

UW HEALTH JOB DESCRIPTION

Senior Systems Educator

Job Code: 330015	FLSA Status:	Mgt. Approval: KH	Date: 5/2018
Department: System Education/Revenue Cycle		HR Approval: KS	Date: 5/2018

JOB SUMMARY

Under the general direction of Systems Education Supervisor or the Registration Manager, the Senior Systems Educator is responsible for development and delivery of UW Health-wide clinical and/or revenue training and optimization programs, providing mentorship to staff, directly participating in the research and analysis of problems, lead projects and initiatives and providing day to day educational support of the Health Link and related clinical and/or revenue applications.

The Senior Systems Educator will act as a liaison and direct point of contact with UW Health Clinical and or Revenue Operations management staff and business leaders, UW Health Information Services teams, and others to support consistency in training, optimization, stabilization and support across the enterprise where appropriate. This position will also collaborate with internal/external vendors and staff when necessary to develop computerized/web based education options and to devise multiple education and tracking mechanisms that meet our organizations clinical and/or revenue needs in initial roll-outs, initiatives, projects and ongoing training. This position will participate in staff and operational meetings and assist management in communicating and implementing changes and other information as needed.

This position will be directly involved in reviewing, providing feedback, coordinating, maintaining, developing and delivering education curriculum, lesson plans, optimization and support materials (Including: written, eLearning and web based), routine written communications regarding system changes and updates, education environments (including system security), scheduling education and optimization sessions, facilities and equipment for presentation (including transport and set-up) as well as conducting class room or individualized education and optimization sessions. Audience for education, optimization and support includes physicians and other providers, clinical and administrative staff in all capacities in all clinical applications and/or revenue cycle staff and leaders. Under the direction of the Systems Education Supervisor or the Registration Manager, the Senior Systems Educators will also work with IS and/or Revenue management to keep relevant policies and procedures up to date.

Senior Systems Educator will be significantly responsible for guiding, coordinating and participating in system testing of software upgrades from a clinical and/or revenue process/workflow perspective to assure clinical and/or revenue efficiencies are not compromised and to identify appropriate lesson plan and documentation updating needs as a result of any upgrade. The Senior Clinical Systems Educator is expected to use independent judgment and problem solving in course and program design and provide guidance and support to other educators on the team for the same.

MAJOR RESPONSIBILITIES

Position Responsibilities:

Perform education needs analysis

1. Educational needs analysis, design, and implementation of software systems training where applicable.
2. Installation and support of applications through development of educational programs.
3. Work with users at various level of the organization to determine operational needs and education options.
4. Perform continual assessment of available application enhancements and requirements to facilitate continued improvements in software capability as required to provide appropriate educational tools to meet the goals prioritized by UW Health.
5. Respond to research and education needs of UW Health faculty and staff to produce research and statistical data for management and faculty.
6. Conduct research to determine the educational support needs of other health care institutions.
7. Provide continual education consulting support for existing applications/systems and develop education programs to implement new applications/systems.
8. Support education of vendor applications systems.
9. Assure existing educational programs are meeting organizational and department objectives.

