



JOB DESCRIPTION

JOB TITLE: Clinical Systems Manager
EXEMPTION STATUS: Exempt Non-Exempt
REVISED DATE: April 2024

SUMMARY: Under the supervision of the Director of Information Systems, the Clinical Systems Manager will oversee the efficient operation and optimization of clinical systems, with a primary focus on Electronic Health Record (EHR) systems. This role involves coordinating with various stakeholders to ensure the smooth functioning of clinical information systems, providing technical support, and implementing best practices for system usage. The Clinical System Manager will play a pivotal role in enhancing the quality of patient care through effective management of clinical technology solutions.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- **EHR System Oversight:** Manage the day-to-day operation and maintenance of the Electronic Health Record (EHR) system, ensuring its reliability and availability to users.
- **End User Support:** Acts as primary contact for clinical application systems issues.
- **Clinical System Governance and Intake,** Facilitates the Clinical Governance Committee meetings.
- **Stakeholder Coordination:** Collaborate with clinical staff, IT professionals, Ballad EHR Support and vendors to identify system requirements, resolve issues, and implement system enhancements.
- **User Training and Support:** Provide training sessions and ongoing support to clinical staff on the efficient use of EHR systems, including troubleshooting and resolution of user inquiries.
- **System Configuration and Customization:** Customize EHR system settings and configurations to align with the organization's clinical workflows and requirements.
- **Quality Improvement Initiatives:** Lead initiatives to enhance the quality and usability of clinical systems, including the development of standardized workflows and documentation templates.
- **Compliance and Security:** Ensure that clinical systems comply with relevant regulations and standards, such as HIPAA, and implement security measures to safeguard patient information.
- **Performance Monitoring and Reporting:** Monitor system performance metrics and generate reports to assess system utilization, identify areas for improvement, and track key performance indicators.
- **Vendor Management:** Serve as the primary point of contact for EHR system vendors, managing vendor relationships, and coordinating software updates, patches, and enhancements.

- Project Management: Lead EHR and IT system implementation projects, including planning, resource allocation, timeline management, and stakeholder communication.
- Continuing Education: Stay updated on emerging trends and best practices in clinical informatics and healthcare technology, attending relevant conferences and training sessions as needed.
- Prioritization of Issues; Assigns and responds to help desk requests.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Individuals should also demonstrate strong problem-solving and troubleshooting skills and possess excellent oral and written communication skills. The requirements listed above 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.

EDUCATION AND/OR EXPERIENCE: Bachelor's degree, preferably in healthcare-related field or Computer Science, plus two–four years experience in related field. Experience in health information systems environment preferred. Knowledge and experience with electronic health record systems preferred. Experience with project management and system implementation preferred.

LANGUAGE SKILLS: Ability to read, analyze, interpret, and comprehend instructions, (whether written or verbal), correspondence, documentation, professional journals, technical procedures, or governmental regulations. Ability to compose correspondence, documentation, reports, and procedures. Ability to effectively present information and respond to questions in one-on-one and small group situations to physicians, clinical staff, and other employees of the organization, whether in person or on the telephone. Ability to respond to inquiries in a manner that the respondent can comprehend. Ability to respond effectively to the most sensitive inquiries, complaints, and situations.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure, using whole number, common fractions, and other routine mathematical functions.

REASONING ABILITY: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret and solve practical problems with an extensive variety of information that deals with several abstract and concrete variables. Ability to apply common sense, good judgment, and problem-solving skills in difficult situations.

OTHER SKILLS AND ABILITIES: Skill in composition, compiling and preparing a variety of correspondence, documentation, reports, and other materials. Ability to establish and maintain an effective working relationship with faculty members, students, residents, staff, patients and other third parties. Ability to concentrate under high demands and listen effectively. Ability to organize tasks, work as a team member and/or independently using sound management skills with a variety of professional disciplines. Convey a professional and positive image and attitude.

WORK ENVIRONMENT: The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job within a medical office. 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.

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 or sit for long periods of time, walk and use hands and fingers to handle or feel objects, tools, or other controls and talk or hear. The employee is frequently required to reach with hands and arms; climb or balance, bend, stoop, kneel, crouch, and/or crawl.

The employee occasionally must lift, carry and/or move more than 50 pounds. Rapid mobility may also be required on occasions. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the ability to adjust focus.

Stress levels may increase due to frequently dealing with employees, physicians and other healthcare providers. Demands high levels of concentration and the ability to work in emotionally charged and fast paced environment.

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

I have received information regarding ETSU Physicians Policies and Procedures and understand how to access them on-line.

I understand and agree that in the performance of my duties as an employee of ETSU Physicians, I must hold information of a confidential nature in the strictest of confidence. I must not use or disclose any Protected Health Information other than as permitted by HIPAA requirements. I understand that any violation of the HIPAA policies may result in disciplinary action, which may include termination.

Management has the right to revise this job description at any time. The job description is not a contract for employment, and either you or ETSU Physicians may terminate employment at any time, for any reason.

By signing below, I acknowledge that I have reviewed this job description and will comply with the best of my ability.

Employee Signature

Date

Supervisor's Signature

Date

Human Resources Director

Date