

Position: Clinical Applications Coordinator
Department: Black Hawk Health Center
Supervisor: Health Director
Supervises: No One
FLSA Status: Non-Exempt

Position Summary:

This position is located at the Black Hawk Health Center located in Stroud, Oklahoma. The incumbent is responsible for working with the local programs to maintain and enhance the local computer systems. Such activities include, but are not limited to, keep the RPMS server up to date as needed by the Area Office, analyzing clinic computer needs; recommending solutions, identifying enhancements; training staff. The Clinical Applications Coordinator will work with staff to identify local problems and proposed solutions. The Clinical Applications Coordinator can assist with the support of the Oklahoma Area Office. The Clinical Applications Coordinator works with other application coordinators with responsibility for a broad range of activities surrounding the implementation of comprehensive RPMS.

Duties and Responsibilities:

- The incumbent identifies computer needs and solutions for Black Hawk Health Center. Assist with the maintenance of local computers. Train staff as needed. Provide required services. Proposes and implements solutions. The incumbent manages the customization of the site parameters and addresses integration issues with other software packages. Assist in the implementation of new software products obtained by the facility that covers these functions.
- The incumbent coordinates with staff and other applications to implement integrated packages, resolve conflicts, provide secondary support on related software modules and insure smooth operations in area where package scope overlaps or is integrated with other services functions.
- The incumbent logs all problems, referring those requiring a high level of technical support to the appropriate person or team. Establishes effective interpersonal relationships with all levels of the Area Office personnel.
- The incumbent provides training to clinical staff on current software applications and new features, and insures that training for new employees is scheduled. Emphasizes timeliness at taking the security training for the computers.
- The incumbent implements and maintains technical and physical safeguards and software access controls to conform with I.H.S. security requirements. Maintains a variety of computer system manuals to define concise and accurate system operation procedures. Changes backup tapes on the server. Adds new users to the Outlook Account, deletes expired users in the Outlook and the RPMS. Keep the device and computer lists up to date.
- The incumbent will assist with the new Electronic Health Record also known as the E.H.R. The incumbent will help support the daily interface between clinicians/medical staff and the EHR. The duties involve serving as the coordinator for deploying new portions of the EHR in specified clinical locations consulting with the Health Director and the Health Information Manager and the Clinicians/Medical Staff.

Knowledge, Skills, and Abilities:

- Ability to use keyboard controlled equipment and data processing systems.
- Must have knowledge of the RPMS System, computer terminology, the equipment required to maintain, and operate the system.
- Extensive knowledge of a broad range of patient care activities, working knowledge of the ambulatory clinic environment and how the different services and functions interact.
- Ability to work independently, to plan, coordinates, and implements projects on schedule.
- Skilled in problem solving, interpersonal relationships in the workplace and conflict resolution.
- Working knowledge of current Indian Health Service RPMS clinical software applications is required.
- Must attend various RPMS System trainings and on return must train employees on the different programs required to properly perform job duties.
- Must successfully pass an OSBI/National background check.

Qualifications:

- Minimum of 4 years experience in RPMS applications or 5 years experience in clinical applications support, in the healthcare industry or a degree in Medical Informatics.
- Understanding and experience with telecommunications and networking.
- Demonstrates ability to communicate effectively with peers and superiors and to speak in front of groups and to communicate in writing policies and procedures, memorandums, and training materials.
- Experience serving as a liaison between groups within an organization, as an effective member of organizational teams and in coordination software implementation projects.

Supervisory Controls:

Work is performed under the general supervision of the Health Director who provides general guidance and advice.

Working Conditions:

The incumbent will have limited contact with patients; however, there will be contact with employees. The work is partly sedentary and involves considerable walking to all parts of the clinic. The work can require long hours to meet project deadlines and to devise corrective actions to unexpected technical and/or management crisis resulting in stressful work situations.

Additional Requirements:

- Evaluation, design, and the implementation of computerized information systems, in an ambulatory clinic environment. Knowledge of database management, and state and federal contracting requirements.
- Must have an awareness and appreciation of American Indian Traditions, customs, and socioeconomic needs, the ability to meet and deal with contacts by Indian organizations, consisting of various tribes which require tact, courtesy, discretion, and good judgment in

handling functions of a sensitive nature.

Employee's Signature

Date

Supervisor's Signature

Date