



POSITION DESCRIPTION

POSITION TITLE: Clinical System Analyst - Health Information Services
DEPARTMENT: Health Information Services

CLASSIFICATION: Non-Management
APPROVED BY: Regional Lead – Human Resources

UNION: Out of Scope
DATE APPROVED: October 14, 2016

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Regional Lead – Health Information Services

POSITIONS SUPERVISED: None

POSITION PURPOSE

Reporting to the **Regional Lead Health Information Services** and working closely with the Regional Manager Electronic Health Systems and Services (EH-SS) and the Subject Matter Experts, the Clinical Systems Analyst (CSA) is responsible for the ownership and execution of day-to-day maintenance and operations of applicable applications to ensure optimal performance. The incumbent is also responsible for the promotion of data quality and integrity through education, orientation, mentoring and auditing of compliance with established procedures and best practices.

The Clinical Systems Analyst is responsible for continuing professional education (CPE) credits to meet national certification requirements.

The incumbent will exercise the appropriate level of initiative and independent judgment in determining work priorities, work methods to be employed and action to be taken on unusual matters. The position functions in a manner that is consistent with the mission, vision and values; and the policies of Southern Health-Santé Sud.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

Duties and functions include but are not limited to the following:

- Identifies required indicators available within system data to determine effectiveness, compliance to best practices, and productivity.
- Creates applicable Crystal/Cognos and Portal Reports to capture data integrity issues and initiates applicable follow up.

- Assists with completion of Privacy Impact Assessment for Health Information systems and processes.
- Assists the Subject Matter Experts (SME) with the maintenance of application control and accountability for the maintenance, monitoring and integrity of data, data dictionaries, tables, and configuration changes.
- Assists the Subject Matter Experts (SME) to coordinate and conduct needs assessments in preparation for electronic systems and business process changes.
- Assists the SME with set up of roles and user permissions and provides system access as required.
- Assists the SME with testing of system readiness.
- Develops and coordinates business continuity and contingency plans for scheduled and unscheduled system outages and downtimes.
- Standardizes applicable forms i.e. transcribed reports, central registration, etc.
- Assists with development of centralization of services within HIS i.e. registration, transcription, coding.
- Collates chart forms to ensure readiness for Electronic Document Management System (EDMS).
- Develops and implements learning plans and provides support for orientation and training and determines learning outcomes.
- Coordinates training sessions and venues to deliver training i.e. books rooms, webinars, catering, etc.
- Audits effectiveness of training and enforces standards and processes based upon best practices.
- Develops refresher training courses for post implementation education.
- Responds to queries and provides support to system users across the region.
- Participates in applicable internal and external teams including staff meetings, committees and working groups, which may include travel.
- Contributes to making the organization safe for patients, residents, clients and staff, and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.
- Pursuant to the Regional Health Authority Act, Southern Health-Santé Sud is designated bilingual (English/French). Accordingly, all employees accept responsibility to support clients in their official language of choice.
- Performs other duties as assigned.

RESPONSIBILITIES AND ACCOUNTABILITIES ARE ASSIGNED IN BROAD ORGANIZATIONAL OBJECTIVES. THE POSITION IS SUBJECT TO REVIEW OF GENERAL EFFECTIVENESS AND ATTAINMENT OF OBJECTIVES THROUGH PERFORMANCE MEASUREMENTS.

PERFORMANCE MEASUREMENTS

1. Development, coordination and implementation of applicable training programs.
 2. Current data audit tools to ensure compliance with procedures/best practices.
 3. Documented follow up of data audit findings.
 4. Completion of Privacy Impact Assessments on applicable Health Information Services systems and/or processes.
 5. Timely responses to statistical requests using Crystal/Cognos and Portal reporting.
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QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Graduate of a Canadian College of Health Information Management (CCHIM) recognized program for Health Information Management Professionals.
- Certified with the Canadian Health Information Management Association (CHIMA).
- Degree or Certificate in software application administration.
- Other suitable combinations of education and experience may be considered.

REQUIRED KNOWLEDGE:

- Comprehensive knowledge of and experience in Crystal/Cognos Report writing.
- Knowledge of provincial legislation including but not limited to privacy.
- Comprehensive knowledge of current Canadian Coding Standards for the collection of International Classification of Diseases and Interventions.
- Comprehensive knowledge of the current Discharge Abstracting Database for the collection of specified data elements.
- Comprehensive knowledge and experience in computer applications and database administration.
- Proficiency in Microsoft Office Application, (Word, Excel, PowerPoint, Outlook).

EXPERIENCE REQUIRED:

- Minimum two (2) years recent experience as an analyst in a health information services environment with a focus on health information data and the promotion of data quality and integrity.
- Minimum two (2) years recent experience performing medical transcription services using a voice management system.
- Minimum two (2) years recent experience using an Admission/Discharge/Transfer (ADT) system.
- Recent relevant experience providing application administration and support as it applies to the health care environment and the continuum of care.

SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:

- Demonstrated ability to create and deliver education sessions through various means.
- Demonstrated ability to provide a high level of attention to detail and accuracy.
- Demonstrated ability to prioritize and work in a fast paced and changing environment.
- Demonstrated ability to navigate multiple computer programs simultaneously.
- Demonstrated written and oral communication skills.
- Demonstrated accurate spelling and grammar skills.
- Demonstrated organizational, decision making and problem solving skills.
- Demonstrated ability to display independent judgment.
- Demonstrated ability to respect and promote a culturally diverse population.
- Demonstrated ability to build and maintain professional working relationships.
- Demonstrated ability to work in a team as well as independently.
- Given the cultural diversity of our region, the ability to respect and promote a culturally diverse population is required.
- Proficiency of both official languages is essential for target and designated bilingual positions.

- Demonstrated ability to respect confidentiality including paper, electronic formats and other mediums.
 - Demonstrated ability to meet the physical and mental demands of the job.
 - Good work and attendance record.
 - Completes and maintains a satisfactory Criminal Record Check, Vulnerable Sector Search, Adult Abuse Registry Check and Child Abuse Registry Check, as appropriate.
 - All Health Care workers are required to be immunized as a condition of employment in accordance with Southern Health-Santé Sud policy.
 - Requires a valid Class 5 driver's license, an all purpose insured vehicle and liability insurance of at least \$1,000,000.00.
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WORK CONDITIONS:

- Prolonged sitting at a workstation.
 - Occasional lifting and reaching including use of a step stool/ladder.
 - No hazardous or significantly unpleasant conditions.
 - May work occasionally evenings and weekends as necessary.
 - Will be required to travel to other regional facilities as the position duties may require.
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SALARY SCALE:

As per Non Union Salary Scale

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.