physical requirements of the job include consistent periods of prolonged sitting or remaining in a stationary position more than 50% of the time; occasional standing and walking, which may include uneven surfaces, kneeling, squatting, crouching up to 30% of the time; some bending, stooping, stretching, reaching less than 15% of the time
- Manual dexterity sufficient to operate common office machines; including but not limited to: keyboard, fax/copiers, telephone system, calculator, and the ability to write and/or type (repeating motions that may include the wrists, hands and/or fingers) more than 50% of the time
- Ability to lift files, open filing cabinets, climb to reach higher files, and lifting average-weight objects up to 25 lbs less than 30% of the time
- Work Environment: Noise level is moderate and for the most part ambient room temperatures, lighting, and traditional office equipment as found in a typical office
- On-call responsibilities after working hours and on holidays to manage emergencies that may arise and participate in on-call rotation

BACKGROUND CHECKS

Employment is contingent on background checks as required by Aspire's policies which may include: Drug Test, Criminal History, Sex Offender Registry Search, State Central Registry Check, Driving, History Record, Employment Verification, Education Verification, and Professional References

SUPERVISORY RESPONSIBILITIES

This position does not have supervisory responsibilities

WORK HAZARD CATEGORY

Category III - Normal work routine involves no exposure to blood, body fluids, or tissues

EMPLOYEE STATEMENT OF UNDERSTANDING

I have read and understand the job description for my position. I understand this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I will strive

to uphold the mission and vision of the organization. I am required to adhere to the values in all my interactions with customers and fellow employees.

As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

Employee Signature

Date

Printed Name