Implementation Support Specialist

Provide user support to ensure the technology functions properly and that it is configured to meet the needs of the redesigned practice workflow.

Specialists in this role will be able to:

- Execute implementation project plans by installing hardware and configuring software to meet practice needs.
- Incorporate usability principles into software configuration and implementation.
- Test the software against performance specifications.
- Interact with the vendors to rectify technical problems that occur during the deployment process.
- Proactively identify software or hardware incompatibilities.
- Assist in identifying effective data back-up and recovery solutions.
- Ensure that hardware/software recovery and related capabilities are implemented to minimize system downtime.
- Ensure that privacy and security functions are appropriately configured and activated in hardware and software.
- Document IT problems and evaluate the effectiveness of problem resolution.
- Assist end users with the execution of audits.
The HIT grant program is an online six-month certificate program designed to prepare students for employment in a high-demand field, implementing and supporting electronic health records (EHR). Employers expect to need as many as 50,000 HIT professionals within the next four years.

There are four courses to choose from, each designed to allow students to work when it is convenient for them. The online training can be completed anywhere there is Internet access. Scholarship funds are available for qualified applicants with health or IT experience.

Most students will need to work an average of 12 hours per week to complete a course in the required six-month timeframe. There are no additional fees for books or materials because student resources are online. Students who complete this non-credit certificate program successfully will be prepared to sit for a national competency exam and receive a regional certificate.

**Course Offerings**

- Practice Workflow and Information Management Redesign Specialist
- Implementation Support Specialist
- Technical Software Support Specialist
- Trainer

**Practice Workflow and Information Management Redesign Specialist**

Assist in reorganizing the work of a provider to take full advantage of the features of health IT to improve health and care.

Specialists in this role will be able to:

- Document the workflow and information management models of the practice.
- Conduct analysis of user requirements to facilitate workflow design.
- Develop revised workflow and information management models for the practice, based on meaningful use of a certified EHR product.
- Work directly with practice personnel on revised workflow during EHR implementation.
- Work with staff to develop plans to keep the practice running if the EHR system fails.
- Work with staff to evaluate the new processes as running if the EHR system fails.
- Design processes and information flows for the practice that accommodates quality improvement and reporting.

**Technical Software Support Specialist**

Maintain systems in clinical and public health settings, including patching and upgrading of software, and provide one-on-one support in a traditional “help desk” model.

Specialists in this role will be able to:

- Interact with end users to diagnose IT problems and implement solutions.
- Document IT problems and evaluate the effectiveness of problem resolution.
- Support systems security and standards.
- Assist end users with the execution of audits and related privacy and security functions.
- Incorporate usability principles into ongoing software configuration and implementation.
- Ensure that the hardware/software “fail-over” and related capabilities are appropriately implemented to minimize system downtime.
- Ensure that privacy and security functions are appropriately configured and activated in hardware and software.
- Interact with vendors to rectify technical problems during the deployment process.
- Work with vendors and other sources to find solutions to user questions or problems.

**Trainer**

Design and deliver training programs using adult learning principles.

Trainers in this role will be able to:

- Use a range of health IT applications, preferably at an expert level.
- Communicate clearly both health and IT concepts as appropriate, in a language the learner/user can understand.
- Apply a user-oriented approach to training, reflecting the need to empathize with the learner/user.
- Assess training needs and competencies of learners.
- Accurately assess employees’ understanding of training, particularly through observation of use both in and out of the classroom.
- Design lesson plans, structure active learning experiences for users, and create use cases that effectively train employees through an approach that closely mirrors actual use of the HIT in the patient-care setting.
- Maintain accurate records of training events.
- Maintain accurate training records of the users and develop learning plans for further instruction.

FOR MORE INFORMATION

For more information about the HIT Grant Program and program entrance requirements, please contact Robbin Rekemeyer, program director, at 319-398-1278 or email robbin.rekemeyer@kirkwood.edu, or visit www.kirkwood.edu/hitconsortium.

This project is supported in whole or in part by ARRA HIT Grant # 90CC007901 and was awarded to Cuyahoga Community College by the Federal HHS Office of the National Coordinator. Cuyahoga Community College is an equal opportunity employer and does not discriminate based upon race, gender, nor ethnicity.