

## UW HEALTH JOB DESCRIPTION

### Coordinated Care Software Systems Specialist

Job Code: 330079	FLSA Status: Non-Exempt	Mgt. Approval: B. Liegel	Date: 10.2018
Department: Coordinated Care/9307		HR Approval: M. Buenger	Date: 10.2018

#### JOB SUMMARY

The Coordinated Care Software Systems Specialist is responsible for providing technical support, staff training, reports completion, software system maintenance and service to staff within Coordinated Care and other departments with staff who use the ECIN/Allscripts, Health Link, COMPASS and Interqual software applications. This position provides urgently needed or requested backup to the Coordinated Care Referral and Payer Specialists. The Coordinated Care Software Systems Specialist frequently exercises independence and discretion when making decisions and is accountable to the Coordinated Care Department Director.

The Coordinated Care Software Systems Specialist carries out all responsibilities in accordance with the UW Health's and the Coordinated Care Department's core values, applicable policies, procedures, and guidelines.

#### MAJOR RESPONSIBILITIES

##### End User technical support, software maintenance and reporting

- Provide first-level contact and problem resolution for departmental and non-departmental users with hardware, software and/or application problems, including but not limited to ECIN/Allscripts, Health Link, COMPASS and Interqual. Independently resolve user-reported problems in a timely manner, whether hardware, software, or application related. Refer appropriate user issues to departmental leadership, IT Analyst, IT help desk, or appropriate vendor as needed. Advise users of corrective measures taken.
- Assist users in the use of PC hardware and software and answer questions regarding various features.
- Respond to user questions regarding the ECIN/Allscripts, Health Link, COMPASS, On Base, UConnect and Interqual systems.
- Identify any ongoing software system issues, assist departmental leadership in timely determination and resolution, and keep staff informed.
- Serve as a liaison between vendors and Coordinated Care Department to ensure accurate problem interpretations and timely communications with end users.
- Submit ITS Heat Tickets for staff regarding any Health Link, OnBase or other system issues.
- Serve as the main contact and software administrator for ECIN/Allscripts, the Interqual software system, COMPASS and the UConnect Workspace which includes giving and monitoring system access.
- Participate as an active member of the departmental Super User's Group to evaluate ongoing processes, upgrades, and training sessions. Participate in writing, updating, and reviewing ECIN/Allscripts, Health Link, COMPASS and Interqual software systems policies and procedures for departmental use.
- Assist leadership with assessing available application enhancements and requirements to facilitate continued improvements in software capability as required to meet goals prioritized by the department. Submit enhancement requests to further improve software use as appropriate.
- Perform testing of application prior to implementation. Collaborate with the department Clinical Applications Specialist and ITS to prepare for implementation of new/upgraded software applications, and to develop processes that provide orientation and follow-up training sessions specific to use of ECIN/Allscripts, Health Link and Interqual.
- Support positive relationships between UW Health and software vendors to promote positive communication processes and timely resolution of issues.
- Participate with others within the department to promote and demonstrate appropriate use of the ECIN/Allscripts, Health Link and Interqual applications as requested to outside colleagues and vendors.
- Independently complete all Daily, Weekly and Monthly ECIN/Allscripts reporting and system modifying included, but not limited to: Open and Close Referral Report and the HIS-MR-Merges. Verify daily census on all Surgery units/verify with Health Link. Manually discharge patients when ECIN system has not received correct feed. Add/delete providers to ECIN database, add/delete physicians to database, add/delete new services, units and user profiles, add/delete insurance companies. Update staff work lists if and when incorrect census. Assist staff with ECIN Print Attach and Fax Attach issues and installation. Reset ECIN/Allscripts and Interqual passwords. Change/update ECIN's configurable lists.
- Monitor daily, Coordinated Care staff's Health Link In-Basket Usage, verbiage and any system problems. Consult Outcome Managers with staff issues, then address issues with appropriate staff when needed, providing additional education when appropriate.

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- Assist staff with Health Link Work Que, Work List and Census issues as well as general Health Link usage questions.
- Complete weekly and monthly high level reports, including but not limited to: Patient Longstay Report, Advance Directive Audit, Advance Directive Cumulative Report, Utilization Review Admission Report.
- Create and update the roster of staff's current hardware, including PC and Laptop Serial Numbers.
- Attend monthly Coordinated Care/Nursing Informatics Work Group Meetings. Assist OM facilitating meeting when main facilitator is absent.
- Maintain membership as a Technology Super User. Attend quarterly meetings and report back to Coordinated Care Department of any upcoming upgrades or changes.
- Upon request, add information to UConnect workspace.

### Training

- Evaluate individual staff understanding and competence with use of departmental software and give appropriate feedback to both staff and management.
- Provide departmental staff and outside personnel with training for both new implementations and existing modifications of case management software.
- Independently identify staff's needs for training and education, consult with Outcome Managers and Director regarding possible resolutions.
- Provide individual review and training sessions for employees, per the Outcomes Manager or employee's request.
- Provide training to new Resource Center employees.
- Complete and help organize departmental, bi-annual training/review sessions.
- Send education communications to staff with ECIN/Allscripts or Health Link reminders, process tips and documentation reminders.
- Communicate information to staff related to any ECIN/Allscripts, Interqual or Health Link upgrades or downtime, attaching supporting documentation when necessary.

### Supports other members of the Coordinated Care Resource Center, functioning as their back up when urgently needed or requested.

- Maintains skills to serve as Referral and Payer Specialists as needed.
- Uses and provides feedback for the UWHC payer grid.
- Acts as a liaison to share patient specific insurance or referral issues to the Director of Coordinated Care, Case Management staff, and to other pertinent areas at UWHC.
- When required, obtains and documents referral from the patient's payer for post-admission clinic visits.
- Works closely with ACCESS Center staff, Insurance Verification staff and Patient Accounting staff to ensure that all payment options have been explored.

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

#### JOB REQUIREMENTS

Education	Minimum	<ul style="list-style-type: none"> <li>• Associate degree in health care or IT</li> </ul>
	Preferred	<ul style="list-style-type: none"> <li>• BS degree preferred in health care or related discipline preferred.</li> </ul>
Work Experience	Minimum	<ul style="list-style-type: none"> <li>• One (1) year work experience in health care or IT related field.</li> </ul>
	Preferred	<ul style="list-style-type: none"> <li>• Three (3) years work experience in health care or IT related field.</li> </ul>
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Ability to perform work duties independently and with discretion.</li> <li>• Advanced knowledge of help desk support platforms.</li> <li>• Demonstrated ability to independently resolve end-user questions/concerns related to departmental software applications and Health Link.</li> <li>• Knowledge of medical terminology, diagnostic procedures/tests.</li> <li>• Advanced knowledge of data communications network technology and equipment.</li> <li>• Advanced knowledge of telecommunications technology and equipment.</li> <li>• Ability to manage multiple tasks with ease and efficiency.</li> <li>• Advanced knowledge of health care agencies and community resources.</li> <li>• Advanced knowledge of funding for health care services and financial resources available to patients.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Knowledge of UWHC health care operations and structure, and department workflows.</li> <li>• Excellent verbal and written communication skills.</li> <li>• Demonstrated computer skills including Microsoft Word and Excel, other word processing and database management, and data entry/retrieval.</li> <li>• Demonstrated professional behavior and relationships with ability to maintain confidentiality within the work setting.</li> <li>• Ability to effectively manage conflict and resolve problems.</li> </ul>
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### 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>
<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.