

UW HEALTH JOB DESCRIPTION

HIM Documentation Services Program Analyst Senior

Job Code: 450024	FLSA Status: Exempt	Mgt. Approval: C. Cunningham	Date: August 2022
Department: Revenue Cycle		HR Approval: B. Haak	Date: August 2022

JOB SUMMARY

The HIM (Health Information Management) Documentation Services Program Analyst Senior is expected to be the subject matter expert with respect to program and application matters and develop streamlined workflows, innovative application deployment, documentation compliance including quality audits, optimizations, and partnering with Information Services (IS) and external vendors with issue submissions and resolutions. The Program Analyst Senior is responsible for planning and leading projects related to HIM Documentation Services area including new documentation solution initiatives from shaping the approach to getting the desired outcomes through to delivery. This individual participates and/or leads the development of workflows, system configuration, application and workflow deployment and support, change documentation and support of UW Health staff on application functionality. This requires the individual to stay current with the applications as well as interfacing with UW Health IS analysts and external vendor partners. The incumbent must have a good understanding of technical infrastructure as it applies to each documentation solution such as networking, data interfaces, and workflow administration. The incumbent must also be comfortable with providing technical assistance and support both remotely and in person. The incumbent must employ excellent communication skills with providers/users, IS, vendors, and each other. The incumbent will be responsible for providing guidance for and/or performing ongoing maintenance, testing, and support of clinical and operational systems within UW Health independently and/or in conjunction with IS or vendor partners.

The HIM Documentation Services Program Analyst Senior is responsible for complex, integrated applications and networks and provides consultative advice to program and organizational leadership. The incumbent will need a comprehensive understanding of every project assigned; business needs being addressed, the major constituents affected, and their stake and role in the project. The position will also be required to assist in directing the strategic plan in the support and evolution of complex systems and processes in accordance with regulatory requirements and hospital policies. At the Senior Analyst level, the incumbent coordinates projects and is capable of leading multiple simultaneous projects to completion. This individual also evaluates strategies and future functions within UW Health.

MAJOR RESPONSIBILITIES

System Analysis

- Application analysis, design, and implementation of software systems where applicable.
- Installation, training, and support of applications.
- Manages and handles necessary security set ups and Human Resources set ups (vendor credentialing) from our business partners.
- Work with users at various level of the organization to determine operational needs and workflow options.
- Manages and triages provider hardware issues necessary for each program
- Perform continual assessment of available application and workflow enhancements and requirements to facilitate continued improvements in software capability as required to meet the goals prioritized by UW Health.
- Conduct research to determine the procedures/build/workflows/support needs of community connect partners.
- Provide continual consulting support for existing applications/systems.
- Support vendor applications systems.
- Assure existing applications are processing effectively and accurately according to objectives.
- Provide analysis and reports to faculty, staff, and other stakeholders as required.
- Perform testing of applications prior to implementation.
- Work on assignments as related to applications or other sections of projects.
- Provide management and project stakeholders with status reports regarding assigned projects.
- Assist with project documentation preparation as necessary.
- Coordinate with other UW Health Revenue Cycle staff, management, external vendors, and others to analyze, develop and implement systems.
- Coordinate resources across numerous teams to support application implementation, upgrades, and maintenance where applicable. This includes but is not limited to:
 - Software installations (including routine updates/fixes), product upgrades, patches, enhancements, customizations, and new version releases
 - Interface requirements identification to support build by the interface team to then allow coordinated testing of the interface between applications

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Project Planning and Program Development

- Identifies and coordinates documentation solution initiatives in a consistent, efficient, and resource conscious way across the UW Health System.
- Implement and lead projects directly related to documentation solution applications or other large projects as designated by department management.
- Monitors and coordinates dependencies across the projects in the programs and resolves conflicts.
- Research documentation solution programs including ambient technology and participates in various process design and improvement initiatives for each solution
- Leads the development of the overall approach for the programs, the major time frames, and the definition of the major deliverables to address and meet the desired goals and outcomes of the programs as well as physician wellness
- Prepare project documentation as defined by user documentation guidelines and review documentation completed by other analysts. Examples of documentation include but are not limited to current review, functional requirements, project plans, meeting minutes, issue documentation, or other documentation required by department management.
- Acts as an advisor and builds and maintains relationships across the wider stakeholder community for the programs and other documentation solution opportunities.

Support for Internal and External Contacts

- Serve as liaison between stakeholders and vendor representatives during application research and design process. In addition, coordinate implementation of applications between user groups.
- Serves as a resource to other organizations installing similar systems.
- Assist UW Health faculty and management staff in the analysis of options and functionality to meet provider needs.
- Coordinate with other team members and external vendors and prepare for implementation and support of new and existing applications and workflows.
- Provide initial and potential ongoing provider/user training and education in the operation of new applications and workflows.
- Provide ongoing provider/user support and/or assist in education for enhancements to existing applications and workflows.
- Conduct documentation solution demonstrations for UW Health, visiting groups, and other hospitals.
- Assist providers/users in maximizing use of the documentation solutions to increase efficiency.
- Provide support or problem resolution of application issues via ServiceNow.
- Serve as the point person within HIM for related systems.
- Work with the UW Health and vendor server teams to coordinate downtime to allow for routine server maintenance

Administrative Responsibilities

- Assist in evaluating and making recommendations on appropriate staffing levels based on workflow, projects, and objectives.
- Participate in interviews, selection, orientation, and training of new employees.
- Provide input on staff performance, including feedback for performance evaluations, training recommendations, etc.
- Participate in staff meetings to communicate changes and address issues that need to be discussed.
- May assist in personnel-related duties.
- Encourage and promote staff involvement/participation within the organization.
- Address provider/user and application concerns as they arise.
- Work with manager to achieve strategic plans, goals, and objectives of the organization and department
- Provide input on day-to-day operations, evaluating workflow, delegating functions to improve and promote a customer-focused approach.
- Assist in the implementation of policies and procedures and ensures uniform compliance.
- May assist in administrative-related duties, including inventories, purchase orders, expense reports, etc.
- Utilize time tracking tools as required by department to assure accurate project planning and budgeting needs.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's Degree. Four (4) years of relevant work experience may be considered in lieu of a degree in addition to the required experience below.
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	Preferred	Bachelor's or Master's degree in Healthcare, Information Technology, Business, or related field strongly preferred
Work Experience	Minimum	Two (2) years of relevant experience
	Preferred	Three (3) to five (5) years relevant experience in a Healthcare setting
Licenses & Certifications	Minimum	Epic certification
	Preferred	RHIT, RHIA, CPHIMS, or CAHIMS
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Ability to lead in a team environment and to collaborate with a variety of professionals • Effective leadership skills with ability to communicate in a clear and concise manner • Effective organizational, planning, controlling, scheduling and project management activities • Ability to instruct and motivate employees and identify areas in need of improvement • Ability to make judgments in demanding situations • Demonstrated success in developing and providing training programs. • Strong oral and written communication skills with ability to maintain composure in difficult and complex communications with physicians and other professionals • Strong analytical skills to translate current system set-up and procedures into Health Link effectively • Detail oriented and ability to be self-motivated to complete duties in a timely manner • Techniques and problem analysis/resolution skills • Ability to work occasional off-hours schedules as required • Attention to detail with strong organizational skills • Work on multiple tasks at any one time while maintaining high quality standards • Professional and personal integrity

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.*

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 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	Up to 20#	Up to 10# or requires significant walking or	Negligible or constant push/pull of

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	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.		standing, or requires pushing/pulling of arm/leg controls	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.