

Position Title: Clinical Systems Analyst
Department: Nursing Administration
Pay Rate: Depends on experience

Job Summary:

This position's role is to plan, designing & implementing clinical and operation systems, whether developed in house or from a third party, with a focus on developing workflow efficiencies, quality of care, and patient safety. In addition, this role delivers support to end users in the organization regarding the use of clinical software programs efficiently and effectively to assist in fulfilling organizational objectives. This includes troubleshooting clinical applications for all internal customers and developing a training program to ensure all care givers are trained and competent.

Essential Job Functions:

The following is a summary of the essential job functions of this job. The incumbent may perform other duties, both major and minor, that are not mentioned below; specific functions may change from time to time. Assist in planning, design, implementing & evaluation of new clinical systems and enhancements to existing applications. Create and deploy feedback mechanisms for end users. Analyze results, make recommendations for support process improvement, and implement changes. Utilizes current process, GEMS, for problem solving. Identify and learn appropriate clinical software applications used and supported by the organization. Maintain and enhance performance, including request for upgrades of all new and existing software and applications as directed. Performs other duties as required or assigned. Assures compliance with Joint Commission and other regulatory agencies. Participates on ITOC and other committees as directed.

Education and formal training:

Associate or Bachelor's degree preferred in a licensed/registered healthcare field or in a systems field such as computer science. 5 years work experience required in corresponding department.

Work Experience:

In depth, hands-on knowledge of and experience with SMS MS4 and work/clinical processes for assigned area. Proven experience with troubleshooting principles, quality management, methodologies, and issue resolution techniques. Experience with building and maintaining templates and user interface tools. Experience working in a team-oriented, collaborative environment.

Knowledge, skills, and abilities required:

Able to develop and interpret technical documentation for training and end user procedures. Knowledge of trends in technology relating to software applications. Good understanding of the organization's goals and objectives. Excellent written, oral, interpersonal, and presentational skills. Ability to conduct research into software development and delivery concepts, as well as technical application issues. Self motivated and directed. Ability to absorb new ideas and concepts quickly. Good

analytical and problem-solving abilities. Ability to effectively prioritize and execute tasks in a high-pressure environment. Strong service excellence orientation.

Physical Requirements:

Occasional travel between training locations required. Sitting for extended periods of time. Stooping and bending are required. Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components. Some lifting of more than 50 lbs may be required. Near visual acuity required with or without correction. Occasional evening and weekend work to meet deadlines and may be required to work long hours in emergencies.