BAD RIVER BAND OF LAKE SUPERIOR TRIBE OF CHIPPEWA INDIANS

CHIEF BLACKBIRD CENTER   P.O. BOX 39   ODANAH, WI 54861

Job Title: **Clinical Applications Coordinator/Informaticist**
Department: **Health and Wellness Center**
Hourly Rate: **$22.50-$25.50**
Full Time: **40Hrs/Week**
Exempt: **No/Hourly**
Supervisor: **Clinic IT Manager**

Posting Date: In-House
Opens: September 21, 2023
Closes: September 27, 2023 at 4:30 pm
Posting Date: Public
Opens: October 3, 2023
Closes: October 17, 2023 at 4:30 pm

Posting Date: Public
Opens: October 18, 2023
Closes: Open Until Filled

Summary: Clinical Informaticists specialize in creating, testing, implementing, and maintaining applications for clinical areas involving the administration of the clinic's Electronic Health Record system(s) and other applicable software programs in similar patient care areas such as dental, and pharmacy, optical, radiology and behavioral health.

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

- The Clinical Applications Coordinator/Informaticist is responsible for providing support on the daily interface between clinicians/Medical/Dental/Behavioral Health staff and the electronic medical records (EHR).
- The CAC/I will serve as a specialist/integrator in the implementation and ongoing support of multi-service clinical software applications used for the clinic EHR.
- This position will be responsible as the coordinator for deploying new portions of the electronic health record in specified clinical locations, consulting with the Information Systems Manager and clinical departments in customizing software and altering workflow processes in the daily operation of the electronic health record.
- The CAC/I also works with other application coordinators with responsibility for a broad range of activities surrounding the implementation of a comprehensive, standardized integrated health care information system.
- The Clinical Applications Coordinator Informaticist will report directly to the IT Manager for Clinic Operations.
- Responsible for the implementation and support of multi-service software packages that automate the capture of clinical patient encounter information and its subsequent retrieval.
- The application coordinator manages the customization of the site parameters and addresses integration issues with other software packages.
- Assists in the implementation of new software products obtained by the facility that cover these functions.
- Analyzes and evaluates processes related to information flow.
- Serves as liaison between IT, Program Managers, Medical Director, HIPAA Privacy Officer, and Clinic Administration concerning these processes.
- Serves on teams, wherever and whenever management determines the skills and talents of the incumbent would be best utilized including but not limited to, the Improving Patient Care (IPC), Patient-Centered Medical Home (PCMH), and the Quality Improvement (QI) committees.
- Acquires comprehensive knowledge of the software involved to determine what are procedural issues versus system/application deficiencies

- Provides training to clinical staff on current EHR software applications and new features, ensures training is scheduled for new users, and assists staff in the efficient use of the current software.
- Emphasizes timeliness, accuracy, security, and the importance of these functions in every other clinical application.
- Coordinates classes with the department training section and serves as a backup for basic training classes.
- Promotes an awareness of the importance of data validity and data security.
- Coordinates efforts to correct deficiencies and errors that occur in the electronic health record.
- Coordinates with staff and other application coordinators to implement integrated packages, resolve conflicts, provide secondary support on related software modules, and ensure smooth operations in areas where package scope overlaps or is integrated with other services' functions.
- Will work with other departments in the successful submission of all reporting requirements and any other contract reporting requirements.
- Works with vendor programmers in local testing of software, identifying software problems, and requesting enhancements.
- Coordinates resources with contractors, IHS, and other identified vendors.
- Logs all problems, referring those requiring a higher level of technical support to the appropriate person or team.
- Establishes effective interpersonal relationships with all levels of clinic personnel.
- Promotes an atmosphere that encourages enthusiasm and user participation in clinical computing.
- Creates a positive environment for reporting application and/or system deficiencies and suggestions for system improvements and enhanced functionality.
- Assist with the maintenance and implementation of the EHR system.
- Develops and implements configuration management plans for each specific program as required. Coordinate with appropriate parties all audits of the EHR.

Qualification Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and/or ability required. Knowledge of the uniqueness of the Bad River Community. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:
Required:
- Health Information Systems Certified or higher degree preferred but not required, or a minimum of two years' experience in clinical applications support in the healthcare industry
- On the job training will be provided for those who do not have a degree.
- Experience serving as a liaison between groups within the organization, as an effective member of organizational teams, and coordinating software implementation projects.
- Must be dependable, punctual, relate well with others, and able to meet deadlines.

Other Skills and Abilities:
Required:
- Knowledge of and skill in applying Information Technology concepts, principles, methods, and practices to manage and troubleshoot clinic application programs to support the electronic health record system. Relevant technical skills and knowledge may include data mining and statistics, SAS, SQL, and clinical information systems.
- Knowledge of quality assurance and/or performance improvement concepts, principles, and operating principles as they relate to an IHS and/or Urban Indian medical facility and considerable skill in applying this knowledge to the planning and accomplishment of automated work situations with specific emphasis upon an Electronic Health Record.
- Skill in analyzing and resolving complex quality assurance problems and applying new developments and techniques to coordinate, implement, and convert hard copy medical records to an automated EHR.
- Ability to apply analytical skills and computer applications necessary to manipulate information from numerous and complex databases.

- Demonstrated ability to communicate effectively with peers and superiors, to speak in front of groups, and communicate in writing policies, procedures, memoranda, and training materials. Ability to operate and communicate effectively while under pressure is essential.
- Extensive knowledge of a broad range of patient care activities, working knowledge of the medical clinic environment, and how the different services and functions interact.
- Ability to work under minimal supervision while meeting all requirements of the position.
- Ability to work with confidential material without betraying the trust of clients, their families, and the agency.
- Ability to work cooperatively with others, programs, and various organizations.
- Knowledge of Resource Patient Management System (RPMS) preferred.
- Ability to organize and prioritize tasks.

Background Check:
- This position is contingent on the required ability to pass a Bad River caregiver background check when working with children and/or the elderly.
- This is a required driver position, must possess a valid state driver's license, and/or meet eligibility for Tribal insurance.

Language Skills:
- Advanced computer skills including knowledge of software applications such as MS Word, EXCEL, PowerPoint, and ACCESS, and be knowledgeable in the use of the Internet and email systems.

Reasoning Ability:
- Must understand the Native American community and culture, as well as experience working with people from diverse ethnic groups and various backgrounds.

Physical Demands: The physical demands described here are representative of those that must meet 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. Must be physically able to perform all job duties. Walking, standing, bending, stooping, and occasional lifting up to 25lbs and/or carrying for short distances.

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. This position is subject to inside and outside work. The noise level may be moderate to loud.

Drug-Free Workplace in accordance with the Drug-Free Workplace Act of 1988, P.L. 100-690 and the Bad River Tribe's Employee Policy & Procedures Handbook. Indian Preference will be given in accordance with P.L. 93-638 and the Tribe's Preference Policy.

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Send Application and Resume To:
Bad River Tribe
Attn: Human Resources
P.O. Box 39
Odanah, WI 54861
http://www.badriver-nsn.gov/

Application material may also be emailed to:
HRmanager@badriver-nsn.gov
HRassistant@Badriver-nsn.gov

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