

CUPE

REFERENCE#: 23-CUPE-93429

Applications will be accepted until 11:59 pm on 2023 April 24

Title: Senior Clinical Systems Analyst – Orders & Order Sets

Department: Lumeo Operations Team

Position #: 50070537

Hours of Work: Full-Time Position, Days

Pay Band: Band W - \$45.240 - \$50.130 per hour

Union: KHSC CUPE

Location: Virtual/Remote (with some regional travel)

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

Please note, this posting identifies the current shifts that apply to the position control number. However, this does not guarantee the permanence of the shift time or work assignment for the position. The Hospital reserves its Management Rights under the CUPE Collective Agreement to make changes to shift time and work assignment as it deems necessary.

PRIMARY FUNCTION

The six health-partners in the South East 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 Analyst, Orders and Order Sets is responsible for supporting, maintaining, updating and optimizing a product component of the Regional Health Information System (RHIS) for the South East Hospital Cluster, including rotational on-call support, gathering requirements from end-users, performing system testing and implementing workflow updates and changes. Additionally, this role leads discussions with the regional stakeholders to understand business requirements, performs advanced configurations and customizations and provides technical guidance and direction to junior analysts in the team.

Reporting to the Workstream Manager, 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.

- Develops, reviews, implements, and maintains standardized order sets for the RHIS based on the principals of good order set design as laid out by the regional governance
- Configures orders and order sets in collaboration with workflow specialists to minimize misinterpretation and/or misuse of orders and effectively manages order documentation
- Considers the development and embedment of Best Practice Advisories in Order Sets that align with evidence, and collaborates with regional clinical decision support (CDS) staff as needed
- Tests order sets to troubleshoot design, create new order sets, and identify opportunities to optimize existing order sets.

- 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
- 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:

- Undergraduate Degree in Computer Science, Computer Informatics, Health Informatics or Health related or equivalent combination of education and hospital clinical system experience
- Minimum 4+ years of experience as a clinician or technician in in-patient hospital operations areas such as emergency department, lab, surgery, pharmacy, oncology, cardiology, etc., with an understanding of hospital information systems or IT systems, **OR** Minimum 4+ years of clinical informatics experience working closely with front line staff at a hospital or health system, **OR** 5 years systems development experience in a corporate systems setting including 3+ years recent experience in the development and support of clinical systems applications (i.e., Epic, Cerner, Meditech).
- Knowledge and understanding of hospital operations areas such as emergency department, lab, surgery, pharmacy, oncology, cardiology, etc.
- Strong knowledge of drugs, therapeutics, labs, and imaging is preferred
- 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 clinical professionals (physicians, nurses, specialists), 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)
- Relevant knowledge and experience of hospital information systems such as Cerner, Meditech, Epic – preferred experience
- Technical knowledge of CCL (Cerner Common Language) with solid experience using it (evidenced by completion of Discern Beginner, Intermediate courses), knowledge of the Cerner Millennium database model, and familiarity with HTML/JavaScript – preferred experience
- 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=93429&company=KGH>

If you have any questions, please contact:

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