## BEHAVIORAL HEALTH SYSTEMS ANALYST

## DEFINITION

Under general supervision, the Health Information Systems Analyst efficiently uses health information technology (HIT) to support patient-centered care delivery; ensures electronic health record (EHR) implementation and optimization; utilizes quality improvement methodology, including workflow assessment and workflow redesign; ensures the efficient operation and integrity of automated information systems; analyzes, investigates and resolves computer-related problems; provides training and instruction on programs and procedures; and performs related work as required.

## DISTINGUISHING CHARACTERISTICS

This is a single level classification. Incumbents perform basic computerized information system helpdesk duties, implement EHR, ICD10 and EHR reporting modules for quality improvement and billing. This position requires excellent troubleshooting and decision-making skills, self-motivation and the use of sound judgment and discretion at all times. Incumbents may perform computer development, installation and maintenance work, with a high degree of independence.

## REPORTS TO

Behavioral Health Quality Improvement / Compliance Manager

## CLASSIFICATIONS DIRECTLY SUPERVISED

None

**BEHAVIORAL HEALTH SYSTEMS ANALYST – 2**

**EXAMPLES OF DUTIES:**

- Acts as a consultant to health information technology (HIT) practices to assist in restructuring clinical and business workflows to optimize the implementation of HIT in these offices.
- Coordinates task-related efforts by creating, joining and/or leading supporting partnerships and facilitating ongoing discussions and initiatives with the appropriate stakeholders on comparable HIT restructuring and/or improvement efforts.
- Coordinates and shares information and resources (data, communications, hardware and software), avoiding duplication of efforts and resources, minimizing inconsistencies, reducing burden on the participants, and developing and deploying strategies that are cost effective and improve HIT utilization and efficiencies, cultural competencies and other related measures.
- Acts as a resource person for users by answering questions and resolving problems related to the use, application, and operation of automated information systems.
- Diagnoses problems to determine if the cause is due to the system, software, hardware or other source, and corrects them. Refers more difficult problems to appropriate personnel or vendors.
- Researches regulations, procedures and/or technical reference materials as necessary.
- Meets with staff regarding systems usage, improvements, modifications, maintenance, and operations needed for and efficient computer system.
- Recommends necessary hardware and software changes, and perform systems upgrades.
- Works with computer support personnel in identifying problems with the system, programs, PC's or printers.
- Documents and tracks system problems, and writes the reports on issues.
- Writes, or assists in writing and revising, procedures, instructional materials and staff development tools for system-related training.
- Performs related duties as assigned.

**TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand, walk, stoop, kneel, and crouch; physical ability to lift and carry objects weighing up to 40 pounds; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

**BEHAVIORAL HEALTH SYSTEMS ANALYST – 3**

**TYPICAL WORKING CONDITIONS**

Work is performed in an office environment; occasionally works outside; exposure to electrical energy and dust; continuous contact with staff and the public.

**DESIRABLE QUALIFICATIONS**

**Knowledge of:**

- Computer terminals.
- Microcomputer hardware and software.
- Desktop and network operating systems.
- Electronic health records software and systems.
- Regulations and procedures related to specific automated information systems utilized by assigned department.
- Work methods and techniques employed by department staff including documentation and reporting requirements.
- Terminology relating to computer software, hardware, and peripheral equipment.
- HIPAA and CFR 42 requirements for health information technology

**Ability to:**

- Evaluate and interpret automated information systems from a user perspective.
- Analyze departmental data system needs and requirements.
- Identify goals and objectives, and problems; examine alternatives; and, develop conclusions and recommendations.
- Implement solutions.
- Prepare clear and concise reports, documentation and other written materials.
- Read and comprehend written material on a wide variety of technical subjects.
- Coordinate with HER vendor and navigate related software systems.
- Perform routine installations of computer equipment and related peripherals, install common software, and troubleshoot common failures.
- Identify, evaluate and research operational problems, make recommendations for change.
- Organize, prioritize, schedule, and coordinate workflow to meet production deadlines.
- Establish and maintain effective working relationships with all persons contacted during the course of work.
- Maintain confidentiality of information.
- Communicate clearly and concisely, both orally and in writing.

**BEHAVIORAL HEALTH SYSTEMS ANALYST – 4**

**TRAINING AND EXPERIENCE**

Four (4) years previous training and/or work experience with health information systems, clinical office workflow, HIT project management, computer hardware, software, and computerized information systems.

**OR**

A degree in MIS, computer science, engineering, or a healthcare discipline from an accredited four-year college or university.

**SPECIAL REQUIREMENTS**

Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California Driver's License must be maintained throughout employment.

All County of Plumas employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.