

## UW HEALTH JOB DESCRIPTION

### Laboratory Process Analyst

<b>Job Code:</b> 2742	<b>FLSA Status:</b> Exempt	<b>Mgt. Approval:</b> M Welliver	<b>Date:</b> May 2013
<b>Department:</b> 1506		<b>HR Approval:</b> CJU	<b>Date:</b> 5-13

### JOB SUMMARY

The Laboratory Process Analyst is responsible for support of the Clinical Laboratories' various information systems. This includes the electronic health record (Epic), interfaced lab systems (clinical pathology, anatomic pathology, transfusion services, HLA), middleware and programs developed in house (phlebotomy). Support activities include implementing system upgrades, maintaining existing systems and instrument interfaces, end user support and training, building and maintaining test codes, result files, billing and tables. As directed, maintenance of the lab test, procedure, and results files. In addition, this position serves as liaison with the information systems' vendors, reporting, documenting and resolving issues.

Problems encountered are frequently of a high level of technical difficulty, and the incumbent utilizes many project and time management skills, quantitative techniques including interviewing and negotiating skills, statistical analysis, process planning, data collection, flowcharting, and product and service costing. Developing solutions may require searching product literature and experimenting with the problem at hand where there are not standards of practice available. The incumbent must have general familiarity with a wide range of analytical testing technologies and support systems and must work under general supervision based on priorities established by the Laboratory Informatics Manager and the Lab Leadership team

Within the Clinical Laboratories this position interacts with bench technologists, quality technologists, supervisors, managers, assistant directors, administrative director and the faculty directors. The incumbent also works with Nursing, outside/Satellite laboratories or clinics and hospitals, various engineering and computer support groups, and representatives of companies selling hardware, software or supplies to the Clinical Laboratories that impact operations. The incumbent provides quantitative information to influence and persuade decision makers and must combine tact with excellent communication and technical skills.

This position handles management planning information that is confidential in nature, requiring discretion and judgment.

### MAJOR RESPONSIBILITIES

#### 1. Support the Laboratory Information Systems.

- Gain understanding of all laboratory systems and how they support lab process and workflows.
- Work with users at various levels of the organization to determine operational needs and information processing options.
- Build and maintain test codes; this includes LOINC coding, billing set up and monitoring
- Provide management with information needed to develop LIS budgets.
- Provide management with information necessary to develop the laboratory fee schedule, including physician's Current Procedural Terminology (CPT) coding.
- Provide leadership with management reports such as volume tracking, error reports, quality control summaries and turnaround time reports.
- Assist the Lab Research coordinator and other research/study staff in setting budgets for various test protocols
- Assist with database compatibility between Hospital and Laboratory Systems.
- Assist with the laboratory label process, including printer maintenance to update and modify formats as required.
- Understand the reports module of the systems and be able to develop and generate reports.
- Assure existing systems are processing effectively and accurately according to objectives set by Lab leadership or the LIS service team.
- Maintain and monitor system services and hardware.
- Provide analysis and reports to other health care personnel as requested by Lab Leadership..
- Assure systems and procedures meet federal, state and accrediting regulations.
- Train staff on use and monitoring of interfaces.
- Ensure coordination of efforts with other LIS and ITS support staff during anticipated and unanticipated system downtimes so as to minimize impact of downtime.
- Maintain Data Innovations hardware and software as directed.
- Work with laboratory staff to provide instrument interface solutions/result conversions as appropriate.
- Troubleshoot instrument interface problems.

