

**LAWRENCE GENERAL HOSPITAL
JOB DESCRIPTION**

JOB TITLE: Project Manager

DEPARTMENT: Information Systems

**REPORTS TO: Director of
Communications & Information Systems**

JOB PURPOSE: The Project Manager is responsible for managing self and others on projects involving the following components: 1) Analyzing, designing, testing and implementing computer-based information systems, 2) Evaluating and modifying existing information systems and procedures, 3) Providing application, documentation and training support for information systems, 4) Exploring and evaluating new technology solutions to enhance existing or planned information systems.

JOB CRITERIA AND PERFORMANCE STANDARDS:

I. Manages all aspects of potential projects and approved projects related to assigned applications areas.

- Conducts interviews with users input, output and processing requirements to ensure sound design
- Makes presentation of analysis and design alternatives to users
- Creates and maintains a project plan utilizing Microsoft Project and/or other applicable software, at as detailed level as required for the project
- Meets with involved parties (project team and stakeholders) on a regular basis to assess project status and insure deliverables are met
- Communicates project status to I S Management, Senior Management and stakeholders as needed
- Monitors activity of each project team member and realigns as necessary
- Keep project staff up to date on regulatory components or external factors related to the project
- Creates go-live and support plans
- Once support is in place, makes recommendations for future enhancements/projects
- Participates in vendor user groups, on-line seminars and list serve/on-line discussion groups to enhance product knowledge

II. Performs analysis, design, modification, testing and implementation of new computer systems and upgrades to existing systems.

- With input from the user department(s), analyzes and designs modifications for new or existing systems
- Learns system tools and skills and applies knowledge as needed

- Evaluates alternatives and makes recommendation to user departments(s) and others
- Maintains system and security files and configures as necessary to complete system development work
- Develops system test plans, creates test data, test job stream and evaluates results with user department(s) and others
- Documents all modifications in detail as well as other specifics about our set-up of each system
- Trains key personnel (e.g. system administrators or super users) in the use of tools that they will require to maintain and enhance the user defined components of the system
- Trains users and/or trainers as needed during implementations and upgrades and other software changes
- Provides support during go-live phases
- Completes programming assignments in the estimated amount of time

III. Performs applications support for Information Systems

- Provides support for issues and questions
- Interfaces with users to obtain information, reviews proposed solutions and evaluates systems
- Resolves issues in a timely and efficient manner including interaction with vendors in the resolution of these issues
- Ensures that system testing is completed on any system changes required for resolution of an issue or problem
- Creates and enhances reports or schedules as appropriate or necessary
- Creates and modifies documents using system tools including routing output to devices (printers, files, etc.) as appropriate or necessary
- Maintains Issues List by vendor and system as needed
- Coordinates testing of software changes between version upgrades such as service pack and hot fixes
- Assists technical resources with installation and testing of new software as appropriate
- Notifies users of any downtime related to software changes, hardware maintenance, etc. and coordinates analyst coverage and support during any outages with Director of Information Systems and others
- Recommends enhancements to improve the processing efficiency of current systems and insures that user expectations are realistically set for all such projects
- Gains an appropriate level of knowledge to support all assigned information systems including application functionality and interfaces with other systems
- Documents all support procedures for assigned systems

IV. Uses problem-solving skills and decision-making skills in addressing problems and questions.

- Isolates problem and collects relevant background information from all available resources
- Evaluates facts and sets priorities
- Recognizes significant effects of proposed solutions
- Takes initiative, follows through with appropriate and timely actions
- Shows flexibility to respond to immediate needs and be decisive in taking action
- Documents solutions to problems and educates support staff

V. Utilized time management skills including:

- Plans work assignments for self
- Estimates time needed to perform specific tasks and monitors time against that estimate
- Creates and maintains detailed project plans for each project, using project software as needed

GENERAL COMPETENCIES

ENVIRONMENT OF CARE (SAFETY)

1. Adheres to all safety principles in the performance of job functions as outlined in the Safety Program (Policy # 01-088).
2. Uses all equipment in a safe manner.
3. Identifies and reports all safety hazards throughout the Hospital.
4. Reports injuries & accidents &/or errors to self, patients and visitors in a timely manner.
5. Completes and forwards an Incident Report when indicated.
6. Responds to fires and/or fire drills using the appropriate procedure.
7. Follows the No Smoking policy.
8. Manages waste and hazardous materials in the proper manner.
9. Uses the MSDS sheets when needed.
10. Performs appropriately in actual or simulated Internal Emergency Preparedness episodes.
11. Performs appropriately in actual or simulated External Emergency Preparedness episodes.
12. Uses proper body mechanics and lifting techniques.

