

# Epic Configuration Analyst-Patient Access-2207889

## Job

Administrative and Clerical Support

## Primary Location

TN-Nashville-Green Hills Office Building

## Organization

Change Management 303236

## Shift Days

### JOB SUMMARY:

Responsible for in-depth knowledge of assigned Epic System software. Conducts regular day-to-day communication, reviews software, demonstrates a deeper understanding of business operations, and works with Epic, Subject Matter Experts, and end users to tailor the system to fit the organization's needs. Routinely performs in-depth analysis of workflows, data collection, and other technical issues associated with the use of Epic software; is responsible for design, build, testing, and maintain those solutions.

### DEPARTMENT SUMMARY:

Patient Access Services (PAS) is committed to connecting our patients to the care they need to get well and stay well. We work in collaboration with our clinical teams to provide a seamless patient experience, from the first phone call to the day of the appointment and beyond. We continuously strive to elevate our services and reduce anxiety for patients and their families. Our commitment to our colleagues and our patients is what makes us #inspiredtoserve.

**Note:** This position is 100% remote and operates in a virtual work environment. Interviews, Onboarding, and Training will be virtual. High speed internet required.

**View how Vanderbilt Health employees celebrate the difference they make every day:**

### Discover Vanderbilt University Medical Center:

Located in Nashville, Tennessee, and operating at a global crossroads of teaching, discovery, and patient care, VUMC is a community of individuals who come to work each day with the simple aim of changing the world. It is a place where your expertise will be valued, your knowledge expanded, and your abilities challenged. It is a place where your diversity — of culture, thinking, learning, and leading — is sought and celebrated. It is a place where employees know they are part of something that is bigger than themselves, take exceptional pride in their work and never settle for what was good enough yesterday. **Vanderbilt's** mission is to advance health and wellness through preeminent programs in patient care, education, and research.

## **VUMC Recent Accomplishments**

Because we are committed to providing the best in patient care, education, and research, we are proud of our recent accomplishments:

- **US News & World Report:** #1 Adult Hospital in Tennessee and metropolitan Nashville, named to the Best Hospitals Honor Roll of the top 20 adult hospitals, 10 nationally ranked adult specialty programs, with 3 specialties rated in the top 10 nationally, Monroe Carell Jr. Children's Hospital at Vanderbilt named as one of the Best Children's Hospital in the nation, with 10 out of 10 pediatric specialties nationally ranked.
- **Healthcare's Most Wired:** Among the nation's 100 "most-wired" hospitals and health systems for its efforts in innovative medical technology.
- **Becker's Hospital Review:** named as one of the "100 Great Hospitals in America", in the roster of 100 Hospitals and Health Systems with Great Oncology Programs and to its list of the 100 Hospitals with Great Heart Programs.
- **The Leapfrog Group:** One of only 10 children's hospitals in the to be named at Leapfrog Top Hospital.
- **American Association for the Advancement of Science:** The School of Medicine has 112 elected fellows
- **Magnet Recognition Program:** Received our third consecutive Magnet designations.
- **National Academy of Medicine:** 22 members, elected by their peers in recognition of outstanding achievement
- **Human Rights Campaign Healthcare Equality Index: 6<sup>th</sup> year in a row that Vanderbilt University Medical Center was a Leader in LGBTQ Healthcare Equality.**

## **KEY RESPONSIBILITIES:**

- Independently execute the build, edit, and maintenance of provider and resource templates. Provide Epic best practice recommendations to reduce barriers to access. Review requests to determine impact to standard workflows, organizational standards, or system build
- Facilitate and triage Change Management requests to the appropriate Health IT team, conduct user testing and provide signoff approval of completed requests
- Assist with EPIC testing when version enhancements are completed, as requested, training staff on new Epic template design upon completion of project, creating documentation for new Epic processes upon completion of project,
- Partner with Customer Relationship Managers (CRMs) and Call Center leadership to determine system issues related to scheduling challenges; receive and implement requests for online scheduling, as appropriate.

## **Physical Requirements/Strengths needed & Physical Demands:**

- Sedentary category requiring exertion up to 10 lbs. of force occasionally and uses negligible amounts of force to move objects. Sedentary work involves sitting most of the time.

### **Movement**

- Occasional: Sitting: Remaining in seated position
- Occasional: Standing: Remaining on one's feet without moving.
- Occasional: Walking: Moving about on foot.
- Occasional: Lifting under 35 lbs.: Raising and lowering objects under 35 lbs. from one level to another
- Occasional: Push/Pull: Exerting force to move objects away from or toward.
- Occasional: Bending/Stooping: Trunk bending downward and forward by bending spine at waist requiring full use of lower extremities and back muscles
- Occasional: Reaching below shoulders: Extending arms in any direction below shoulders.
- Occasional: Handling: Seizing, holding, grasping, turning, or otherwise working with hand or hands.

### **Sensory**

- Occasional: Vision: Clarity of near vision at 20 inches or less and far vision at 20 feet or more with depth perception, peripheral vision, color vision.
- Frequent: Noise: May include exposure to occupational noise levels which equal or exceed an 8-hr time-weighted average of 85 decibels, requiring enrollment in VUMC's Hearing Conservation Program which includes training, use of hearing protection, and periodic audiometry.
- Continuous: Communication: Expressing or exchanging written/verbal/electronic information.

High School Diploma or GED (or equivalent experience) and bachelor's degree (or equivalent experience) and 2 years' experience

Epic Certification within one year of hire