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- Design and validate expert rules in laboratory information systems, as applicable.
- 2. Analysis of current laboratory processes and develops new processes throughout the Clinical Laboratories by effective use of the lab computer systems' applications.**
    - Participate in evaluation of new computer systems for use in the laboratory.
    - Analyze customer and user needs and translate into operational specifications.
    - Perform continual assessment of available application enhancements and requirements to facilitate continued improvements in software capability as required to meet the goals prioritized by Lab Leadership.
    - Provide consulting support for existing applications/systems and assist in implementation of new laboratory information systems.
    - Set up, test, and implement new interfaces.
    - Test new software and/or test applications as made available by the vendors. Analyze viability for our site. Coordinate testing, training and implementation prior to implementation.
    - Evaluate problems that are submitted from the laboratory to determine what assistance is needed in terms of system analysis, data gathering, training or system builds.
    - Assist with design and do queries for data gathering within the laboratory for proposed process improvements.
    - Analyze information presented by the laboratory staff and make recommendations on how it might best be used to develop solutions to laboratory problems.
    - Instruct clients and laboratorians in the use of data collection tools and of process improvement methodology
  - 3. Implement process improvements through participation on teams created for process improvement.**
    - As requested by laboratory management, specific projects might include operations improvement analysis such as result reporting, streamlining of order entry processes, etc.
    - Meet with laboratory management to determine the scope of problems and the resources that might be employed in solving them.
    - Gather data using appropriate techniques to give statistically significant information to understand the processes.
  - 4. Serves as liaison among the Clinical Laboratories, UWH Information Technology Systems, and Laboratory Information System Vendors.**
    - Report, document and resolve issues that are discovered with software applications. Keep tracking documentation on issues. Keep management informed of issues and provide routine updates. Inform staff (users) of status of issues and implement resolutions.
    - Work with vendors to test software upgrades and patches. Coordinate and assign testing to super-users as needed. Monitor testing assignments and report to the Laboratory Informatics Manager. Contact vendors with issues that are discovered and work to get resolution.
    - Coordinate installation of software upgrades with vendors, laboratory management and ITS.
    - Coordinate training of staff, if needed, and document any new features or applications as necessary.
    - Post installation, monitor and track issues that arise. Work with vendors to document and resolve issues. Keep management informed of issues and provide routine updates. Implement resolutions and re-train staff, if needed.
    - Act as "first contact" for problems encountered by users in the Clinical Laboratories. As needed, refer problems to UW Health Information Services Help Desk for resolution.
    - Supports and is an active member of a variety of workgroups and service teams
  - 5. Maintain synchronicity of laboratory tests between the laboratory and Epic EMR databases (and other client EMR databases) to ensure appropriate patient care.**
    - Maintain order/procedure records (EAP) in Epic.
    - Maintain results records (LRR) in EPIC.
    - Maintain performing site records (LLB) in Epic.
    - Coordinate planning of new EAP and/or LRR records for implementation in Epic. This includes working with UWMF staff to ensure consistency among lab tests between UWHC and UWMF labs.

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- Build EAPs and LRRs in Epic Test environments, test functionality and ensure other tools (like Flowsheets, SmartSets, Patient Letter, etc) are not negatively impacted by the additions or changes.
- Move new EAPs and LRRs into Epic Production environment, test functionality and ensure other Epic tools are not negatively impacted by the changes.
- Look for lab build change impacts on preference lists and rebuild as needed.
- Implement Epic Results Review Tree changes after the review and approval process.

6. Participate in the 24/7 on-call group carrying the LIS Support Cell Phone.

7. Perform other duties as assigned.

### JOB REQUIREMENTS

Education	Minimum	Post high school education in Information Technology, Business, or education related to applicable department.
	Preferred	Bachelor's degree in Information Technology, Business, or degree related to applicable department
Work Experience	Minimum	3 years of Information Technology or Analysis experience or 5 years subject matter experience in applicable field
	Preferred	3 years of Information Technology or Analysis experience <b>and</b> 2 years subject matter experience in applicable field
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Excellent organization skills</li> <li>• Effective time management to meet project deadlines</li> <li>• Strong quantitative skills</li> <li>• Analytical ability and problem solving skills</li> <li>• Knowledge of computer software including email, electronic calendar, word processing, database and spreadsheet packages (Microsoft Office Suite preferred)</li> <li>• Excellent oral and written communication skills</li> <li>• Good innovation skills to resolve unanticipated problems or situations</li> <li>• Ability to collaborate with a variety of professionals</li> </ul>

### 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,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input type="checkbox"/>	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.*

<b>Physical Demand Level</b>	<b>Occasional</b> Up to 33% of the time	<b>Frequent</b> 34%-66% of the time	<b>Constant</b> 67%-100% of the time
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	<b>Sedentary:</b> 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.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<b>x</b>	<b>Light:</b> 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.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
<b>Other</b> - 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.