SECURITY

1. Maintains the security of the Hospital and the grounds, as per policy.
2. Wears one's Identification Badge at all times while on duty.
3. Adheres to policies relating to computer security.

PATIENTS RIGHTS, CONFIDENTIALITY & ETHICS

1. Maintains patients' rights, privacy and confidentiality in all aspects of the job, including those relating to diagnosis and patient records.

2. Promotes & employs ethical actions at all times with patients families and others.
3. Adheres to the policies and procedures of the Corporate Compliance Program.

PERFORMANCE IMPROVEMENT

1. Participates in Performance Improvement activities, as requested to do so.
2. Identifies & communicates opportunities for improvement.

SERVICE EXCELLENCE

1. Performs as a team member utilizing the LGH values of quality, service, integrity and compassion.
2. Demonstrates excellent customer service by conducting daily activities, communications and interactions in a cooperative, positive and professional manner as dictated by the Hospital's Service Excellence 7 Standards of Behavior.

COMPETENCY & PERSONAL DEVELOPMENT

1. Identifies and communicates learning, competency and personal development needs to the supervisor.
2. Actively identifies and participates in educational activities that meet one's educational needs, as approved by the supervisor.
3. Uses newly found knowledge and skills in one's role.

AGE RELATED COMMUNICATION & SAFETY

1. Communicates in a manner appropriate and respectful to the comprehension level of the patient and/or family.
2. Maintains a safe environment specific to the age group served.

INFECTION CONTROL

1. Follows standard of universal precautions and use of appropriate personal protection equipment.

ATTENDANCE AND PUNCTUALITY

1. Maintains the responsibility for punctuality and attendance to ensure optimal operation of the department.
2. Meets Hospital attendance policy as defined in the Hospital policy manual.
3. When an unscheduled absence from work is necessary, the department is notified according to department policy.
4. Submits requests for vacation, days off, etc. in accordance with department policy.

JOB SPECIFIC COMPETENCIES

Demonstrated project management skills including the management of other staff assigned to projects.

- Appropriate software experience preferred specifically related to vendor products.
- Working knowledge of personal computing technology including user computing tools from both a technical and user perspective.
- Experience with utilizing Project Management software for complex projects
- Knowledge of 1 or more modern programming languages preferred.
- Ability to resolve complex problems in a timely manner
- Excellent interpersonal and communications skills

MINIMUM EDUCATION AND EXPERIENCE:

- Bachelors degree or equivalent in Computer Science or related field or a BS in healthcare related field with additional education in computing technologies.
- Minimum of 5 years IS experience implementing systems in a multi-vendor healthcare environment preferred.

PHYSICAL REQUIREMENTS

The following activities are required to perform the essential functions of this job:

Activity	% of Work Day			
	<i>Not at all</i> 0%	<i>Occasionally</i> 1-33%	<i>Frequently</i> 34-66%	<i>Constantly</i> 67-100%
Lifting / Up to 10 lbs.		X		
Carrying 11-24 lbs.		X		
25-34 lbs.	X			
35-49 lbs.	X			
50-74 lbs.	X			
75-99 lbs.	X			
Over 100 lbs.	X			
Pushing/Pulling		X		
Stooping/Kneeling/Climbing		X		
Traveling/Mobility throughout Department/Hospital			X	
Standing for Prolonged Period		X		
Sitting for Prolonged Period			X	

Visual Activity (paperwork, monitors)	X
Written/Verbal Communication	X
Auditory Requirements	X
Tactile requirements (fine manipulation/grasping, etc.)	X

Employees at Lawrence General Hospital must be able to readily adjust to change and handle a rapid-paced environment and the stresses associated with that, while continuing to provide high quality, efficient service. The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities and duties of personnel so classified.

APPROVAL:

DEPARTMENT DIRECTOR

HUMAN RESOURCES DEPARTMENT

I appreciate the prompt feedback. We are currently working with Lawrence General Hospital. We are in the process of placing two clinical documentation professionals with the hospital and are actively recruiting for the IS Project Manager Position. I have attached a job description. We are looking for a qualified professional who has healthcare experience. Let me know if you think of anyone. As I mentioned before we do offer \$1,000 referral fee for anyone you send my way that ends of getting the job!

Sincerely,

Devon Santoro

Contact Information

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