

UW HEALTH JOB DESCRIPTION

ANALYST HEALTHLINK AMBULATORY OPERATIONS

Job Code: 330066	FLSA Status: Exempt	Mgt. Approval: B. Malchetske	Date: December 2022
Department: Clinics - Healthlink Operations		HR Approval: B. Haak	Date: December 2022

JOB SUMMARY

The Analyst HealthLink Ambulatory Operations serves as an important member of the HealthLink (Epic) Operations team tasked with analyzing and developing operational workflows that support the implementation of new and changing HealthLink functionality across the ambulatory clinics and hospital outpatient department across the UW Health Enterprise. The analyst provides expertise in problem solving complex clinical/technical workflows providing a bridge between clinical/business partners and information services. This position ensures that technology is leveraged to meet the workflow needs of those partners to support quality care delivery while also meeting system needs. The analyst works with information services analysts, end users, operations leadership, Medical Informaticists, Health Link Educators, Health Link Support and Optimization Analysts and others to review current workflows with the intent to optimize the input, retrieval, and use of information to support quality care provided throughout the health care continuum. Additionally, this position ensures understanding of new technology availability and works with operational leaders to evaluate and implement best practices within alignment of strategic goals.

This work includes analysis and development of new processes, facilitating and/or conducting workflow training of clinic staff (including Physicians) and serving as a liaison with designated staff members of other organizations. This position could also be responsible for any number of components relating to an assigned project including needs analysis, analysis of risk, definition of requirements, Health Link task prioritization, testing, training, post installation follow-up, and maintenance. The successful candidate will require a comprehensive understanding of every project assigned and the clinical/business needs being addressed, the major constituents affected their stake and role in the project.

MAJOR RESPONSIBILITIES

- Promotes and supports site level innovation using designated improvement processes, while also progressing toward an increasingly standardized use of the Health Link system to ensure safe, high quality, more efficient patient care.
- Participates and assists with new technology implementations by strategically planning for adoption across the system, soliciting expert input and end user feedback, determining processes for collection of metrics for ROI to support organizational initiatives, identifying training needs, and collaborating with electronic medical record trainers and others to ensure training is completed prior to implementation.
- Participates in testing and implementing of enhancements and updates for the electronic medical record and other assigned systems. Works with end users on development requests or identified documentation challenges with highest priority issues escalated to leaders.
- Consults with EPIC and other technology vendors to understand future technology for supporting clinical and business workflows. Reports back to leaders and other key stakeholders to help them understand the impact to their business initiatives.
- Supports adherence to clinical policies and procedures, ensuring they are both consistent and compatible with organizational policies and procedures, and with the ambulatory care model.
- Supports adherence to practice guidelines associated with any initiative/ project they may be assigned to.
- Analyzes gaps in clinical care based on a standardized care model.
- Incorporates a Diversity Equity and Inclusion focus when developing clinical educational programming and design
- Participates in system-wide care management development, programming, and education.
- Plays a clinical expertise role in defining and connecting the ambulatory clinical staff role with HealthLink processes, so end users understand how and why to use each tool.
- Serves as a HealthLink expert/resource to employees on a variety of clinical topics.
- Consults with clinic staff concerning staff learning issues and works with them to maximize clinical staff comfort level and competencies in the use of Health Link.
- Demonstrates understanding, support, and the ability to articulate the UW Health organizational strategy, the diffusion of innovations that are not the focus of current implementation efforts, and the rationale for not being able to diffuse/spread other innovative ideas.
- Develops necessary documentation templates for use with the clinic system.
- Aids in the development, implementation, configuration, facilitation and/or training and support for both commercial and in-house developed systems
- Provides direct training and support for ongoing maintenance releases as directed. Review and/or develop system

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documentation, operational guidelines and/or policies and procedures related to projects and enhancements. This may require attendance at meetings with staff from organizational areas for which the analyst is a liaison.

- Coordinates post-implementation review of project goals, outstanding questions or issues and work with operational leaders as requested to help sustain goals (i.e., analysis to help ensure that project delivered savings or improvement that was projected).
- Assists providers in maximizing use of already implemented Health Link functionality (end user optimization) and approved operational work-flow to increase efficiency.
- Provides on-site support for large initiatives and/or secondary support of requests/issues/problems as triaged from the Support Center when needed/approved

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

JOB REQUIREMENTS

Education	Minimum	Associates Degree in nursing, biology or other medical discipline. Two (2) years of relevant clinical work experience may be considered in lieu of the degree, in addition to the required experience below.
	Preferred	Bachelor's degree in nursing, biology or other medical discipline strongly desired
Work Experience	Minimum	Two (2) years of ambulatory clinic experience, project management, implementation or education required
	Preferred	<ul style="list-style-type: none"> • Additional 3-5 years' experience in clinical systems analysis, workflow analysis and/or direct ambulatory health care delivery strongly desired • Experience with clinical systems development/implementation (ambulatory EHR a plus) • Experience with Epic strongly preferred
Licenses & Certifications	Minimum	Epic Clinical Informatics Certification/Accreditation
	Preferred	Epic certification strongly preferred
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Excellent written and oral communications skills, especially active listening and writing • Ability to clearly communicate technical and/or complex concepts or topics to a lay person • Ability to acquire and assimilate new knowledge and skills quickly • Ability to work independently and self-motivate in pursuit of broad objectives • Promotes a cohesive team environment including willingness to compromise, participates in constructive group discussion, willingness to share ideas to promote achievement of goals and displays professional attitude to ensure safe, high quality, more efficient patient care • Demonstrates analytical thought processes • Demonstrates comfort with escalating issues as needed to ensure consistency across clinic operations, and the protection of clinical time/efforts • Ability to lead an implementation project

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

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Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
x	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, 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
	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.