



# Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands

P. O. Box 500409, Saipan, MP 96950

Website: [www.chcc.gov.mp](http://www.chcc.gov.mp)



## HUMAN RESOURCES

### EXAMINATION ANNOUNCEMENT NO. 20-002

POSITION:	<b>JUNIOR CLINICAL APPLICATION SPECIALIST (CAS)</b>	OPENING DATE:	<b><u>01/09/2020</u></b>
NO. OF VACANCIES:	<b>1</b>	CLOSING DATE:	<b><u>01/22/2020</u></b>
SALARY:	<b>\$20,000.00 P/A - \$28,000.00 P/A</b>		
	<i>The salary given will be determined by the qualifications of the appointee.</i>		
LOCATION:	Health Information Technology (HIT), Saipan Commonwealth Healthcare Corporation		

#### DUTIES:

Under the direct supervision of the Director of HIT, the incumbent assists with providing support on the daily interface between clinicians/Medical/Public Health/Behavioral Health staff and the clinical information systems (CIS) (i.e. Electronic Health Record). CAS serves as a specialist/integrator in the implementation and ongoing support of multi-service clinical software applications used. This position will assist the Senior CAS in the coordination of deploying new portions of the CIS in specified clinical locations, consulting with the Director of HIT, Senior Project Manager, executive leadership, and department representatives in customizing software and altering workflow processes in the daily operation of the CIS. The CAS works with other stakeholders with responsibility for a broad range of activities surrounding the implementation of a comprehensive, standardized integrated CIS. Participates in the development, design, modification and maintenance of an CIS to include initial set up of system, coordinating upgrades, and on-going maintenance of system and training of staff. Interacts with administrators, staff, and outside agencies on a routine basis regarding the CIS. Ensures patient confidentiality. Trains and supervises staff in the use and maintenance of the CIS including new hires. Answers inquiries related to system issues, troubleshoots problems and interacts with computer center staff and vendor in resolving system problems. Keeps supervisor aware of any problems or issues regarding the CIS. Lead the development of in-service educational materials and conducts instructional programs for health care personnel regarding the CIS. Evaluates and monitors training for effectiveness. Serves as a resource and super-user of the CIS. Assists the design of queries and reports for information retrieval. Knowledge of and ability to maintain standard configurations and clinic specific templates and customization. Periodic site audit to ensure proper workflow is being followed, perform on-site training when necessary. Develop user manuals, policies and procedures and reference materials that are clinically relevant to the practice. Understand the business functionality relating to CIS configuration and workflow. Basic to Moderate awareness of the application of Population Health tools and strategies. Basic to Moderate experience observing designing solutions to achieve the best clinical outcomes promoting optimal care that reduces errors and achieves organizational goals and objectives. Participate in supporting the development and enhancement of a comprehensive systems to monitor, evaluate, and improve the quality and appropriateness of clinical care. Develop client relationships by ensuring timely and effective resolution of issues and communicate recommendations for system modifications and enhancements to the appropriate teams. Understand appropriate use of technology to optimize care delivery process and assist care providers to create and record the evidence of their practice within the CIS. Work with leadership to create detailed application designs that conform to application guidelines. Works with clinical areas in order to elicit, analyze, communicate and validate requirements for clinical applications. Complies with corporate and departmental policies and demonstrates excellent communication skills. Serves on and advises various committees regarding CIS. Participates in the implementation and support of multi-service software packages that automate the capture of clinical encounter information and its subsequent retrieval. Contributes to the customization of the site

