

XXXX JOB DESCRIPTION

Position Specifics				
Title: Systems Analyst (Pharmacy)			Department/Number: 13650 & 21025	
Reports to: Pharmacy Manager, ITS & Med Safety			Position Number:	PD Status: New
Job Code:	FLSA Status: Exempt	FTE: 1.0	Bargaining Unit: 99-Nonrep	Pay Grade:
Manager Approval:	Date:	HR Approval:	Date:	

SUMMARY

The Systems Analyst for pharmacy will be responsible for technical build and maintenance (non-clinical) aspects of the pharmacy information system, integrated medical record, clinical documentation system, and the inpatient and ambulatory prescriber order entry systems.

The analyst is responsible for achieving in-depth knowledge of the software and serving as a bridge between end users and Health Link implementation, support, and development staff. The analyst will be trained and certified in EpicRx and Ambulatory applications by Epic to support the medication use processes for areas where these applications are implemented. The incumbent in this position will conduct regular day-to-day communication with Epic's installation team, review the software, analyze business operations, and work with Epic, Process Analysts, and end-users to tailor the system to fit department needs. The incumbent will perform in-depth analyses of technical issues associated with the use of Health Link software. The systems analyst is responsible for developing and documenting the internal procedures that will be used in conjunction with Epic applications.

After initial implementation of all Epic systems related to medication use, the analyst will continue to be responsible for day-to-day system maintenance including maintaining system master files, preference lists, and order sets, daily system issue troubleshooting, reporting and resolution, continuous analysis of business operations, and through collaboration with Epic development staff, continue the development and configuration of systems to improve operational workflow, efficiency, and safety to better meet system users and patient needs. The analyst will also be involved with the ongoing evaluation, coordination, and implementation of system patches and upgrades that occur on at least annually.

MAJOR RESPONSIBILITIES

Job Responsibilities

- 1) Facilitates the development of Health Link system specifications tailored to departmental use and future business need.
 - Meets with Pharmacy Informatics Team Members, Information Technology Systems Analysts, and Epic staff to facilitate discussion of application specification
 - Works with Pharmacy staff and management to acquire an understanding of the underlying needs of the department and translates these needs into how the system should be built
 - Develops and documents internal procedures and training material
 - Reviews prior system specifications to understand current system applications
 - Prepares details of specifications as needed and understand choices in application specifications
 - Investigates preferred choices of users
 - Analyzes data conversion needs
 - Sets standards for naming and numbering conventions and security classifications
 - Assists trainers during user training
 - Collects information regarding potential system enhancement needs
 - Maintains project plan status and regularly updates client department on project implementation and timeframe status

- 2) Builds Health Link applications according to department specifications.
 - Configure applications according to use specifications
 - Prioritizes and implements changes requested for the system
 - Establishes change control procedures for the system
 - Coordinates soft updates and change with users

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- Works with users on sharing of data and category lists
- Reviews and tests each new release and communicates changes needed to Epic Staff before users are permitted to access new releases
- Maintains rules and documentation for how each new version is released
- Analyzes new functionality in releases to determine whether or how it should be used

3) Coordinates technical system changes with XXXX IT staff and Epic staff.

- Maintains issues list to regularly update Epic and IT staff on technical implementation of issues and resolutions
- Works with Epic staff to understand user specifications that may require more specific tailoring or configuration
- Populates master files with assistance from Epic staff
- Serves as liaison between users, Epic staff, and IT Staff to respond to technical questions and in communicating needs and solutions among the three groups

Position Specific Responsibilities

The Systems Analyst will be responsible for the clinical and medication use policy dimensions of the pharmacy information system, integrated medical record, clinical documentation system, and the inpatient and ambulatory prescriber order entry systems. This person is responsible for the coordination of the system with an intimate understanding of a dynamic medication distribution system and maturing technology. The analyst will be trained and certified in EpicRx and Ambulatory applications by Epic to support the medication use processes for areas where these applications are implemented.

