

**Job Description – Director of Clinical Applications**

**Job Title:** Director of Clinical Applications

**Department:** Technology Innovation Services

**Supervisor:** Chief Information and Innovation Officer

**FLSA Status:** Exempt

**Prepared By:** BK/EB

**Prepared Date:** 7/18/2021

**Approved By:**

**Approved Date:**

**Summary:**

The Director of Clinical Applications works collaboratively with MI2/IT leadership, Millennium staff and providers to evaluate, implement, manage, and provide ongoing support for organizational clinical application projects. This position oversees all clinical applications. The Director of Clinical Applications collaborates with the CIO, CMIO, and clinical staff to ensure that clinical applications enhance clinical quality, patient safety, and health system efficiency. This position reports to the Chief Information and Innovation Officer.

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

* Works collaboratively to design, implement, support, and maintain all clinical applications.
	+ Collaborates on projects, and initiatives at both the department and the enterprise level. Utilizes the PMO framework and project planning methodologies.
	+ Knowledgeable resource in the best practices and required workflow to determine application optimization.
	+ Collaborate on specifications to support the design of new or modified clinical applications.
	+ Collaborate with learning on creating needed workflows and training videos regarding the applications and best practices
	+ Ensure the functionality in new releases are properly analyzed and tested to consider for implementation.
	+ Oversee execution of application updates and changes including the change management processes. Provide oversight of support activities during go-lives and system upgrades
	+ Identify, document, research, and resolution of application issues
* Functions as a liaison between providers, clinical, and MI2 staff.
	+ Maintains voice of the Patient and Provider in all project initiatives.
	+ Establish and maintain effective relationships with clinical professional and other stakeholders across the Organization.
	+ Serves as the link between the Provider/organization employees (customer) requirements and technology capabilities.
	+ Provide consultative services and recommendations toward the improvement of overall efficiency through training and education.
	+ Collaborates with the CMIO on Alpha/Beta and pre-Go Live clinical application initiatives.
* Ensures system support, clinical quality, patient safety, and health system efficiency.
	+ Ensures systems are implemented to support initiatives and goals to improve the quality of patient care, to maximize patient safety, and provide operations efficiencies.
	+ Works with trade partners on any updates, roadmaps or enhancements including but not limited to Athena, Check in Systems, Online Scheduling, Provider applications, Home Health, Surgery Center and Referral Management
	+ Conduct workflow reviews (including system workflow and department process workflow)
	+ EHR optimization with CMIO oversight
	+ Support all current clinical applications serving as Tier 1 and Tier 2 support including but not limited to Athena, Check in Systems, Online Scheduling, Provider applications, Home Health, Surgery Center and Referral Management
* Demonstrates familiarity with all current healthcare applications
	+ Demonstrates comprehensive understanding of Athena, Patient and Provider applications, Telehealth, Patient Mobile Applications, Referral Management, Surgery Center applications.
* Serves as a resource to the CIO:
	+ In conjunction with the CIO and/or Manager of Innovation Services, ensures all organizational strategic initiatives are considered.
	+ Evaluates proposed projects and forms recommendations utilizing both clinical and analytical skills.
	+ Stays on top of emerging trends and makes recommendations on new technologies and processes
	+ Ensures high quality execution of all proposed projects on time and on budget.
* Integrations and Growth
	+ Works with the Practice Integration teams to ensure onboarding of new acquisitions is completed on time.
	+ Manages and implements creation of departments and providers within the clinical applications except for Athena
	+ Collaborates with integration and optimization teams for creation of any needed templates/forms in Athena and other clinical applications
	+ Assists CIO and/or Manager of Innovation Services and technology innovation services leadership with other acquisition duties as needed with Acquisitions.
* Demonstrates familiarity with all current healthcare application systems.
	+ Demonstrates comprehensive understanding of including but not limited to Athena, Check in Systems, Online Scheduling, Provider applications, Home Health, Surgery Center and Referral Management
* Works collaboratively with all MI2 Directors to achieve IT Department goals and objectives.
* In conjunction with the CIO and/or Manager of Innovation Services, ensures all organizational strategic initiatives are considered.
* Travel as needed.
* Performs other duties, as assigned.

**Supervisory Responsibilities**

Directly supervises assigned employees in the technology services department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**Education and/or Experience**

Bachelor’s degree in Business Administration/Management, Healthcare Administration, or related field. Equivalent experience will be considered in lieu of a degree.

