Community Health of Central Washington

Job Title: Application Analyst II
Department: Applications
Supervisor: Applications Manger
FLSA Status: Non-Exempt
Approved Date: 1-1-18

Position Summary

Work collaboratively with Applications Manager to assist users of the EHR/PM system. Support all departments and groups, organization-wide, in problem-solving issues related to these clinical information systems. Takes lead in planning, design, development, training, implementation, communication, maintenance and evaluation of new and existing functionality related to applications.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. Participates with Applications Manager, EHR Champion, and other committees for the planning, development, implementation, maintenance, and evaluation of organization applications library.

2. Assists Quality improvement team in pulling quality improvement data, assisting with workflow changes and ensuring our standardized workflows meet quality measure requirements.

3. Evaluate, plan and pilot full implementations of new features. Processing user feedback and requests.

4. Maintains membership on, or consultation to, committees, work groups, or task forces as needed to communicate and facilitate the ongoing progress of the development, implementation, and revision of the Applications.

5. Maintains a detailed understanding and working knowledge of the current EHR/PM system, its functions and its relationship to other information systems within the enterprise.

6. Manages the process of revising and implementing changes in both the automated and manual components of the EHR/PM system. Respond appropriately to requests and concerns from users or others affected by the system.

7. Assists Manager in implementing and maintaining clinical information systems security and confidentiality mechanisms in accordance with user and/or facility policies and procedures.

8. Assists in evaluation and development of training and in-service programs.

9. Help maintain server updates, AIM updates (or equivalent), and assist with overall health maintenance of supporting equipment.

10. Take lead of workflow development for new and changing requirements.

11. Provides systems analysis and research related to the all applications.

12. Participates in presentations and publications involving the EHR/PM system. Attend conferences and seminars as directed by the Applications Manager.

13. Delegates assignments and projects, as needed.

14. Assists Applications Manager in scheduling training and follow-up with trainees.

15. Researches and pilots new software or features.

16. Assists Applications Manager in platform upgrades.

17. Assist Application Manager with Project Management.

Competencies
To perform the job successfully, the following competencies should be demonstrated.

Attendance/Punctuality - Is consistently at work and on time, as established; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

CHCW Culture - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values; follows policies and procedures; supports organization's goals and values; shows respect and sensitivity for cultural differences; follows instructions; responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan; asks for and offers help when needed.

Communications - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings; writes clearly and informatively; edits work for spelling and grammar; keeps others adequately informed; selects and uses appropriate communication methods.

Customer Service for Internal and External Customers/Patients - Manages difficult or emotional customer/patient situations; responds promptly to customer/patient needs; solicits customer/patient feedback to improve service ; responds to requests for service and assistance; meets commitments.

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; maintains confidentiality per policy and regulations; fluent in Microsoft Office programs, including Word, Excel, PowerPoint and Outlook and job related software and computers; uses resources effectively; pursues training and development opportunities; adapts to new technologies; keeps technical skills up to date.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics; adapts to changes in the work environment; changes approach or method to best fit the situation.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Teamwork - Exhibits objectivity and openness to others' views; gives and welcomes feedback; establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

4 year degree with 3 or more years experience; 2 year degree, HIT certificate and 4 years of applicable experience in Health Care; or 7+ years applicable experience in Health Care and Health Care Technology. In depth participation in clinical information systems implementation rollout and support required. Creating and customizing workflow experience a must.

Certificates, Licenses, Registrations

CAHIMS or equivalent required; CPHIMS preferred

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk; sit and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, color vision and depth perception.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

_____   _____
Employee Signature   Date

_____
Employee Print Name

_____   _____
Supervisor Signature   Date