The analyst will also be responsible for monitoring and maintenance of system interfaces to automated medication use systems, hospital billing and ADT systems, and purchasing systems. This includes in-depth knowledge of these interfaced systems as they relate to Epic systems setup and requirements. The incumbent will also be available as an expert resource to pharmacy and hospital staff on systems functionality enhancement and troubleshooting.

The analyst will perform daily monitoring of systems including the collection, collation, and resolution coordination of user reported issues related to medication use systems in all Epic modules. The incumbent will, at a minimum, perform the following activities.

- Investigation of system issues and concerns from staff
- Discrimination between user error/education versus system problem
- Reporting system problems to appropriate vendor
- Communication and follow up with system vendor that will result in program fix
- Testing of resulting program fix;
- Verification of proper system functionality post-fix

The analyst will attend various pharmacy department meetings to be an Health Link trained resource and to assist with departmental issues (problem solving) that may require a Health Link-based solution. The incumbent will develop and maintain testing scenarios for upgrades and software enhancements used in testing software functionality.

The analyst will perform the following quality improvement activities.

- Assist in the development and use of tools to evaluate systems and applications, and training and implementation processes
- Participate in the analytical review of the data and make recommendations based on the findings
- Develop system use competency assessment tools in conjunction with the Health Link leadership and assist in the periodic use of these tools to document staff competency

QUALIFICATIONS

Education	Minimum (Job Specific)	Bachelor's degree or advanced training in Information Technology, or 2 years experience in full time Health System Pharmacy IT practice
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	Preferred (Position Specific)	Knowledge of pharmacy services within an integrated health-system
Work Experience	Minimum (Job Specific)	2 years full time equivalent experience working in a Health System Pharmacy or with medication use technology used in Health systems.
	Preferred (Position Specific)	1 year or more experience working with Epic systems Education and training experience Working both independently and in complex collaborative team environments
Licenses & Certifications	Minimum (Job Specific)	None
	Preferred (Position Specific)	Epic Certification in Inpatient Core; Medication Orders, Ambulatory, and EpicRx. Pharmacy Technician Certification
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Project management skills (ability to lead meetings, prioritize, resolve conflicts, maintains issues lists, manage project plan. • Detail oriented to understand client (user) business and how EPIC may be configured to meet business needs. • Computer skills ; knowledge of Microsoft Word, Excel, Access, PowerPoint, Project, Visio, desirable • Strong customer service skills • Strong organizational skills • Strong written and verbal communication skills
Physical Requirements		Sedentary: able to lift up to 10#
Work Schedule		Must be available to work some nights and weekends. Must be available for a 24/7 on call responsibility on a rotating basis.

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ORGANIZATIONAL PERFORMANCE STANDARDS

ALL STAFF

Following are the core organizational performance standards against which all employees in the organization will be held accountable. University of XXXXXXXXXX Hospital and Clinics is committed to the highest standard of Customer Relations principles for its patients, visitors and fellow staff members. Staff will serve as role models by practicing exemplary behaviors when working with patients, visitors, and fellow staff members.

1. **Competent.** Perform in your position with the required knowledge, ability and skill.
 - 1.1 Always perform so you meet or exceed job requirements.
 - 1.2 Comply with all relevant standards, regulations, policies and procedures.
 - 1.3 Know how to use the technology required for your job.
 - 1.4 Put the safety and welfare of patients and families first.
 - 1.5 Provide quality service at all times. Strive to exceed expectations and always follow through on commitments.
 - 1.6 Be pleasant, friendly, respectful and helpful with all customers, including co-workers.
 - 1.7 Be professional and polite when resolving difficult situations.

2. **Accountable:** Take responsibility for outcomes, including the care and welfare of others, and the effective operation of the department or work unit.
 - 2.1 Take personal responsibility for decisions and results. Seek or accept guidance when needed.
 - 2.2 Report adverse events or unsafe conditions to ensure patient and workplace safety.
 - 2.3 Promptly complete all documentation needed for your job.
 - 2.4 Use XXXXX resources responsibly.
 - 2.5 Hold yourself and others accountable for doing the right thing.
 - 2.6 Keep patient information confidential.
 - 2.7 Form professional, not personal, relationships with patients and families. Never burden patients or their families with personal issues, concerns or disagreements.

