

**OPSEU**

**REFERENCE#:** 23-OPSEU4106NC-95143

**Title: Senior Clinical Systems Specialist – HIM, Clinical Reporting & Privacy**

**Department:** Lumeo Operations Team

**Position #:** 50071335

**Hours of Work:** Full-Time Position, Day

**Pay Band:** \$47.95 - \$53.14 per hour

**Union:** KHSC OPSEU Non-Central 4106

**Location:** This role is a remote work arrangement subject to on-site attendance as required.

**Note:** *Kingston Health Sciences Centre is the employer of record.*

### **PRIMARY FUNCTION**

The six health-partners in the Southeast region recognize that to achieve person centered, effective care coordination across the system, enhance the ability to make best use of collective resources, achieve more system-like behavior, and have the agility to address future funding changes, a major, system-wide clinical transformation is needed. This clinical transformation will meet clinical information needs of both the health-partners and the region. Lumeo, a regional Health Information System will support the “one standard of care and journey for the people we serve” vision identified by the partners’ clinical leadership. This program opportunity will enable the sharing of information seamlessly across the six health-partners, connecting the personal health information into a single cohesive story and reducing the variability of care provided.

The Senior Clinical Systems Specialist, HIM, Clinical Reporting and Privacy is responsible for supporting, maintaining, updating and optimizing a product component of the Regional Health Information System (RHIS) for the Southeast Hospital Cluster, including rotational on-call support, gathering requirements from end-users and local organizations, performing system testing and implementing workflow updates and changes. In addition, they will ensure the completeness, quality and accessibility of accurate health record information by coding, analyzing, assembling and abstracting data from the patients’ records. Additionally, they lead discussions with the regional stakeholders to understand business requirements, performs advanced configurations and customizations and provides technical guidance and direction to regional Health Information Management staff.

Reporting to the workstream manager, the Senior Clinical Systems Specialist, HIM, Clinical Reporting and Privacy supports development of the work plan and resource plan for small to large/complex information systems projects. Capable of working at the highest technical level in all phases of systems analysis, development, and delivery.

Within this role the employee is accountable for contributing to the delivery of the Regional Health Information System (RHIS) strategy. As an employee, one must demonstrate an awareness of and be responsible for actively promoting and supporting patient and family centered engagement and care in all we do.

### **RESPONSIBILITIES & DUTIES INCLUDE:**

**Oracle Cerner system configuration and Production Support-** Provides HIS system support and on-call service as required; coordinates problem resolution related to end-user issues or errors, support enhancement and optimization of the system.

- Leads and facilitates discussions with regional decision makers to understand priority issues, understand business requirements and align on planned system changes
- Manages complex end-user issues and performs advanced configuration (or customization, as necessary) to address business needs
- Tracks electronic charts, patient information requests and release, and manages chart deficiencies
- Maintains and customizes clinical report templates based on stakeholder needs as well as manages current and previous versions of report templates
- Manages manual and automatic rendering of clinical reports
- Manages the audits of submitted report requests using tools such as P2 Sentinel



- Manages distribution to various destination types, including Faxing using Remote Report Distribution, FTP, Network file shares, Printers, CD/DVD burning solutions (such as Rimage)
- Ensures Task Queue is managed efficiently
- Leads and guides analysts through the design, build/configuration, testing, and deployment of the team's core applications, features, and integrations with other supported systems/applications
- Evaluates impact of planned system changes and upgrades across integrated workflows, end-users and training teams
- Supports complex projects requiring application enhancements, optimizations and new application implementation or integrations, as required
- Assists in user documentation, development of training materials and configuring training environment, as required
- Performs quality assurance and checks before migration of changes to production
- Provides on-call support on rotational basis

**Project Management and Coordination** – Leads projects focused on enhancing or optimizing the RHIS, executes all phases of the systems development lifecycle and works with the client to prioritize and select optimization projects. For example:

- Communicates with stakeholders to understand and document their unique business requirements
- Integrates systems and reconcile requirements across stakeholder groups
- Gathers feedback from end users about system performance and develop potential solutions for identified problems while exercising regional change management processes and policies
- Documents system issues and resolutions for future references
- Monitors and assesses clinical workflows and make recommendations for improvement, where applicable
- Supports workstream managers by providing relevant input into project work plan and resource plan for small to complex projects
- Mitigates/resolves low impact team issues/risks which may not require manager's supervision
- Identifies and informs the workstream manager about key issues and roadblocks that may need attention from senior leadership
- Communicates and escalates to workstream manager as appropriate

**Education and Learning** - Acts as a subject matter expert of the clinical application, maintain a working knowledge of how different RHIS applications integrate and their relationship with other systems; coaches junior and new team members in their respective functions; cross-trains operational team on their respective applications; maintains knowledge of technological advances; maintains knowledge of hospital workflows and operations that may impact the system.

**Other** - Leads and facilitates on-going team meetings, monthly/ad hoc vendor, and end-user meetings to discuss progress, issues, and risks. Contributes and documents procedures, guidelines, and project communications for clinical areas, identifies opportunities for improvement in existing system workflows. Provides performance feedback.

*NOTE - The above duties are representative but are not to be construed as all-inclusive.*

#### **BASIC QUALIFICATIONS:**

- Graduate of an approved Health Informatics Management program from a 2-year Community College or Canadian Hospital Association Correspondence Program, or equivalent combination of education and hospital clinical system experience
- Minimum 4+ years of experience in a healthcare setting using hospital information systems with at least 2 years of coding experience in the last 5 years, as a Health Record Practitioner in an acute care institution
- Certified member of the Canadian College of Health Information Management
- Active membership with Canadian Health Information Management Association
- Demonstrated ability and knowledge with ICD-10-CA and CCI or ICD-O coding practices.
- Thorough knowledge of the functions within the Patient Records Department
- Knowledge of the Public Hospitals Act, Mental Health Act, Personal Health Information Protection Act
- Ability to identify and analyze issues and provide solutions using problem solving and analytical skills
- Excellent prioritization, organizational skills, and project management methodologies, as demonstrated by the ability to manage own time and successfully complete multiple tasks and projects assigned simultaneously

- Ability to communicate effectively (both orally and in writing) with all levels of stakeholders and management to provide efficient customer service
- Demonstrated good judgment, decision-making and problem-solving skills
- Demonstrated ability to work effectively with little direct supervision and within a team
- Demonstrated skills in working with all levels of staff in an organization and the ability to work with external groups, agencies, and/or individuals
- Knowledge of principles and methodology of systems development life cycle
- Working knowledge of common MS-Office products (Excel, PowerPoint, Word)
- Experience with Microsoft Excel at an intermediate level (**will be tested**)
- Satisfactory criminal background check with vulnerable sector search

#### PHYSICAL REQUIREMENTS:

The applicant must be able to meet the physical demands of this position.

*We thank all applicants, but only those selected for an interview will be contacted. The Lumeo Operations Team is committed to inclusive and accessible employment practices.*

**Please apply online at:**

**<https://career5.successfactors.eu/sfcareer/jobreqcareer?jobId=95143&company=KGH>**

If you have any questions, please contact:

**Brian Fenlon**  
**Recruitment Advisor**  
**Kingston Health Sciences Centre**  
 Email: [Brian.Fenlon@kingstonhsc.ca](mailto:Brian.Fenlon@kingstonhsc.ca)

