



Provincial Job Description

TITLE:
(529) Health Information Support Analyst

PAY BAND:
14

FOR FACILITY USE:

SUMMARY OF DUTIES:

Provides assessment of business needs for the Forms On Demand (FOD) application and Clinical Health Record forms, and advises on the implementation of technical solutions regarding the logic content and packets. Serves as the content expert and facilitates the implementation of Forms On Demand and Clinical Health Record forms between clinical service areas, Information Technology and Health Information Management Services.

QUALIFICATIONS:

- ◆ Health Information Management diploma
 - ◆ Certification with Canadian College of Health Information Management (CCHIM)
 - ◆ Registration with Canadian Health Information Management Association (CHIMA)

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Intermediate computer skills
- ◆ Analytical skills
- ◆ Problem solving skills
- ◆ Decision making skills
- ◆ Ability to work independently and as a member of a team
- ◆ Organizational skills
- ◆ Communication skills
- ◆ Interpersonal skills

EXPERIENCE:

- ◆ **Previous:** Twelve (12) months previous experience working within Health Information Management including experience working with Forms On Demand and scanning applications.

KEY ACTIVITIES:

A. Change Management

- ◆ Meets with stakeholders to advise on and discuss Forms On Demand (FOD) forms, form packets and logic; as well as new forms, form revisions, changes and deletions.
- ◆ Collaborates with Health Information Management (HIM) Analysts to ensure all forms retained on the health record are added to the document type map and assigned mnemonics.
- ◆ Prepares and sends update files to eHealth Enterprise Content Management (ECM) Support and Sunrise Clinical Manager (SCM) Security monthly.
- ◆ Performs testing in collaboration with SCM and eHealth to ensure the forms are indexed into the correct area in the electronic health record.
- ◆ Advises on business process improvements and business process reengineering.
- ◆ Collaborates with management and staff to provide content knowledge support in regard to FOD, form content and form indexing.
- ◆ Troubleshoots and problem solves issues with end users/HIM Analyst/Vendor (Access)/IT/Digital Health.
- ◆ Facilitates project teams to achieve technology implementation objectives.
- ◆ Liaises with HIM Analyst and Digital Health to provide technical solutions for printer configuration and department printing.
- ◆ Oversees Digital Storefront for accuracy and instructs Printing Services on new, revised and deleted forms.
- ◆ Acts as a key participant and resource by assisting with further development of FOD across the province.

B. Planning/Analysis/Design

- ◆ Advises on project planning and project management responsibility and actions to implement business technology solutions.
- ◆ Develops, documents and presents proposals and business cases.
- ◆ Prepares financial assessments and performs cost analysis.
- ◆ Develops, documents and validates business requirements.
- ◆ Develops forms in Access Intelligent Form Designer for use in FOD ensuring the correct data map and data variables have been used.
- ◆ Develops form packets in Access Intelligent Form Director for use in FOD.

B. Planning/Analysis/Design (Cont'd)

- ◆ **Performs testing of FOD forms, form packets and logic before transferring to the production server.**
- ◆ **Develops and maintains documentation (e.g., business requirement specifications, system specifications, user interface designs, standard work).**
- ◆ **Performs process modeling and business processes redesign duties (e.g., process reengineering physical data modeling, logical data modeling, data model reviews).**
- ◆ **Participates in prototyping potential solutions.**

C. Implementation

- ◆ **Develops acceptance criteria to demonstrate achieved business requirements.**
- ◆ **Performs unit, system, interface and integration testing.**
- ◆ **Performs user acceptance testing.**
- ◆ **Implements technology solutions.**
- ◆ **Performs post-implementation audits and reviews.**
- ◆ **Facilitates five-year review of clinical health record forms with form owners/contacts.**
- ◆ **Performs ongoing support of technical solutions for end users.**

D. Related Work Activities

- ◆ **Performs system administration and/or system management duties.**
- ◆ **Develops and maintains databases for forms and FOD forms, form packets and logic.**
- ◆ **Manages and performs FOD form, form packet and logic transfers to the Access servers.**
- ◆ **Provides support to the Clinical Health Record Forms Committee by preparing agendas, minutes and other required documentation for meetings.**
- ◆ **Collaborates with Pharmacy and other clinical stakeholders to develop, revise and delete order sets and medical directives.**
- ◆ **Performs and implements data quality initiatives.**
- ◆ **Develops barcodes, aligning with the mnemonics assigned to each form by the HIM Analyst.**
- ◆ **Provides occasional guidance to the primary function of others, including training.**
- ◆ **Designs, prepares and presents educational sessions regarding FOD with HIM Analyst.**
- ◆ **Supports and leads Health Information Services staff with form indexing questions and facilitates issue resolution.**
- ◆ **Provides end user training in regard to the Prepping Guidelines.**

The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.

Validating Signatures:

CUPE:

SEIU:

SGEU:

SAHO:

Date: September 12, 2023