3. **Commitment to Excellence.** Strive to achieve the highest standards in all areas of performance.
 - 3.1 Actively support XXXX's mission, vision, values and strategic goals. Take pride in the organization as if you own it.
 - 3.2 Go the extra mile to meet patient/customer needs.
 - 3.3 Do your best to give the highest quality care and service.
 - 3.4 Learn from the excellence of others.
 - 3.5 Participate in unit and department-level activities to improve performance.
 - 3.6 Be open to new ideas and ways of doing things.
 - 3.7 Work to improve your performance through openness to feedback, coaching and mentoring.
 - 3.8 Keep learning new skills related to your job.
 - 3.9 Build positive lasting relationships with our customers.

4. **Creative Leadership.** Guide others and shows the way. Use your influence to help meet goals and achieve results.
 - 4.1 Let XXXX's values and performance standards shine through you.
 - 4.2 Set a positive example for others in all aspects of performance.
 - 4.3 Take initiative to overcome barriers and find creative solutions to problems.
 - 4.4 Ensures that solutions respond to customer needs first; include the customer in the decision-making process when appropriate.
 - 4.5 Celebrate successes and gives credit to co-workers.

5. **Teamwork.** Work with others to achieve common goals.
 - 5.1 Be courteous, kind, honest and respectful with co-workers. Be aware of and accept cultural differences.
 - 5.2 Praise in public and give constructive feedback in private using respectful language.
 - 5.3 Include patients and families in your teams to achieve safe, patient-centered care.
 - 5.4 Recognize how your actions affect the operations and finances of other departments and the organization as a whole.
 - 5.5 Work cooperatively with staff in other departments.
 - 5.6 Always use a professional tone and chose the most effective way to send a message—by e-mail, telephone or in person.

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ORGANIZATIONAL PERFORMANCE STANDARDS

LEADERSHIP STAFF

6 Core Management Skills: Skillfully handle the operations of your division or work unit.

Lead and Develop Colleagues

- 6.1 Live our organization's mission, vision, and values. Contribute to a positive culture.
- 6.2 Create an environment in which differences among people are valued and encouraged.
- 6.3 Demonstrate credibility, respect and fairness.
- 6.4 Ensure that recruitment practices support XXXX's mission, vision, values, performance standards, culture and goals.
- 6.5 Sets clear expectations aligned to XXXX's strategic plan.
- 6.6 Hold staff and colleagues accountable for their performance.
- 6.7 Provide specific, ongoing and timely feedback to employees. Conduct timely and meaningful performance appraisals to enhance performance.
- 6.8 Disseminate important organizational messages through regularly scheduled staff meetings.
- 6.9 Encourage employees to develop skills and provide the time for them to do so.
- 6.10 Identify future leaders and promote their development.
- 6.11 Embrace the role of a coach. Offer nonjudgmental guidance on behaviors, skills and accountability to help employees continually improve performance.
- 6.12 Freely share knowledge and expertise with co-workers and colleagues.
- 6.13 Hold staff and colleagues accountable for patient and workplace safety.

Manage Operations

- 6.14 Establish departmental goals and objectives congruent with the needs and goals of the organization.
- 6.15 Benchmark industry best practices to maintain XXXX's record and reputation for excellence.
- 6.16 Act with discretion and sound judgment and involve key stakeholders in decision-making.
- 6.17 Makes decisions following analysis and thoughtful consideration after input from a range of constituents, as appropriate.
- 6.18 Use customer feedback to improve operations and the customer's experience.
- 6.19 Complete projects on time, within budget, and meeting or exceeding desired quality standards.
- 6.20 Manage revenues and expenses to maintain appropriate operating margin and meet budget targets.
- 6.21 Ensure continuous survey readiness.

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Job descriptions represent a general outline of job duties, functions, and qualifications. They are not intended to be comprehensive in nature. In addition, jobs evolve over time and therefore their description may not reflect the precise nature of the position at a given point in time.

It is XXXX's policy to base hiring decisions solely on an individual's ability to perform essential job functions. Persons with disabilities are eligible for this position provided they can perform those functions with reasonable accommodation.