

# Dilkon Medical Center

## Job Vacancy Announcement #DDH-23-65

Closing Date: Open until filled

---



**POSITION TITLE: Nurse Informatics Specialist**

**DEPARTMENT: Medical Staff**

### **Position Summary:**

Under general supervision of the Director of Medical Informatics, the Nurse Informatics Specialist is responsible for the implementation and ongoing support of inpatient and outpatient applications used at the Dilkon Medical Center. The position primarily supports documentation in the Electronic Health Record (EHR). The incumbent will be responsible for development of training programs on the EHR, Bar-Coded Medication Administration (BCMA) in the Emergency Department (ED) and in the outpatient and inpatient clinics in Dilkon. The position will require delivery of ongoing training of new staff in the Electronic Health Record, as well as consulting with the facility leadership, IT staff, and clinical departments in customizing software and optimizing documentation. Works with other RPMS package coordinators and end users with responsibility for a broad range of activities surrounding the implementation of a comprehensive, standardized integrated information system. Upholds the principles of WIHCC's Vision, Mission, and Value Statements. Maintains confidentiality of all privileged information at all times.

*This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.*

### **Essential Duties & Responsibilities:**

- Maintain regular attendance and punctuality.
- Responsible for the implementation and support of systems such as Bar-Coded Medication Administration (BCMA), integration of vitals measurements, point of care lab testing, and other systems into the EHR.
- Provides ongoing training to clinical staff on current software applications, new features, and conducts training for new users.
- Manages the customization of the site parameters and addresses integration issues with other software packages.
- Assists with research and integration of new technologies into clinical workflow including, but not limited to vitals measurement, dispensing systems for inpatient and outpatient, ECG monitors, patient call systems, BCMA, wrist banding systems, and scanning systems.
- Assists in the implementation of new software products obtained by the facility that cover these functions including training of end users.
- Analyzes and evaluates processes related to information flow and presents outcomes to facility leadership.
- Serves on interdepartmental teams as needed when the skills and talents of the Informatics Specialist are required. Appointments determined by management.
- Acquires a comprehensive knowledge of the software involved to determine procedural issues versus system/application deficiencies.
- Assists staff from all disciplines (medical, pharmacy, nursing, support staff, etc.) in the efficient use of the current software and provides guidance on implementation of new software and systems that relate to patient care.
- Promotes an awareness of the importance of data validity and data security.
- Promotes improvements in the revenue cycle as it pertains to electronic systems.
- Coordinates efforts to correct deficiencies and errors that occur in the electronic record.
- Coordinates with IT staff and other informatics coordinators nationally to implement integrated packages, resolve conflicts, provide secondary support on related software modules, and ensure smooth operations in areas where package scope overlaps or is integrated with other services' functions.
- Works with programmers in local testing of software, identifying software problems and requesting enhancements.
- Logs all problems, referring those requiring a higher level of technical support to the appropriate person or team.
- Establishes effective interpersonal relationships with all levels of personnel.
- Creates a positive environment for reporting application and/or system deficiencies and suggestions for system improvements and enhanced functionality.
- Require completion of tasks or duties assigned by a supervisor.
- Upholds all principles of confidentiality and patient care to the fullest extent.
- Adheres to all professional and ethical behavior standards of the healthcare industry.
- Adheres to WIHCC's Personnel Policies and Procedures, departmental policies, rules, and regulations.
- Interacts in an honest, trustworthy and dependable manner with patients, employees, visitors, and vendors.

- Possesses cultural awareness and sensitivity.
- Maintains compliance with all Human Resources requirements.
- Performs other duties as assigned.

**Minimum Qualifications:**

Bachelor of Science in Nursing Degree required. Two years' of experience in direct patient care and a valid nursing license in the United States is required. Bilingual skills in English and Navajo language preferred. Must maintain a valid unrestricted and insurable driver's license. Must successfully pass a background investigation and maintain suitable requirements for a Child Care position. This position is considered as a Child Care position, which requires a satisfactory background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

**Knowledge, Skills, Ability:**

- Knowledge and expertise in Indian Health Service RPMS/EHR as well as ancillary packages such as iCare, Appointment GUI, Vista Imaging, ED Dashboard.
- Knowledge of a broad range of patient care activities
- Knowledge of the hospital environment and how the different services and functions interact.
- Knowledge of current healthcare industry Privacy Act and security requirements.
- Knowledge of strong work ethics in the workplace.
- Knowledge of basic application of confidentiality.
- Knowledge of duties and responsibilities of the position.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, PowerPoint.
- Skilled at RPMS and EHR and how it integrates into other systems.
- Skilled in problem solving, interpersonal relationships in the workplace and conflict resolution.
- Ability to work independently, to plan, coordinate and implement projects and to complete projects on schedule.
- Ability to serve as a liaison between groups within an organization, as an effective member of organizational teams and in coordinating software implementation projects.
- Ability to be dependable in attendance and job performance.
- Ability to meet attendance, overtime (if necessary), and other reliability requirements of the job.
- Ability to develop and deliver training.
- Ability to accept and learn from feedback.
- Ability to effectively communicate both in written and verbal.
- Ability to provide exemplary customer service at all times.
- Ability to interact positively with others and possess great interpersonal skills.
- Ability to multitask and perform well under pressure.
- Ability to have self-confidence.
- Ability to be a great team player.
- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization.

**Physical Demands:**

While performing the duties of this job, the employee regularly is required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee frequently is required to taste or smell. The employee must occasionally lift and/or move up to 50 pounds.

**Work Environment:**

Work is performed in a clinical and office work environment with a moderate noise level. Work environment may involve exposure to physical risks, such as blood borne pathogens and operating dangerous equipment or working with chemicals. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.

**As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.**