Baptist Health Medical Group Position Description

JOB TITLE: Epic Implementation Specialist - TEMPORARY PRN Role (non-benefit eligible)

JOB CODE:

DEPARTMENT: Baptist Health Medical Group

DATE: December 22, 2015

I. Organizational Relationships

Reports to: Baptist Health Medical Group Support Services Team

Supervises: N/A

FTE: Temporary Full Time and Part Time Positions – PRN non-benefit eligible

II. Position Summary

Implementation Specialists are responsible for providing end-user training support on Epic Ambulatory applications for a large rolling Epic implementation. They will provide in field training support and end user “coaching” during implementation which will include charting assistance and collecting/triaging user issues.

Also may participate in abstraction and entry of clinical information from patient paper records into the EMR depending on experience.

The most important aspect of the Epic Implementation Specialist’s role is to provide Go-Live support. Implementation Specialists are the main source of support for end users within their practice during go-live. They answer questions, help end users navigate through the system, and report issues to the project team to support prompt resolution.

Implementation Specialists may be asked to transition to a “Super User” role for the Baptist Health Hospital implementations.
This is a temporary position lasting until approximately November 2016, if the temporary employee is willing to travel to locations outside of Louisville. There are 2 types of roles that have the same duties. One is non RN support for the clinical and/or administrative office staff. The other role is for those holding an RN license.

Epic Implementation Specialists that are in good standing will be able to apply for any available roles they are qualified for within Baptist Health and will receive preferential treatment.

III. Principal Duties and Responsibilities

The following is a summary of the major functions of this individual's job. He/she may perform other duties, both major and minor, which are not mentioned below, and specific functions may change from time to time.

- Ability to travel throughout the state of KY to assist physician practices with their Epic implementation is a major plus, but will accept applicants that can help by region.
- Complete training and assist with end-user classroom training and personalization labs.
- Act as a resource to Baptist Health Medical Group employees on how Epic works in their clinic or practice.
- Be a resource for the medical group in weeks after go-live, answering questions and helping employees troubleshoot problems.
- Mentor medical group staff in using the Epic applications by being patient, approachable, and available.

IV. Minimum Education, Training, and Experience Required

Non RN Clinical Support, Administrative, Non-Clinical or Back/Front Office Support Position

- Students or recent graduates interested in health care, IT or adult teaching.
- Individuals who are tech savvy and have a willingness to teach others.
- Successful achievement of Epic application training objectives within two months of hire. Training provided free of charge by Baptist Health. Training curriculum will include most working functions of Epic Ambulatory applications (i.e. provider, RN/MA, BIS, etc.). Must demonstrate competency to support end users at conclusion of training programs.
- Experience in a medical practice environment a plus.
- Knowledge of Epic Ambulatory applications a plus.
- Must hold a valid driver’s license.

RN Degree Clinical Support position

- Current RN license
- Successful achievement of Epic application training objectives within two months of hire. Training provided free of charge by Baptist Health. Training curriculum will include some working functions of Epic Ambulatory applications. Must demonstrate competency to support end users at conclusion of training programs.
- Experience in a medical practice environment a plus.
• Knowledge of Epic Ambulatory applications a plus.
• Must hold a valid driver’s license.

V. **Skills and Abilities Required**

• Excellent communication skills, both written and verbal.
• Ability to work within an extremely demanding and fast paced environment is essential.
• Detailed oriented.
• Self-motivated, works well independently and in team situation.
• Good organizational and time management skills.
• Good analytical problem solving skills.
• Patient with a proactive attitude.
• Ability to handle stressful situations.
• Ability to exercise judgment and discretion.
• Proficiency with personal computer and windows software applications.

**Physical Requirements**

• Strength – Position requires ability to occasionally lift objects less than 20 pounds.
• Manual Dexterity – Position requires incumbent to constantly perform moderately difficult manipulative skills such as typing, etc.
• Coordination – Position requires incumbent to frequently perform tasks which require hand-eye coordination such as keyboard skills, running computers, etc.
• Mobility – Position requires incumbent to constantly sit for prolonged periods of time.
• Visual Discrimination – Position requires incumbent to discriminate colors, as in reading colors of electrical wires or warning lights and see both near both far away.
• Hearing – Position requires incumbent to hear normal sounds with some background noise, as in answering the telephone.

**Mental Requirements**

• Concentration – Position requires incumbent to frequently concentrate on fine detail with some interruption.
• Attention Span – Position requires incumbent to frequently attend to a task/function for longer than 60 minutes at a time.
• Conceptualization – Position requires the ability to frequently able to understand and relate to the theories behind several related concepts.
• Memory – Position requires incumbent to constantly remember multiple tasks/assignments given to self and others over long periods of time.
• Communication – Position requires incumbent to constantly communicate verbally using advanced level vocabulary and communicate in writing, using advanced written skills.

V. **Working Conditions**
The incumbent will be traveling throughout the state of KY as each physician practice has their Epic go-live.

VI. Professional Organizations

None required.

Please email a resume to Jeffrey.vella@BHSI.com or call (502) 489-8723 with questions.