



Job Announcement: Clinical Application Coordinator 3, Executive Service, Salary Grade ESPP 121, Salary Range \$7,047 to \$12,685/month

Organization Description

The Tennessee Department of Mental Health & Substance Abuse Services (TDMHSAS) is the State's mental health and substance abuse authority. The department is responsible for planning, setting policy and quality standards, system monitoring and evaluation, and advocating for persons of all ages who have mental illness, serious emotional disturbance, or substance abuse disorders.

The Division of Hospital Services operates within the department and is responsible for operating four Joint Commission/CMS accredited Regional Mental Health Institutes (RMHI) across the State with over 1600 employees.

SUMMARY OF POSITION

The Clinical Application Coordinator is responsible for participating in the design, development, deployment and support of Hospital Information Systems. This will include actively soliciting input from all customer levels, rapidly responding to problems, and instituting new solutions. This position will work closely with program users and IT staff at the RMHIs, as well as IT and Hospital Services staff at Central Office. The position is a key part of the TDMHSAS Executive team and reports to the Assistant Commissioner for Hospital Services.

PRINCIPLE DUTIES AND RESPONSIBILITIES

Principle Duties and Responsibilities

1. Demonstrate advanced knowledge of information science healthcare practices and processes
2. Demonstrate skills in the development of operational processes for selected solutions and in creating reports
3. Able to be flexible, highly collaborative, and consistently work to fill gaps and avoid overlaps of system activities
4. Demonstrate thorough understanding of the application for which he/she is responsible and has/will gain knowledge across all relevant applications
5. Demonstrate ability to effectively communicate with users of varying levels of technological knowledge or experience
6. Manage the customization of the site parameters and address integration issues with other software packages
7. Analyze and evaluate processes related to information flow
8. Serve as liaison between program users, IT, and Central Office staff
9. Acquire a comprehensive knowledge of the software involved to determine what procedural issues versus system/application deficiencies
10. Provide training to program users on current software applications and new features, and insure training is scheduled for new users and assist staff in the efficient use of the current software
11. Coordinate all software upgrades and patch installations with appropriate staff,

documenting and resolving problems with package installations, and work closely with IT staff to solve problems

12. Promote awareness and importance of data validity, data security, and complies with Privacy Acts, HIPAA regulations, and computer related policies and procedures

13. In collaboration with others, interpret data and develop recommendations based on findings

Education / Experience:

- Master's Degree in Mental Health, Health Sciences, Health Services, Health Informatics, Healthcare Administration, or Nursing, and four (4) years' experience in deployment or implementation of application systems (clinical preferred), or a related field with a strong foundation in system design, analysis, and evaluation
- Bachelor's degree with 7 years' experience is accepted
- Prior Clinical Application Coordinator experience preferred
- Prior experience on the successful implementation of a nationally recognized electronic health record system is preferred

Please send resumes/CVs or any questions to John Arredondo, Assistant Commissioner at john.arredondo@tn.gov or (615) 253-7311

TDMHSAS is an AA/EEO/ADA employer.

Pre-employment criminal background check is required.

Pre-employment drug testing is required.