



## Non-Union

Date Posted: January 15, 2020

<b>Posting #:</b>	20-0051
<b>Position:</b>	Business Analyst (Finance)
<b>Status:</b>	Temporary Full-Time (February 2020 to February 2021)
<b>Program:</b>	Information Technology and Privacy
<b>Department:</b>	Clinical Informatics and Applications
<b>Site:</b>	As Assigned

### **KEY FUNCTION:**

Analyze, implement, and support software functionality within HSN's Health Care Information System (HCIS) with the goal of achieving a complete Electronic Medical Record (EMR). Assist in implementing technology solutions in a cost-effective way by determining the requirements of a project or program, and communicate them clearly to stakeholders.

### **REPORTING:**

Under the general direction of the Manager, Clinical Informatics and Applications.

### **DUTIES:**

1. Assist in guiding in improving processes, products, services, software and its integration with technology.
2. Provide hands-on software support and assist in defining best practices with the regional interdisciplinary team members supporting Meditech Client Server modules.
3. Maintain a working knowledge of the Hospital Information System (HIS), its functions, and relationship with other information systems within and outside of HSN.
4. Provide second level support to HIS functionality issues.
5. Liaise with frontline staff and Information Technology and represent needs through ongoing consultation and communication.
6. Assist with clinical/financial workflow processes in order to gain efficiencies from the system and test and troubleshoot system based challenges.
7. Chair interdisciplinary regional team conference calls and lead team in creating and adhering to regional system standards.
8. Respond to issues related to system build, configuration, deployment and ongoing use; provide recommendations related to system build and usage to the Manager.
9. Lead interdisciplinary regional team in resolving conflicts following issue escalation and resolution policies and procedures.
10. Provide user training and develop internal cross-training documents related to Healthcare software functionality.
11. Identify and implement opportunities for increased efficiencies which align with all North Eastern Ontario Network (NEON) partner hospitals.
12. Coordinate and participate in the successful selection, analysis, design, planning, risk assessment, implementation, training, maintenance, and evaluation of software applications.
13. Support ad hoc reports and system-wide reporting by using Non-Procedural Representation (NPR) programming.
14. Develop test plans and coordinate application and other vendor interface testing.
15. Work collaboratively with software vendors to ensure successful implementations.
16. Validate operational requirements, compliance, and other specifications.
17. Lead project stakeholders to the most successful outcomes and assume the role of project lead as required.
18. Develop strategies to ensure data is recognized as private, confidential, and protected.
19. Ensure consistent integration of patient data between HCIS, third party vendors and provincial repositories.
20. Determine and align improvement projects with HSN's Strategic Plan; monitor and adjust to achieve goal outcomes.
21. Participate in education and training specific to current, relevant federal and provincial health and safety legislation, standards and guidelines.
22. Educate and promote health, safety and wellness in the work place.
23. Represent the department or program on various committees and in meetings as required.
24. Perform other duties as required.

### **QUALIFICATIONS**

#### **EDUCATION AND TRAINING:**

1. Minimum of a four (4) year Bachelor's Degree in Computer Science, Health Sciences, Health Informatics or in a related field, from an accredited university.
2. Bachelor's Degree in a Business or Finance field from an accredited university is preferred.
3. Ministry of Labour "Worker Health and Safety Awareness in 4 Steps" training certificate is required.

**EXPERIENCE:**

- 1. Minimum of two (2) years' experience with application troubleshooting and support, implementation, training, release testing, and project management.
- 2. Experience working in an accounting department within a health care environment is preferred.
- 3. Experience working with PC based accounting software is preferred.
- 4. Experience working in the utilization of IT within a health care environment is preferred.
- 5. Experience with Meditech patient information and/or financial management is preferred.

**KNOWLEDGE/SKILLS/ABILITIES:**

- 1. Demonstrated project management and leadership skills with the ability to lead projects and prioritize multiple initiatives.
- 2. Demonstrated knowledge of clinical/financial processes and workflow within a health care environment.
- 3. Demonstrated planning, analytical, multi-tasking, and problem-solving skills.
- 4. Demonstrated process analysis skills with the ability to assess issues and recommend solutions.
- 5. Demonstrated ability to evaluate severity of issues and escalate as required.
- 6. Demonstrated knowledge of Meditech background jobs, printing configurations, the Microsoft Word (MS) queue, HL7 data and integration with third party systems.
- 7. Demonstrated training, experience or utilization of lean methodology for process improvement.
- 8. Demonstrated ability to independently identify issues, plan improvements, measure success and continue improvement.
- 9. Demonstrated excellent computer skills with proficiency in Microsoft Office software, e.g. Word, Excel, Power Point and Outlook and patient information systems.
- 10. Demonstrated superior interpersonal and communication skills, both written and verbal.
- 11. Demonstrated ability to independently identify issues, plan improvements, measure success and continue improvement.
- 12. Demonstrated ability to manage routine correspondence, multiple tasks/projects, diversified workload and rapidly changing priorities and challenging deadlines.
- 13. Demonstrated discretion and maturity when handling confidential information.
- 14. Demonstrated commitment to the safety of co-workers and patients.

**PERSONAL SUITABILITY:**

- 1. Demonstrated ability to facilitate group training and working sessions.
- 2. Demonstrated ability to manage challenging conversations with customers.
- 3. Demonstrated ability to work outside regular work hours as required.
- 4. Willingness to travel occasionally within Northern Ontario.
- 5. Demonstrated commitment to ongoing professional development.
- 6. Demonstrated professionalism in dealing with confidential and sensitive issues.
- 7. Demonstrated positive work record and excellent attendance record.
- 8. Ability to meet the physical and sensory demands of the job.
- 9. Ability to travel between local sites.

**Selection Process:** Candidates will be selected for this position on the basis of their skill, ability, experience and qualifications as identified in the resume and completed Application Form submitted. The Hospital reserves the right to conduct a formal interview where required.

**Shift:** As Assigned

**French Language Service Designation:** Bilingualism is an Asset

**Salary:** \$37.46.....\$44.08/Hourly

N.B. Applications for this position must be submitted to the Human Resources Department before 1600 hours on January 29, 2020.

**HSN THANKS ALL APPLICANTS.  
ONLY THOSE SELECTED FOR INTERVIEWS WILL BE CONTACTED.  
WE WILL NOT ACCEPT APPLICATIONS AFTER THE CLOSING DATE AND TIME.**