GLACIAL RIDGE
HEALTH SYSTEM *heartfelt care*

IT AND EMR PROJECT MANAGER

REPORTS TO: ADMINISTRATOR/CEO
FLSA STATUS: EXEMPT

IT MANAGER SUMMARY: Responsible for Information Technology related items such as: network, computer, and printer maintenance, end user support, software application support, and interacting with other off-site technicians. Responsible for all network/facility security dealing with HIPPA and non-HIPPA related issues. Responsible for managing EMR project.

IT AND EMR PROJECT MANAGER QUALIFICATIONS:
- Exceptional IT knowledge; penchant for accuracy and must be dependable and efficient.
- Must be well organized and detail oriented
- Have excellent leadership qualities
- Must be organized as well as detail oriented and have excellent "people" skills.
- Must meet physical requirements of job.

IT MANAGER DUTIES AND RESPONSIBILITIES:
- Act as GRHS Information Technology Security Officer.
- Create and maintain reports with Healthland, Crystal Reports, Word, Excel, etc.
- Install Healthland service packs and inform affected personnel of changes.
- Create and present IT capital and budget requirement to CEO and CFO at least annually and as needed.
- Update/troubleshoot/fix individual workstations/servers as needed.
- Coordinate and schedule IT activities of outside vendors.
- Ordering and coordination of IT merchandise.
- Educate GRHS staff on Healthland and MS office products.
- Troubleshoot and assist in facility IT projects as needed.
- Maintain network / facility security.
- End user support for all software applications.
- EMR Project Manager – make sure all parts of the EMR Project are being completed in a timely manner.
- Set up the recall and reminder process.
- Other duties as assigned.

IT MANAGER PERFORMANCE STANDARDS:
- Responsible for end-user support / network, computer, & printer maintenance.
- Responsible for software application support from various vendors.
- Responsible for network / facility security

- Responsible for organization of the EMR project.
- Responsible for maintaining the emergency Information Technology contact notification list
- Responsible for management of Clinical Systems Coordinator
- Responsible for video conferencing equipment
    - o Setting up calls
    - o Maintenance of devices
- Responsible for VOIP phone solution
    - o Training end-users
    - o Maintaining VOIP user accounts on server.
- Responsible for security cameras & equipment
- Responsible for card access to facility
- Perform accurate and proper installation of service packs and software.
- Must be friendly, courteous, responsible and well groomed.
- Must adhere to HIPAA Confidentiality Standards and Policies.
- Regular attendance is necessary for continued employment.

EMR PROJECT MANAGER SUMMARY: Responsible for overseeing the Electronic Medical Record project and coordinating all details of the Electronic Medical Record project. Responsible for aiding the Clinical Systems Coordinator with Healthland related items such as: End-user training and working with other users to resolve Healthland related issues due to the EMR.

EMR PROJECT MANAGER QUALIFICATIONS:
- See combined IT and EMR Project Manager qualifications.

EMR PROJECT MANAGER DUTIES AND RESPONSIBILITIES:
- Responsible for overseeing the Electronic Medical Record project and coordinating all details of the Electronic Medical Record project including scheduling software installations, implementing best practices and setting up end-user training.
- Responsible for helping with work flow analysis and process mapping throughout each department before, during and after a piece of the EMR has been implemented.
- Work with Healthland & Clinical Systems Coordinator on issues related to implementation and use of the module once implemented.
- Responsible for helping with training guides and maintaining EMR Project binders.
- Responsible for helping with creating Business Continuity and Disaster Recovery plans.
- Responsible for supervising and coordinating all aspects of the Healthland "Premier Show Site" status project.
    - o Responsible for setting up site visits and conference calls with other Healthland sites.
- Required to host weekly Clinicals meetings, training sessions, and conference calls with Healthland when applicable.
- Responsible for making sure Glacial Ridge Health System is using both the Clinical and Financial systems of Healthland to its full potential. This may require research gathering from Healthland and Glacial Ridge Health System.

OTHER:
This job description is not intended to be all inclusive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or is a logical assignment to the position.