

 Oroville Hospital	<b>Job Description for Clinical Application Coordinator Supervisor</b>	Department:	<b>Hospital Information Systems/Electronic Health Record</b>
		Dept.#:	<b>8480/8481</b>
		Last Updated:	<b>07/08/11</b>

### **Reports To**

Chief Information Officer

### **Job Summary**

The Clinical Application Coordinator Supervisor will assume the responsibility for overseeing Clinical Application Coordinator and Electronic Health Record Educator personnel and serving as a specialist/integrator in the implementation and ongoing support of multi-service clinical software applications used in the hospital and clinic setting for Oroville Hospital.

### **Duties**

- Directly supervises the Clinical Application Coordinator and Electronic Health Record Educator personnel.
- Serve as the Coordinator for Electronic Health Record package and all associated modules and software systems. Consult with the service lines and their staff in customizing software and training individuals in the daily operation of the packages as well as how the packages integrate with each other. Incumbent also works with the other application coordinators with responsibility for a broad range of activities surrounding the implementation of a comprehensive, standardized integrated health care information system.
- Analyzes and evaluates processes related to information flow. Serves as liaison between service lines concerning these processes. Acquires a comprehensive knowledge of the software involved to determine what are procedural issues versus system/application deficiencies. Assists staff in the efficient use of the current software. Serves on Hospital teams, wherever and whenever management determines the skills and talents of the incumbent would be best utilized.
- Promotes an atmosphere that encourages enthusiasm and user participation in clinical computing while stressing the importance of data validity and data security. Creates a positive environment for reporting application and/or system deficiencies and suggestions for system improvements and enhanced functionality.
- Coordinates efforts to correct deficiencies and errors that occur in the electronic record. Ability to operate and communicate effectively while under pressure is essential.
- In coordination with the Chief Information Officer, recruits, interviews and makes recommendations to fill personnel vacancies.
- Coordinates staffing issues and procedural issues with Chief Information Officer.
- In coordination with the Chief Information Officer, evaluates staff performance on an annual basis.

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- In coordination with the Chief Information Officer, trains, provides feedback, evaluates and provides corrective action to staff as needed.
- Abides by all Oroville Hospital organizational policies and Human Resource policies.
- Ensures staff maintain a positive customer service attitude.
- Establish and maintain a good professional rapport with the medical staff, administration, nurses, staff for patient care areas, and members of all other hospital departments and services.
- Aid and assist staff in time of absence or vacation to maintain a continuance of uninterrupted service to departments and users.
- May require varied and long hours to meet project deadlines and to devise corrective actions to unexpected issues.

### **Qualifications**

- High School Graduate with a minimum of one year experience in working with the VA's VistA Electronic Health Record Product. May be offset by experience with any Electronic Health Record.
- Must possess a high school diploma or equivalent.
- Three (3) years IT experience in the hospital field
- Ability to follow written and oral directions
- Computer and typing skills required
- Demonstrates high level of personal and professional accountability and responsibility
- Self-directed and performs duties independently
- Ability to problem-solve and apply critical thinking skills
- Must have the proven ability to maintain confidentiality
- Must demonstrate excellent customer service and communication skills
- Ability to effectively communicate and coordinate daily work flow to ensure department needs are met
- Must be flexible, dependable, and demonstrate the ability to adapt to change

### **Lifting Requirements**

Medium – generally lifting not more than 50 lbs. maximum with frequent lifting and/or carrying of objects weighing up to 25 lbs.