parameters and addresses integration issues with other software packages. Assists in the implementation of new CIS software products obtained by the CHCC that cover these functions. Analyzes and evaluates processes related to information flow. Serves as liaison between HIT, Program Managers, Medical Director, Director of Hospital Services, other Division Directors, Leads, and CEO and CIO concerning these processes. Acquires a comprehensive knowledge of the software involved to determine what are procedural issues versus system/application deficiencies. Provides training to clinicians/Medical/Public Health/Behavioral Health staff on current software applications and new features, and ensures training is scheduled for new users and assists staff in the efficient use of the current software. Emphasizes timeliness, accuracy, security and the importance of these functions on every other clinical application. Coordinates CIS training and serves as backup for intermediate training classes. Promotes an awareness of the importance of data validity and data security. Coordinates efforts to correct deficiencies and errors that occur in the CIS. Coordinates to implement integrated packages, resolve conflicts, provide secondary support on related software modules, and ensure smooth operations in areas where package scope overlaps or is integrated with other services' functions. Logs all problems, referring those requiring a higher level of technical support to the appropriate person or team. Promotes an atmosphere that encourages enthusiasm and user participation in clinical computing. Creates a positive environment for reporting application and/or system deficiencies and suggestions for system improvements and enhanced functionality. Assist with the development and implementation of configuration management plans for each specific program as required. Coordinate with appropriate parties all audits of the CIS. Participates in the design alternatives decisions. Participates in the design, configuration and validation of new or modified functionality. Requires moderate guidance and supervision, working within a general framework established by management. Performs as leader for small projects and moderate complexity as they relate to CIS. Understands the CIS at a basic to intermediate level in order to independently and competently build the system and support end users. Works with end users and clinical network groups to encourage maximum usage of applications. Positive change management and communication with end users to ensure their acceptance of the application. Develops plans, strategies and tactics for employee education to support new and existing system applications. Collaborating with the Senior CAS to provide user training, conducting training sessions as necessary. Evaluates and monitors training for effectiveness. Leads the development and maintaining test scripts and plans. Independently performs unit and integrated testing. Analyze end user jobs in order to make recommendations regarding application security. Identifies and tracks/documents reported problems. Analyze issues that may arise, develop options, implement solutions and escalate to leadership as needed. Identifies areas of common practice and implements opportunities for standardization. Participates in identifying ways in which applications can support workflows and configure/build accordingly for peers and operational partners. Follow documentation standards for build. Performs other related duties as assigned.

**MINIMUM QUALIFICATION REQUIREMENTS:**

Any combination equivalent to graduation from a recognized college with a Bachelor degree in Information Management Systems or related field. One (1) year of relevant work experience, and one (1) year in administering and supporting an Electronic Health Record (EHR) is preferred.

**OTHER QUALIFICATION REQUIREMENTS:**

Professional level of knowledge in a healthcare field, demonstrated by current certification or licensure (i.e. RN, NA, CMA, Radiology Technology, etc.) NA/RN licensure preferred. Must be knowledgeable and proficient in computers. Strong English literacy and reading, writing and communication skills. Basic knowledge of Microsoft Office Suite applications. Exceptional organizational skills with attention to detail. Ability to problem solve, organize and prioritize workload to meet project schedule and benchmarks. Ability to meet deadlines. Ability to work with confidential material without betraying the trust of clients, their families, and the agency. Ability to organize and prioritize tasks.

**CONDITIONAL REQUIREMENTS:**

This position is a Full-Time employment status. The regular work schedule will be Monday to Friday from 7:30am to 4:30pm for a total of 40 hours per week. This work schedule however is subject to change with or without notice based on the Employer's business requirement and/or by the demands of the employee's job; Every effort will be made to adhere to the employee's regular work schedule. This position is "**COVERED**" and is eligible to receive overtime compensation pursuant to the Fair Labor Standards Act (FLSA) of 1938 Federal Law.

**Note(s):**

- *Three-fourths 20 CFR 655, Subpart E: "Workers will be offered employment for a total number of work hours equal to at least three fourths of the workdays of the total period that begins with the first workday after the arrival of the worker at the place of employment or the advertised contractual first date of need, whichever is later, and ends on the expiration date specified in the work contract or in its extensions, if any."*
- *Employer-Provided Items 655.423(k): Requires Employer provide to the worker, without charge or deposit charge, all tools, supplies and equipment required to perform the duties assigned.*

**OTHERS:**

This position is paid on a bi-weekly basis (2-week period). CHCC adheres to all applicable deductions such as C.N.M.I. Tax, Federal Tax, Medicare and Social Security.

*Note: Education and training claimed in Employment Application must be substantiated by diploma, certificate or license. Failure to provide complete application form or the required documents will result in automatic disqualification.*

**INTERESTED PERSONS SHOULD SEND THEIR CURRENT APPLICATION FORMS TO:**

Office of Human Resources

Commonwealth Healthcare Corporation

1 Lower Navy Hill Road, Navy Hill, Saipan, MP, 96950

Operation Hours: Monday Through Friday 7:30 AM – 4:30 PM and CLOSED on weekends/holidays.

*Employment Application Forms will be available 24/7 at the employer's hospital facility's Main Cashier Office (entrance/exit point for all)*

E-mail: [humanresources@dph.gov.mp](mailto:humanresources@dph.gov.mp)

Direct Line: (670) 236-8205/8210/8729/8202

Trunk Line: (670) 234-8950 ext. 3580/3581/3583

Fax Line: (670) 236-8756