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10. Provide analysis and reports to faculty, staff and other stakeholders as required related to new and ongoing educational programs.
11. Perform testing of applications prior to implementation of new educational programs.
12. Work on assignments as related to applications or other sections of projects.
13. Provide project management staff and management with status reports regarding assigned projects. Propose appropriate education deliverables/solutions, including timeline to complete and how that timeline is impacted if the project deliverables change.
14. Assist with project documentation preparation, as necessary.
15. Work in coordination with other UW Health IS staff, management, and others to analyze, develop and implement clinical and/or revenue systems.
16. Act as a resource for application educators, application analysts and Clinical and/or Revenue Operations staff as they communicate needs and processes.
17. Interview and assess users at all levels regarding perceived needs and processes. Conduct needs analysis for future requested/refresher education topics.
18. Proactively identify and find creative solutions to overcome barriers to creating new programs and continuing existing programs that will meet the needs of our clinical, operational and business partners.
19. Develop marketing strategy for education, optimization services, application tips/tricks and upgrade/enhancements.
20. Create and maintain education and optimization aids such as lesson plans, practice scenarios, hard copy documentation/references, eLearning materials, evaluation forms, visual aids and enrollment forms and tests. Act as a resource to other educators related to this work.
21. Gather fresh education, optimization and development information through web-based research and participation in appropriate user group meetings.
Provide educational support for internal and external contacts
1. Serve as liaison between stakeholders and vendor representatives during application education research and design process. In addition, coordinate implementation education of applications between user groups.
2. Serve as a resource to other organizations installing similar systems.
3. Assist with the analysis of educational options to meet research and educational needs.
4. Coordinate with other team members and prepare educational programs for implementation and support of new and existing applications.
5. Provide initial user training and education for users in the operation of new system applications.
6. Provide on-going user education and assist in support and optimization for enhancements to existing applications.
7. Conduct system demonstrations for visiting groups and other hospitals.
8. Assist users in maximizing use of clinical and revenue cycle systems to increase efficiency.
9. Serve as the point person within IS and/or Revenue Cycle departments for systems education options
Participate in project planning
1. Lead and coordinate large scale education projects directly related to applications or other large projects as designated by department management.
2. Prepare project documentation as defined by user documentation guidelines and review documentation completed by other analysts. Examples of documentation include: current procedures review; functional requirements; project plans; meeting minutes' issues documentation or other documentation required by department management
Administrative Responsibilities
1. Administer and coordinate course creation, manipulation, registration and completion in the Learning and Development System as needed.
2. Schedule optimization sessions and classrooms, equipment and prepare physical setup for education sessions.
3. Develop the education and optimization library to include both hardcopy and electronic based reference materials.
4. Develop and maintain content and documents to be effectively communicated via the intranet site.
5. Develop and maintain education skills tracking.
6. Assist in evaluating and making recommendations on appropriate staffing levels based on workflow, projects and objectives
7. Participate in interviews, selection, orientation and training of new employees

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8. Provide input on staff performance, including providing feedback for performance evaluations, making training recommendations, etc. Assist in scheduling staff to ensure appropriate staffing levels based on workflow and projects, including scheduled and unscheduled time off
9. Participate in staff meetings to communicate changes and address issues that need to be discussed
10. May assist in other personnel-related duties
11. Encourage and promote staff involvement/participation within the organization
12. Address customer concerns/complaints as they arise
13. Work with supervisor to achieve strategic plans, goals, and objectives of the organization and department
14. Provide input on day-to-day operations, evaluating workflow, delegating functions to improve and promote a customer-focused approach
15. Assist in the implementation, ensures uniform compliance and functions as a resource to staff on department policies and procedures
16. May assist in administrative-related duties, including inventories, purchase orders, expense reports, etc.
17. Act as a liaison between management and other educators helping other educator staff to implement and put into practice managements instructions, projects, goals and other directions.
18. Work with other educators to problem solve and develop timely solutions to complete work and meet organizational needs.
19. Execute interim solutions in a timely fashion to meet immediate end-user needs, while assisting and providing management with long-term solutions.
20. Communicate back to management any barriers to success and document steps already taken to mitigate.
21. Utilize time tracking tools, as required by department to assure accurate project planning and budgeting needs

All duties and requirements must adhere and uphold to UW Health Service and Performance Standards.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree (relevant work experience may be considered in lieu of)
	Preferred	Bachelor's or Master's degree in Healthcare, Information Technology, Business, or related field strongly preferred
Work Experience	Minimum	5 years relevant experience
	Preferred	7-10 years relevant experience in a Healthcare setting
Licenses & Certifications	Minimum	EPIC certification for supported modules when applicable
	Preferred	Software application certified' and named 'principal trainer/instructional designer' in multiple Epic applications
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> Knowledge of and ability to use applications such as MS Word, Excel, Access, Visio and Adobe Captivate or other eLearning development tool required. Strong presentation skills. Ability to analyze clinical workflows, determine patterns and communicate potential improvements to analysts and IS/clinic/operational management. Ability to effectively educate and motivate clinical staff of all levels. Ability to quickly learn and apply computer based concepts to clinical processes. Ability to interact with and work around people Ability to make judgments in demanding situations Ability to react to frequent changes in duties and volume of work Effective communication skills (written and oral communications skills, especially active listening and writing) Effective interpersonal skills, including the ability to promote teamwork and ensure a high degree of internal and external customer satisfaction

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	<ul style="list-style-type: none"> • Ability to logically organize details • Comfortable accepting responsibility for leading medium to large scale projects involving multiple resources and spanning many months from start to finish • Ability to manage multiple concurrent activities • Ability to clearly communicate technical and/or complex concepts or topics to a lay person • Ability to work independently and self-motivate in pursuit of broad objectives • Ability to acquire and assimilate new knowledge and skills quickly • Ability to lead an education project • Ability to provide appropriate and constructive feedback to other analysts and peers • Ability to mentor staff
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AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
X Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:			

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.