

Health Care IT Implementation Support Specialist

General Description

Workers in this role provide on-site user support for the period of time before and during implementation of health IT systems in clinical and public health settings. These individuals will provide support services, above and beyond what is provided by the vendor, to be sure the technology functions properly and is configured to meet the needs of the redesigned practice workflow.

Suggested Background

Individuals training for this role will have a general background in information technology or health information management.

Competencies

Workers in this role will be able to:

- Execute implementation project plans, by installing hardware (as needed) and configuring software to meet practice needs.
- Incorporate usability principles into software configuration and implementation
- Test the software against performance specifications.
- Interact with the vendors as needed to rectify technical problems that occur during the deployment process.
- Proactively identify software or hardware incompatibilities.
- Assist the practice in identifying a data back-up and recovery solution, and ensure the solution is effective.
- Ensure that the mechanism for hardware/software recovery (e.g., data backup or redundant systems) and related capabilities are appropriately implemented to minimize system downtime.
- Ensure that privacy and security functions are appropriately configured and activated in hardware and software.
- Document IT problems and evaluate the effectiveness of problem resolution.
- Assist end users with the execution of audits.

Health Care IT Technical Support Specialist

General Description

Workers in this role will support on an ongoing basis the technology deployed in clinical and public health settings. Workers in this role maintain systems in clinical and public health settings, including patching and upgrading of software. They also provide one-on-one support, in a traditional “help desk” model, to individual users with questions or problems.

Suggested Background

Individuals training for this role will have a general background in information technology or health information management.

Competencies

Workers in this role will be able to:

- Interact with end users to diagnose IT problems and implement solutions.
- Document IT problems and evaluate the effectiveness of problem resolution.
- Support systems security and standards.
- Assist end users with the execution of audits and related privacy and security functions.
- Incorporate usability principles into ongoing software configuration and implementation.
- Ensure that the hardware/software “fail-over” and related capabilities are appropriately implemented to minimize system downtime.
- Ensure that privacy and security functions are appropriately configured and activated in hardware and software.
- Interact with the vendors as needed to rectify technical problems that occur during the deployment process.
- Work with the vendor and other sources of information to find the solution to a user’s question or problem as needed.

Health Care IT Trainer

General Description

Workers in this role design and deliver training programs, using adult learning principles, to employees in clinical and public health settings.

Suggested Background

The previous background of workers in this role includes experience as a health professional, health information management specialist, or medical librarian. . Experience as a trainer in the classroom is also desired.

Competencies

Workers in this role will be able to:

- Be able to use a range of health IT applications, preferably at an expert level.
- Communicate clearly both health and IT concepts as appropriate, in language the learner/user can understand.
- Apply a user-oriented approach to training, reflecting the need to empathize with the learner/user.
- Assess training needs and competencies of learners.
- Accurately assess employees' understanding of training, particularly through observation of use both in and out of classroom.
- Design lesson plans, structuring active learning experiences for users and creating use cases that effectively train employees through an approach that closely mirrors actual use of the HIT in the patient care setting.
- Maintain accurate records of training events.
- Maintain accurate training records of the users and develop learning plans for further instruction.