Patient Ed Systems Specialist
Gundersen Health System
La Crosse, WI

Job Details

Manages the centralized patient education and language translation functions for the enterprise. Administers and maintains databases of patient education materials for both print and non-print resources. Provides library reference services.

Job Responsibilities

- Responsible for daily operations of the centralized patient education function. Manages, maintains and archives all print, non-print, and electronic patient education resources in adherence with regulatory and legal requirements.

- Responsible for database business administration of the patient education document management system software. Collaborates with Information Systems to administer and maintain software. Controls content integrity and security access to database objects. Archives electronic content in adherence with legal requirements. Tracks access and utilization of content and provides reports as requested. Coordinates and participates in aspects of systems analysis, planning, design, development, testing, and maintenance of document management system. Provides proactive user support including but not limited to training and education. Assists in evaluation and development of training and in-service programs.

- Responsible for the design, maintenance, content, and functionality of the Patient Education intranet website. Researches, selects, implements and maintains links to commercially available patient education applications.

- Manages the language translation function for the enterprise. Translation of documents such as vital, legal, patients' personal health information, and patient education are included.

- Collaborates with Patient Education Content Specialist to maintain the centralized patient education function for the enterprise, including the patient education website. Collaborates with nurses assigned to patient education to develop patient education curricula and algorithms to accommodate different learning modes. Assists nurses assigned to patient education with Epic patient education and GetWellNetwork initiatives.

- Maintains accurate project management documentation to include but not limited to minutes, issues reports, status reports, cost reports, benefit measurements, project schedules, and key decisions.

- Collaborates with Information Systems to deliver patient education via Gundersen Health System's patient portal, MyCare.
• Provides direct clinical and consumer health reference services to patients, healthcare providers, healthcare professionals and to the general public by utilizing a variety of print, non-print and electronic resources.

Position Qualifications

Education and Experience
Required: Bachelor's degree in Library Science or a related field
Desired: Master's degree in Library Science or Information Technology or a related field

Work Experience
Required:
3-4 years of progressively responsible related work experience; knowledge of relational databases or document management software administration. Webpage design and HTML experience.

Desired:
1 year library experience, specifically Health Sciences Library experience. Administrative experience with patient education.

Required Skills:
Computer Systems/Software/Applications
Demonstrate a strong working knowledge of desktop operating system
Computer Systems/Software/Applications
Web design and HTML experience
Computer Systems/Software/Applications
Demonstrate a working knowledge of major computer hardware and software concepts including Understanding of data networks, database management, and operating systems and interfaces
Written and oral communication skills
Demonstrate effective interpersonal sensitivity
Evaluate practice against standards and initiate change
Strong analytical skills to solve technical problems
Analytical skills to review data and identify trends and opportunities for improvement
Project management methodologies and tools
Healthcare business process modeling
Work independently with minimal supervision
complete tasks that require efficiency, organization and a positive attitude under tight deadlines in a high intensity and fast paced work environment
time management skills
organizational skills
Required: Valid Driver's License (DL)