Hay River Health & Social Services Authority I Administration des services de santé et des services sociaux de Hay River
37911 MacKenzie Highway I 37911 route Mackenzie
Hay River, NT X0E 0R6 I ☎ (867) 874-8000 🖷 (867) 874-8141

# Job Description

| Position Number | Position Title | |
|---|---|---|
| U0328 | Territorial EMR  Educator – Application Support | |
| **Department** | **Position Reports To** | **Site** |
| Electronic Medical Records (EMR) | Manager, Information & Communications Technology | Hay River Regional Health Centre |

## PURPOSE OF THE POSITION

The Territorial Electronic Medical Record (EMR) Educator is responsible for developing and delivering training to Health and Social Services Authority (HSSA) staff related to the use of the EMR in accordance with established procedures and standards. The position will also provide training and advice on privacy and security in conjunction with the use of the EMR and education on compliance to ATIPP and/or health privacy legislation as relevant.

## SCOPE

Located in Hay River and reporting to the Supervisor, Territorial EMR Application Support with the GNWT and the Manager, Information and Communications Technology as the on-site supervisor with the HRHSSA.  The Territorial EMR Educator, along with the other Territorial EMR Educators across the Northwest Territories, develops, coordinates and delivers EMR user and privacy training based on relevant policies, workflows and program guidelines. Under the direction of the Supervisor, Territorial EMR Application Support, the incumbent is jointly responsible for ensuring that all HSSA staff who require access to the EMR have received the necessary privacy and systems training relevant to their specific positions.

The Territorial EMR Educator will be physically located within Hay River and may travel throughout the South Slave where the Territorial EMR has been deployed.
Electronic medical records improve access to patient information at the point of care, support collaboration along the patient care continuum, improve the ability for reporting and quality improvement initiatives and most importantly improve the care and safety of patients. Failure in users being able to understand and efficiently use the EMR, has a

direct impact on the ability of other Health and Social Services staff to carry out their jobs in support of clients. User training is a critical success factor in the uptake and use of the EMR.

Territorial EMR Educator(s), with guidance from the Supervisor, Territorial EMR Application support, provides advice and recommendations in the development of major functional enhancements and participates on projects and project teams to implement new and improved modules for the Territorial EMR. The position plays a role in facilitating and organizing system change management activities and providing advice and support to users on the new business processes and application tools. The incumbent may contribute to all phases of the systems development and maintenance lifecycle, including planning, analysis, design, construction, conversion, testing and client support.

Territorial EMR Educator(s) will also review the security and functionality of the Territorial EMR to ensure that it follows legislated and best practice privacy requirements.

The incumbent may be asked to perform other duties as required by the Supervisor, Territorial EMR Application Support.

## <u>RESPONSIBILITIES</u>

The Territorial EMR Educator will be responsible for ongoing and follow up training. They will also develop training communications, support material and facilitate the knowledge sharing and experience of EMR across the NWT in conjunction with other EMR stakeholders.

1. **Develops and delivers EMR end-user training including privacy training to meet the needs of staff with differing skill levels and who may be geographically separated from the trainer.**
    * Liaise with OMAC, recruitment staff and HSSA site leads to track incoming staff and identifying their training requirements;
    * Collaborate with the EMR Vendor Trainers to develop modules and ensure NWT can share all relevant training material available;
    * Develop and implement relevant training programs for HSSA staff that will be using the EMR;
    * Develop, maintain, modify and update EMR training materials including related manuals, videos, applications, brochures, pamphlets, etc. to be used in the delivery of the training programs;
    * Develops training frameworks that reflect the diverse audience that may be accessing system components;
    * Creates mini-training components/step-by-step how-to's for frequent difficulties that can be shared;

- Deliver training sessions for HSSA staff either in person or via remote sessions;
- Maintain and share EMR training content. Knowledge to be maintained and shared will include, but not be limited, to:
    o User documentation;
    o Training materials;
    o Communications materials;
    o Planned updates and new releases from a functionality perspective; and o Availability of additional training sessions.
- Develop and implement refresher or advanced EMR training programs for HSSA staff that will be using the EMR;
- Develop, plan and organize participation in EMR vendor user groups and vendor training initiatives as needed;
- Coordinates the logistics of training sessions; and
- Collaborates with HSSAs to identify modules and material to support the development of necessary basic computer skills prior to EMR training and implementation.

