



Job Code: 8020

Grade: 24

HCWR: Exempt

Job Title

Clinical IT Operations Officer

Department

Information Systems / Information Technology

This position is exempt from Career Service under the CCH Personnel Rules.

Job Summary

The Clinical IT Operations Officer is responsible for the support, development, and implementation of clinical information systems that assist providers in the delivery of safe, effective, and high quality patient care.

General Administrative Responsibilities

Collective Bargaining

- Review applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participate in collective bargaining negotiations, caucus discussions and working meetings

Discipline

- Document, recommend and effectuate discipline at all levels
- Work closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiate, authorize and complete disciplinary action pursuant to CCH system rules, policies, procedures and provision of applicable collective bargaining agreements

Supervision

- Direct and effectuate CCH management policies and practices
- Access and proficiently navigate CCH records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

Management

- Contribute to the management of CCH staff and CCH' systemic development and success
- Discuss and develop CCH system policies and procedures
- Consistently use independent judgment to identify operational staffing issues and needs and perform the following functions as necessary; hire, transfer, suspend, layoff, recall, promote, discharge, assign, direct or discipline employees pursuant to applicable Collective Bargaining Agreements
- Work with Labor Relations to discern past practice when necessary



Typical Duties

- Serves as an advocate in promoting the use of information technology in the clinical setting, based on the strategic IT roadmap
- Manages initiatives that enable information exchange and knowledge development areas across the system as a whole
- Leads clinical advisory groups to provide broad-based input into the design of the clinical information systems to support excellence Inpatient care
- Engages patient care providers with varying roles, including physicians, nurse practitioners, Nursing staff, ancillary department personnel, and medical records professionals, to contribute to the development and use of the clinical information system
- Is highly responsive to users' needs, including training, to assure widespread acceptance and provider use of the electronic medical record
- Reviews medical informatics trends, experiences and approaches, develops technical and application implementation strategies and assists in the development of strategic plans for Cerner Millennium that support excellence in patient care and research
- Leads design of clinical pathway models with physician, nursing and administrative leadership; assist in modification of these models to gain maximum efficacy and support for patient care
- Leads development of clinical "rules" supporting patient care as well as the design of clinical system features supporting protocol management
- Serves as a member of the IT Steering Committee and other teams and committees assigned
- Coordinates with the Chief Medical Information Officer, Clinical Leadership Team, and other areas on the development of the electronic medical record
- Supports Clinical Applications IT staff to ensure projects are completed on schedule and at budgeted cost
- Maintains tight integration with the electronic medical record, ancillary systems and financial systems

Reporting Relationship

The Clinical IT Operations Officer reports to the Chief Information Officer - CCHHS.

Minimum Qualifications

- Bachelor's degree in Business Administration, Information Systems, Computer Science or other healthcare related field
- Seven (7) years' healthcare experience in managing the design, development, implementation, operation and maintenance of large and complex information systems in a large, multi-service health care organization
- Five (5) years' direct clinical experience in a hospital environment with the building and maintenance of clinical applications
- Active Involvement in at least one major clinical application deployment to improve care quality within the last three years
- Change management experience related to the planning and delivery of work in a clinical setting
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Minimum Qualifications

setting

- Knowledge of clinical work flow in both inpatient and outpatient settings
- Five (5) years' supervisory / management experience of a team

Preferred Qualifications

- Master's degree in Business Administration, Information Systems, Computer Science or other healthcare related field

Knowledge, Skills, Abilities and Other Characteristics

- • An understanding of major trends in health care.
- Honest and a highly ethical team leader and player.
- Resilient: able to cope with difficult interpersonal situations, competing demands and tight timelines.
- High level presentation skills: able to confidently present information publicly using a variety of media in different settings in both 1:1 settings and to large gatherings of clinical professionals (conferences, workshops, town halls, etc.)
- Technical skills: competent in the use of ICT and a good level of understanding of professional informatics standards and best practice.
- An extremely organized, disciplined, hands-on and process-oriented leader who is not afraid of digging into details when necessary.
- Open leadership style: actively seeks out and supports collaborative thinking and problem solving with others in the system.
- Problem-solves and approaches work from a "return on investment" perspective.
- Knowledgeable of how decisions impact all aspects of the business.
- Approaches his/her work as an interconnected system. Ability to understand major objectives and break them down into meaningful action steps.
- Has the philosophy that IT is a strategy. Belief and enthusiasm in use of HIT to improve the delivery of care.
- Maintains a working knowledge of applicable National, State, and local laws and regulations, JACHO, NCQA and other regulatory requirements affective the medical and health staff.
- Demonstrates respect and sensitivity for cultural diversity and working with employees, co-workers, patients, clients of diverse backgrounds
- Strong interpersonal skills necessary for interfacing with management at all levels of the system, building relationships within CCHHS and with external agencies
- Excellent communication skills
- Strong writing skills with a demonstrated ability to prepare written material for internal or external use
- Analytical skills; problem-solving skills
- Strong decision making skills; ability to discern and selectively communicate critical information
- Attention to detail
- Work to deadlines



Knowledge, Skills, Abilities and Other Characteristics

- Flexibility and adaptability in performing work duties
- Strong project management skills
- Ability work well under pressure
- Conflict management skills
- Ability to prepare departmental budgets
- Ability to analyze data and provide recommendations
- Ability to work independently through the completion of projects and assignments
- Strong organizational skills

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.