DACUM Research Chart for Health Informatics Specialist

Produced for

Health Workforce Initiative

DACUM Panel

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Produced by

THE OHIO STATE UNIVERSITY
COLLEGE OF
EDUCATION AND HUMAN ECOLOGY

December 11-12, 2014

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DUTIES	TASKS			
A. Participate in Clinical and Operational Work Groups*	A.1 Define work group project (e.g., scope, risks, constraints)	A.2 Participate in work group meeting(s)	A.3 Establish work group action item timelines	A.4 Provide status updates on assignments and deliverables
B. Conduct Workflow Analysis	B.1 Gather workflow requirements from stakeholders	B.2 Identify subject matter experts (SME)	B.3 Conduct process interviews with SMEs	B.4 Document process findings
C. Perform Clinical and Operational Data Gathering	C.1 Gather data requirements	C.2 Build report specifications (e.g., data source, formatting, summary)	C.3 Design requested report	C.4 Develop requested report
D. Manage Clinical and Operational Training	D.1 Master process to be trained	D.2 Define training methodology (e.g., train-the-trainer, online modules)	D.3 Contribute to training curriculum development	D.4 Validate training curriculum
E. Perform Incident Management	E.1 Monitor service queue	E.2 Perform triage assessment of incoming incident	E.3 Perform triage prioritization of incoming incident	E.4 Perform triage delegation of incoming incident
F. Manage Request(s) for Service	F.1 Monitor queue for requests for service	F.2 Assess scope of service request	F.3 Document service request	F.4 Refer service request to work group (Tasks A-1 through A-7)
G. Perform Administrative Activities	G.1 Audit operational systems	G.2 Review incoming correspondence (e.g., voicemail, email)	G.3 Promote customer relations	G.4 Contribute to P&P development
	G.10 Navigate change management process	G.11 Record work activity	G.12 Provide after-hours support	G.13 Participate in organizational committee work
H. Participate in Professional Development	H.1 Review professional literature	H.2 Obtain professional certification(s)	H.3 Maintain professional certification(s)	H.4 Participate in continuing education (e.g., online, classroom)

A.5 Remediate work group issues and risks	A.6 Complete work group assignment deliverables	A.7 Document lessons learned		
B.5 Validate documented process findings	B.6 Evaluate process with system	B.7 Optimize process to best practice	B.8 Test optimized process	B.9 Implement optimized process
C.5 Test report product (e.g., accuracy, layout)	C.6 Validate report product with customers	C.7 Publish report product	C.8 Document report in services catalog	
D.5 Train end users	D.6 Assess user proficiency of training			
E.5 Review identified incident	E.6 Remediate identified incident	E.7 Resolve identified incident		
F.5 Complete service request				
G.5 Contribute to internal presentations	G.6 Provide go-live and downtime support	G.7 Manage personal work calendar	G.8 Prepare internal status report(s)	G.9 Participate in team meetings
G.14 Complete mandated organizational training				
H.5 Participate in professional organizations	H.6 Participate in industry conference(s) (e.g., vendor, user group, societal)	H.7 Participate in vendor training	H.8 Pursue advanced degree(s)	

nal effort (e.g., project, initiative).

General Knowledge and Skills

Knowledge
General statistics
Project management
Vendor-specific certifications (e.g., software
    applications)

Skills
Basic office (e.g., phone, fax, computer)
Advanced computer
Problem-solving
Critical Thinking
Communication (e.g., speaking, listening,
technical writing)
Interpersonal
Time management
Presentation
Analytical

Behaviors

Sense of humor
Creative
Multi-tasker
Analytical
Adaptable
Accurate
Common sense
Problem-solver
High tolerance for stress
Ability to think out of the box
Ability to communicate complex
ideas in lay terms
Confident with humility

* Work group

For this DACUM chart, a work group is defined as a multidisciplinary work team brought together to complete an organizational effort (e.g., project, initiative). It can include:

- Medical Doctor(s)
- Nurse(s)
- Non-clinical staff
- IT technical
- IT network
- IT systems
- IT application
- Project manager
- Executive sponsor
- Clinical technical staff (radiology tech)
- Pharmacist
- Other SMEs

Acronyms

SME   Subject Matter Expert
P&P   Policies and Procedures
DBMS   Database Management Software

Tools, Equipment, Supplies and Materials

Flow charts/diagram tool (e.g., VISIO)
Business Intelligence tools (e.g., SQL server, Crystal reports)
Computer equipment
Office productivity tools (e.g., email, word processing, spreadsheet, presentation software, project software, calendar)
Smartphone
Database management tools
Screen capturing tools
Time tracking tools (e.g. Kronos)
Social media tools (e.g., Jammer)
Incident management tools (e.g., ticketing)
Remote desktop support software (e.g., Bongar)

Future Trends and Concerns

Privacy concerns
Financial constraints
Overcoming resistance to technology change
Question motivating factors in clinical workers transitioning to IT
Data breaches (e.g., hackers)
Governmental regulations/changes
Paperless system
Proactive population health mgt.
Increased collaboration with interprofessional development
Trend toward structured data
Creating a new discipline that blends traditional IT and clinical expertise