2. **Monitors the training needs of EMR users to ensure competency and continuous development in the use of the EMR.**
- Evaluate and provide feedback on current training materials and delivery channels;
- Track and communicate the resolution of issues related to training;
- Liaise with the Territorial EMR Team to monitor any training issues that may be identified through helpdesk calls;
- Collaborate with the Territorial EMR Team to identify opportunities for addressing challenges users are having with following particular data standards e.g. clinical data standards, patient identity standards;
- Work with the EMR stakeholders to identify users who continue to have challenges after training and implement additional support as necessary;
- Identify and rectify training areas where users repeatedly have challenges in accessing or entering data;
- Create and implement assessment tools to measure the effectiveness of training for different user groups and the comfort level with use of all facets of the applications over time;
- Identify elements in the application design which are either difficult or particularly helpful for users and provide feedback to the Vendor;
- Review post-implementation user surveys to ensure training requirements are being met;
- Conduct periodic training needs assessments to identify training needs of users.

- Evaluate current staff skills, knowledge and competencies related to health privacy and use of the Territorial EMR;
- Prepare reports for management with respect to the staff training progress.
- Regularly attend EMR meetings to discuss training related issues; and
- Recommend changes that need to be made to the Territorial EMR and privacy training programs.

3. **Assist with new enhancements and application changes.**
   - Identify new training requirements as a result of application enhancements and changes;
   - Identify training needs, establishes training objectives/standards, participates in the design and modification of vendor developed training modules, and provides overall coordination of training activities in conjunction with the Site Leads;
   - Collaborate with EMR Team to develop site specific training plans; and
   - Set up processes to encourage knowledge sharing from various HSSA experiences with the EMR.

4. **Works in collaboration with the Territorial EMR Team Members**
   - With the Supervisor, Territorial EMR application support, creates and maintains EMR user accounts;
   - Monitors, investigates and resolves issues or problems arising within the EMR application;
   - Coordinates and liaises with end-users, EMR user groups and support team members regarding EMR issues that may have an impact on business operations.
   - Documents and escalates adverse system events to Supervisor, Territorial EMR Application Support;
   - Perform, under direction of the Supervisor, Territorial EMR Application Support; vendor-authorized modifications and maintenance to the EMR.

5. **Oversees system functionality maintaining quality and risk control of system inputs, processing and outputs, providing input to mitigate risks and maintain system integrity.**
   - Analyzes business and system issues, identifies problems and recommends appropriate solutions;
   - Assesses new software features and functions and identifies opportunities for future enhancements;
   - Researches and analyzes system and workflow processes for optimal system design, use and operation;

6. **Liaises with other Territorial EMR Educator(s) to monitor the training needs of EMR users to ensure competency and continuous development in the use of the EMR.**
   - Liaise with Territorial EMR Educator(s) to monitor any training issues that may be identified through helpdesk calls;
   - Work with the EMR stakeholders to identify users who continue to have challenges after training and implement additional support as necessary;
   - Liaise with Territorial EMR Educator(s) to Identify and rectify training areas where users repeatedly have challenges in accessing or entering data;
   - Identify elements in the application design which are either difficult or particularly helpful for users and provide feedback to the Vendor;
   - Regularly attend EMR meetings to discuss training related issues; and
   - Identify new training requirements as a result of application enhancements and changes;

7. **Participates on projects and initiatives as required.**
   - Coordinates and performs testing and validation for software service packs, version upgrades and new functionality;
   - Works with additional implementation resources as required, i.e. system upgrades, or program area implementations;
   - Assesses change requests to ensure that recommended solutions provided by the EMR vendor conform to development standards and the strategic direction of the GNWT.

## KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge and understanding of eHealth and Social Services Information Systems.
- Computer skills and knowledge, including word processing, spreadsheet, database applications.
- Knowledge of, familiarity with and awareness of medical, clinical and administrative operations.
- Awareness and comprehension of relevant policies, directives and procedures governing Health Information and EMRs.
- Knowledge and awareness of the legal, ethical and professional responsibilities regarding health information privacy and data security.
- Must demonstrate professional maturity, possessing the ability to influence decisions of others and express views in a productive and diplomatic manner.
- Ability to anticipate, recognize, interpret, assess and identify appropriate solution(s) to issues in a timely manner.
- Project coordination functions including facilitation, planning, problem solving, reporting, decision making, time management and organizational skills.
- Team leadership experience and abilities.

- Ability to work independently in all duties to meet scheduled deadlines and manage priorities to address emergent and priority tasks.
- Strong presentation skills.
- Ability to work cooperatively with local and remote teams.
- Ability to identify, establish and maintain professional relationships with key internal and external agencies and stakeholders.
- Proven ability to be flexible and work both independently and in a team environment, in a high pressure on-call environment with changing priorities, and direction.
- Strong written and verbal communication skills.
- Ability to think critically, use simple rules ("rules of thumb"), common sense, and past experience to identify problems. This includes an ability to learn from past situations and apply learnings to the current situation.
- Ability to pro-actively identify concerns, issues and initiate potential solutions and recommendations.
- Ability to work with user community to elicit system requirements, lead functional design activities and translate requirements for both medical, non medical and technical teams.
- Ability to strategically plan and implement actions that achieve future goals.
- Awareness of the learning requirements of adult learners.
- Must be able to acquire within a reasonable time frame and remain current with the Non-Violent Crisis Intervention certification.

**Typically, the above qualifications would be attained by:**

This level of knowledge is typically acquired through the successful completion of a recognized Health Informatics or Education related degree with a minimum of 2 years previous experience in an adult education role. or equivalent combinations of education and experience.

The following experience would be an asset:

- Knowledge and understanding of an EMR Software system, including but not limited to, the following key components: User interface for clinical and administrative users, EMR workflow required for both clinical and administrative roles, templates and forms, training materials, privacy and security functions.

- Awareness of medical and coding terminology such as SNOMED CT, LOINC, ICD-9, ICD-10, ICD-10CA, and CCI.

- Direct experience working at clinic, hospital, regional and ministry level for a Health and Social Services System.

- Knowledge of the geographic and demographic characteristics of the NWT to understand the potential challenges.

## WORKING CONDITIONS

### Physical Demands

|  | Frequency | Duration | Intensity |
|---|---|---|---|
| This position can involve prolonged sitting at a computer/desk and keyboarding as well as frequent periods of walking within a health care facility. | Normal | Up to 7 ½ hours per day Normal | Increases with duration – Normal |

### Environmental Conditions

|  | Frequency | Duration | Intensity |
|---|---|---|---|
| Adverse environmental conditions may exist when the incumbent is traveling to off-site facilities or communities. | Normal | Normal | Normal |

### Sensory Demands

|  | Frequency | Duration | Intensity |
|---|---|---|---|
| The position requires attention to detail and the use a computer for lengthy periods of time each day. The incumbent continuously coordinates several activities and handles multiple requests at the same time on a daily basis. | Normal | Normal up to 7 ½ hours per day | Normal |

### __Mental Demands__

|  | Frequency | Duration | Intensity |
|---|---|---|---|
| As a Territorial resource, the incumbent will be required to work scheduled overtime as and when required to meet the operational needs of the EMR.  A moderate number of non-standard hours (1-4 hours per quarter) are expected for system upgrades. | Normal Normal | Varies | Normal |

## CERTIFICATION

Title:  Territorial EMR  Educator – Application Support

Position Number(s):

| | |
|---|---|
| _____ <br> Employee Signature <br><br><br> _____ <br> Printed Name <br><br><br> _____ <br> Date <br><br> *I certify that I have read and understand the responsibilities assigned to this position.* | _____ <br> Supervisor Signature <br><br><br> _____ <br> Printed Name <br><br><br> _____ <br> Date <br><br> *I certify that this job description is an accurate description of the responsibilities assigned to the position.* |
| _____  _____ <br> Deputy Head/Delegate Signature          Date <br><br> *I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.* | |

The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job.  They are not intended to be an exhaustive list of all responsibilities and activities required of this position.

New September 2020
October 2021 – reporting to, editorial
February 2022- addition of NVCI training requirement