



POSITION DESCRIPTION

POSITION TITLE: CLINICAL APPLICATION SPECIALIST - ACCURO EMR

DEPARTMENT: PRIMARY CARE & PHYSICIAN SERVICES AND INFORMATION TECHNOLOGY

CLASSIFICATION:

UNION: NON-UNION

REPORTING RELATIONSHIPS

POSITION REPORTS TO: REGIONAL DIRECTOR, PRIMARY CARE OPERATIONS & PHYSICIAN SERVICES AND
REGIONAL DIRECTOR, INFORMATION TECHNOLOGY

POSITIONS SUPERVISED: NOT APPLICABLE

POSITION SUMMARY

Reporting to the Regional Director, Primary Care Operations & Physicians Services and the Regional Director, Information Technology, the Clinical Application Specialist - Accuro EMR provides support for use and optimization of the Accuro EMR clinical application system. The key functions of the Clinical Application Specialist - Accuro EMR are to support effective use and optimization of the EMR in all our Primary Care Clinics and to offer IT trouble-shooting and application support. The Clinical Application Specialist – Accuro EMR provides expertise and experience in the planning, training, implementation, communication, maintenance, application trouble-shooting and evaluation of existing or new functionality related to the Interlake – Eastern Regional Health Authority implemented clinical Primary Health Care software. The incumbent will also provide clinical helpdesk support related to IERHA Primary Health Care clinical applications, with a focus on quality and best practices.

The position of Clinical Application Specialist – Accuro EMR functions in a manner consistent with, and supports the Mission, Vision and Values of the Interlake-Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

- Involved in contributing to the Primary Health Care (PHC), Health Information Services (HIS), and Information Technology (IT) Departments' purpose and objectives in accordance with the IERHA's vision, mission, policies and procedures.
- Contributes to the development, delivery and evaluation of the clinical applications that they will be supporting
- Provides direct clinical peer to peer training and support to primary care clinical end users.
- Provides leadership in the clinical use of EMR towards improvement of health outcomes and clinic efficiencies.
- Participates in the ongoing assessment, implementation/coordination and evaluation of regional and site/programs.
- Monitors system activities, identifies issues, resolves problems, and appropriately escalates issues to manager or vendor.
- Responsible for maintaining optimum communication with the system vendor, other support staff, and the users of the IERHA clinical system.
- Participates in the ongoing development and maintenance of the education resources for staff, building a document library.
- Maintains system master and configuration files, including dictionaries, security and address books.
- Troubleshoots and tests new software releases.
- Works with the Primary Care Continuous Quality Improvement Specialist to build reports/data extracts/forms including: ad hoc reports for end users.
- Merges, deletes and modifies patient records as required/requested by Clinics.
- Acts as the program liaison with other programs and services as required, and with other team members.
- Collaborates with the Primary Care Continuous Quality Improvement Specialist in regular performance reviews and the establishment of a personal professional development program.
- Undertakes organizational development activities as required.
- Pursuant to the Regional Health Authority Act, Interlake- Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

OTHER:

- Performs other duties as assigned.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Baccalaureate Degree in relevant health care profession.
- Professional license/ certification in designated membership required as appropriate and a member in good standing.

REQUIRED KNOWLEDGE:

- Knowledge of principles and usage of clinical health care systems, reporting, interface and upgrades analysis.

EXPERIENCE REQUIRED:

- Minimum three (3) years recent experience in a Primary Care environment with focus on clinical optimization of the Accuro EMR system and clinical workflows.

SKILLS/COMPETENCIES:

- Demonstrated ability to function effectively as a member of a team.
 - Demonstrated effective communication skills, both verbal and written, with individuals and groups.
 - Demonstrated ability to adapt and apply knowledge/ skills in a variety of environments across a variety of electronic systems and applications.
 - Evidence of ongoing professional development.
 - Demonstrated ability to work and make decisions both independently and interdependently.
 - Valid Manitoba drivers' license.
 - Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
 - Proficiency of both official languages is essential for target and designated bilingual positions.
 - Completes and maintains a satisfactory pre-employment security check.
 - Satisfactory employment record.
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WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
 - Will be required to travel throughout the region as duties may require.
 - No hazardous or significantly unpleasant conditions.
 - All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
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WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health regulations and policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.

- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

Created: August, 2018
Date

Revised: _____
Date

Approved by: _____
Regional Manager/ Supervisor _____
Date

Approved by: _____
Vice President/ CEO _____
Date

Reviewed by: _____
Vice President, Human Resources _____
Date

Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.