

## UW HEALTH JOB DESCRIPTION

### HIM Systems Analyst Senior

Job Code: 450022	FLSA Status: Exempt	Mgt. Approval: C. Cunningham	Date: August 2022
Department: Revenue Cycle		HR Approval: B. Haak	Date: August 2022

#### JOB SUMMARY

The HIM Systems Analyst Senior is responsible for planning and leading projects related to Health Information Management and Applications within UW Health, Health Information Management department. This individual participates and/or leads in the development of workflows, system configuration, application and workflow deployment and support, change documentation and support of staff on system functionality. This requires the individual to stay current with the application as well as interfacing with UW Health Revenue Cycle and external IS analysts. The incumbent must have a good understanding of technical infrastructure when applicable 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 in sharing information with users within department. The incumbent will be responsible for providing guidance for and/or performing on-going maintenance, testing and support of clinical and operational systems within UW Health independently and/or in conjunction with IS partners.

The HIM Systems Analyst Senior is responsible for complex integrated applications, providing consultative advice to departmental and organizational leadership, and guiding other employees within the department. 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. Additionally, at the Senior level, the incumbent typically coordinates projects and is able to lead multiple simultaneous projects to completion.

#### MAJOR RESPONSIBILITIES

The HIM Systems Analyst Senior is responsible for all aspects of the following responsibilities as well as guiding other employees who may be performing these duties. Senior level projects are defined by a substantial level of scope and complexity and incumbents typically simultaneously lead multiple projects to completion.

##### Perform System Analysis

- System analysis, design, and implementation of software systems where applicable.
- Installation, training, and support of applications.
- Work with users at various level of the organization to determine operational needs and workflow options.
- 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 the UW Health.
- Conduct research to determine the procedures/build/workflows/support needs of other health care institutions.
- Provide continual consulting support for existing applications/systems and implement new applications/systems.
- Support vendor applications systems.
- Assure existing systems 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 project management staff and management with status reports regarding assigned projects.
- Assist with project documentation preparation, as necessary.
- Work in coordination with other UW Health Revenue Cycle staff, management, and others to analyze, develop and implement systems.
- Coordinate Revenue Cycle 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

##### Provide support for internal and external contacts

- Serve as liaison between stakeholders and vendor representatives during application research and design

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process. In addition, coordinate implementation of applications between user groups.

- Serve 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 research, educational, and patient care needs.
- Coordinate with other team members and prepare for implementation and support of new and existing applications.
- Provide initial and potential ongoing user training and education for users in the operation of new applications.
- Provide on-going user support and/or assist in education for enhancements to existing applications.
- Conduct system demonstrations for visiting groups and other hospitals.
- Assist users in maximizing use of clinical systems to increase efficiency.
- Provide support of system issues/problems as triaged from the Help Desk
- Serve as the point person within HIM for related systems
- Working with the server team to coordinate downtime in order to allow for routine server maintenance
- On Call support which may include scheduled 24/7 support.
- Lead and coordinate projects directly related to applications or other large projects as designated by department management.
- 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 procedures review; functional requirements; project plans; meeting minutes' issues documentation or other documentation required by department management

### Participate in project planning

- Lead and coordinate projects directly related to applications or other large projects as designated by department management
- 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 procedure review, functional requirements, project plans, meeting minutes' issues documentation or other documentation required by department management.

### 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 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
- Function as a resource for staff on department policies and procedures
- 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 customer concerns/complaints as they arise
- Work with supervisor 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.
	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

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	Preferred	RHIA or RHIT or CPHIMS or CAHIMS
Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> <li>• Knowledge of and ability to provide analysis and quantitative/qualitative study designs.</li> <li>• Ability to interact with and work around people</li> <li>• Ability to make judgments in demanding situations</li> <li>• Ability to react to frequent changes in duties and volume of work</li> <li>• Effective communication skills (written and oral communications skills, especially active listening and writing)</li> <li>• Effective interpersonal skills, including the ability to promote teamwork and ensure a high degree of internal and external customer satisfaction</li> <li>• Ability to logically organize details</li> <li>• Comfortable accepting responsibility for leading medium to large scale projects involving multiple resources and spanning many months from start to finish</li> <li>• Ability to manage multiple concurrent activities</li> <li>• Ability to clearly communicate technical and/or complex concepts or topics to a lay person</li> <li>• Ability to interpret technical specifications and work with infrastructure analysts to design and implement technical infrastructure</li> <li>• Ability to work independently and self-motivate in pursuit of broad objectives</li> <li>• Ability to acquire and assimilate new knowledge and skills quickly</li> <li>• Ability to lead an implementation project</li> <li>• Ability to provide appropriate and constructive feedback to other analysts and peers</li> <li>• Ability to mentor staff</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,

	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
<b>x</b> <b>Sedentary:</b> 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.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</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>

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	<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.