# SHEPHERD'S HOPE, INC.

**POSITION:** Health Information Data Analyst

**REPORTING RELATIONSHIP:** VP of Clinical Operations

**POSITION SUMMARY:**

The Health Information Data Analyst manages the electronic health record/Cerner system to include regular statistical report generation and analysis. This position may assist with the training of the scribe workforce in Cerner EHR platform usage, proper documentation protocol, and medical terminology. This role acts as a liaison between Cerner and Shepherd's Hope to improve system functionality and streamline documentation efficiency of data capture through process mapping. Is also responsible for any and all system errors, change requests, creation of user accounts, and overall system management. Generates all reports and works to analyze all entered data to continuously assess Shepherd's Hope protocol with intention to standardize statistical reporting.

## MAJOR RESPONSIBILITIES:

1. Maintains the EHR/Cerner system, including establishing and maintains data mapping and report guides.
2. Train HIM, Scribes and other key staff on use of Cerner.
3. Acts as the liaison between Shepherd's Hope, the HIE, Cerner and all related medial partners to ensure compatibility and timely communications and flow of data.
4. Sustains clinical health information systems results by defining, delivering, and supporting information systems; auditing application of systems.
5. Responsible for generating and modifying reports on patient demographics, specialty/non-specialty visits, diagnostics, medications, and in-clinic procedures.
6. Establishes username activity and access levels while adding custom account changes as needed to match workflow necessities
7. Performs daily audits of orders management and patient encounter.
8. Ensures there is accurate, timely charting of patient encounters, including but not limited to patient history, physical exams, diagnostic findings, lab and test results, consultations with other providers, treatment course, diagnoses, discharge instructions and prescriptions.
9. Works with Director of Clinical Quality Management to develop updates on documentation standards.
10. Rectifies workflow data entry mistakes and creates solutions to prevent future occurrences for the HIM team
11. Responsible for generating and modifying reports on patient demographics, specialty/non-specialty visits, diagnostics, medications, and in-clinic procedures along with their associated values as required by grant and partner funding.
12. Analyzes, troubleshoots, trials, and recommends workflow improvement processes as needed based on statistical data reported.

13. Contributes to team effort by accomplishing related results as needed.
14. Professional, non-intrusive interaction with patients, physicians, volunteers and other co-workers.

15. Compliance with Shepherd's Hope Privacy policies, including those relating to confidentiality of patient information.
16. Maintains safe and healthy working environment by establishing and enforcing organization standards; adhering to legal regulations.

### MINIMUM EXPERIENCE:

BA in analytics or accounting, background in computer science or equivalent experience in health or social service area; management experience; supervision and nurturing of volunteers; excellent interpersonal and communication skills, and demonstrated commitment to the mission of Shepherd's Hope, Inc.   Strong analytical and research skill.  Ability to organize materials; must have computer skills, i.e. Microsoft Word, Outlook, Excel, etc.  Ability to maintain a positive working relationship with volunteers, patients & community agency personnel.

**Minimum experience/requirements**: Office automation Analytics, Healthcare background, Data mapping.

**Preferred**:  Experience with statistical analysis software (SPSS, R, and/or SAS), Experience using SQL/knowledge of relational databases relevant AHIMA Certification (e.g. CCS, CHDA, CDIP), HL7 messaging (or HIE messaging)