

**Ohio Health Information Partnership
CliniSync Interface Analyst
Job Description**

Job Title: CliniSync Interface Analyst
Prepared Date: January 2017

Summary:

The Ohio Health Information Partnership is a nonprofit organization based in Hilliard, OH. The Partnership operates in the Health Information Technology industry under the CliniSync brand, developing and implementing Health Information Exchange solutions. Our HIE solutions connect hospitals, physicians, and other providers to improve patient care.

The CliniSync Interface Analyst must be a highly motivated self-starter with excellent interpersonal skills. This individual must be a quick learner able to engage in the operations that are related to the implementation and support for CliniSync clients. The CliniSync Interface Analyst must also assist with the development of software and interfaces used both internally and externally to meet the needs of our clients.

Essential Duties and Responsibilities:

- Assist in managing existing Hospital stakeholder interfaces and understand and plan for impacts of changes to those interfaces.
 - Assist with the management of all aspects of potential impacts to endpoint distributions (EHRs, Payers) resulting from source system changes including hospital provider directories, compendium management and HL7 structure.
- Maintain extensive testing plans to include processes, outcomes and escalation diary to issue resolution.
- Follow change management protocols between applications and technology partners
- Coordinate efforts between the hospital and EHR integration team to provide a cohesive understanding of participant requests/needs involving both teams.
- Firm understanding of HL7 language(s) and the corresponding transport protocols
 - Including all versions of HL7(primarily 2.3 & 2.5)
- Understanding and ability to troubleshoot healthcare application connectivity that uses VPN and other SSL connections.
- Work with Support team to achieve defined goals as they are developed, which may be related to various support metrics, tasks, or procedures.
- Assist in the ongoing development of technology used for internal and external support as requested, related to area of responsibility.
- Provide weekly status updates on open issues.
- Respond to customer questions and concerns with speed and professionalism.
- Perform other duties or special projects as requested related to area of responsibility.

Education and/or Experience:

- College degree and/or 2 years of relevant experience preferred

Computer Skills:

To perform this job successfully, the individual should possess proficient skills in the following:

- Extensive experience with Microsoft Office software.
- Strong understanding and/or willingness to learn appropriate CliniSync software applications, EHR software and/or physician practice management required.

Other Skills and Abilities:

- Demonstrate ease in exercising professional poise, initiative, good judgment, good problem solving, change management and decision making.
- Possess strong written, verbal, and interpersonal communication skills.
- Exhibit self-motivation and independence in a work environment.
- Possess strong organizational skills and be detail oriented.
- Exhibit strong troubleshooting skills.
- Ability to learn and understand data flow and impact in a healthcare environment.
- Show flexibility and adaptability in handling changing priorities under tight deadlines.
- Demonstrate willingness to learn and pick up new tasks to assist with organizational goals.
- Understanding of CRM and database management preferred.
- Ability to demonstrate skills in analysis, organization, prioritization, leadership, project management, and communication methods.
- Ability to work well with people from many different disciplines with varying degrees of technical and healthcare expertise.