* Minimum of eight (8) years progressively responsible experience in management. medicine and clinical Application system implementation and support (PM, EHR/EMR, Interoperability and Telehealth), required.
* Minimum of eight (8) years’ experience with large EHR/EMR/PMS or other health care systems
* Hands on working experience with departmental applications (e.g. EHR, Billing, pharmacy, laboratory, radiology), and key information technologies underlying clinical application systems.
* Working experience with clinical and patient workflows and technology impacts
* Strong leadership and interpersonal skills. Ability to effectively communicate with technicians, clinicians, and administrators.

**Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

Analysis/Problem Assessment – Securing relevant information and identifying key issues and relationships from a base of information; relating and comparing data from different sources; identifying cause-effect relationships.

Coaching - Facilitating the development of other’s knowledge and skills; providing timely feedback and guidance to help them reach goals.

Compassion - The responsibility to put a patient’s or person’s interests first, including the duty not to harm, deliver proper care, and maintain confidentiality.

Compliance - Employee has satisfactory completed employers required compliance training. Employee is able to demonstrate an understanding of employers Code of Conduct.

Communication - Expressing ideas effectively in individual and group situations (including nonverbal communication); adjusting language or terminology to the characteristics and needs of the audience. Good listening skills.

Delegation of Authority and Responsibility - Allocating decision-making authority and task responsibilities to appropriate direct reports; utilizing direct reports’ time, skills and potential effectively.

Developing Organization Talent - Developing direct reports’ skills and competencies by planning effective development activities related to current and future jobs.

Follow-up - Consistently maintaining a high activity or productivity level; sustaining long work hours.

Individual Leadership/ Influencing - Using appropriate interpersonal styles and methods to inspire and guide individuals (direct reports, peers, and supervisors) toward goal achievement; modifying behavior to accommodate tasks, situations, and individuals involved.

Initiative - Making active attempts to influence events to achieve goals; self-starting rather than accepting passively; taking action to achieve goals beyond what is required; being proactive. Practices self-development.

Integrity - Maintaining and promoting social, ethical, and organizational norms is conducting internal and external business activities.

Judgement/ Problem Solving - Recognizes problems and responds, systematically gathers information, sorts through complex issues, seeks input from others, addresses root cause of issues, makes timely decisions, can make difficult decisions, uses consensus when possible, and communicates decisions to others.

Maximizing Performance - Establishing performance/development goals, coaching performance, providing training, and evaluating performance.

Patient Service Orientation - Proactively developing patient/customer relations by making efforts to listen and understand the customer and their needs (both internal and external); anticipating and providing solutions to customer needs; giving high priority to patient/customer satisfaction. Ensures appropriate follow up and is their advocate in determining solutions. The employee uses a variety of communication techniques to effectively express thoughts and ideas and to understand or influence.

Planning and Organizing/ Work Management - Establishing a course of action for self and/or others to accomplish a specific goal; planning proper assignments of personnel and appropriate allocation of resources.

Results Driven & Execution - Accountable for meeting or exceeding individual and/or department goals and objectives. Committed to producing results that will achieve company objectives. Sets priorities and organizes time to meet or exceed goals, follows up, and takes personal responsibility for results whether they are positive or negative.

Teamwork/ Collaboration - Working effectively with team/work group or those outside formal line of authority (e.g., peers, senior managers) to accomplish organizational goals; taking actions that respect the needs and contributions of others; contributing to and accepting the consensus; subordinating own objectives to the objectives of the organization or team. Listens to others and values opinions.

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Travel**Travel is required. Primarily local during the business day, although out-of-the-area and overnight travel will be expected.

**Language Skills**

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

**Mathematical Skills**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

**Reasoning Ability**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**Computer Skills**

To perform this job successfully, an individual should have advanced knowledge of Microsoft Spreadsheet software; Microsoft Word Processing software; Athena Database software and ADP Payroll systems.

**Physical Demands**

The physical demands described here are representative of those that must be met 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.

While performing the duties of this Job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance and talk or hear. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**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.

The noise level in the work environment is usually moderate depending on business activity in the office.

**Receipt and Acknowledgement**

I acknowledge and understand that:

• Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.

• The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.

• Job duties, tasks, work hours and work requirements may be changed at any time.

• Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of the Home and the Corporation.

• I have read and understand this job description.

Print Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_