



Job Profile for Operational Consultant

One of the fundamental principles of the Streamline Health (STRM) culture is that we will achieve consistent results through practicing our principles of teamwork. True teamwork requires that all team members recognize the importance of a positive attitude on individual as well as team performance and accept accountability for their actions.

The starting point for teamwork and accountability is clearly defined job responsibilities for all team members. It is then up to each team member to consistently deliver on those responsibilities. In a culture based on teamwork and accountability, all team members want to do their part for the success of the team, because they realize that anything less is unacceptable.

The mission of the STRM Implementation Services Team is to ensure the satisfaction of our clients in three primary areas:

- Implementation of the STRM solutions;
- Interface work;
- Resolution of client support issues in accordance with the STRM Support Services guidelines.

As an Operational Consultant, it is your responsibility to demonstrate a commitment to this mission at all times. You must set a positive example in all areas of your performance.

The purpose of this document is to clearly define your responsibilities as an Operational Consultant. If you have any questions on these responsibilities, please discuss the matter with your manager.

Primary Responsibilities:

The Operational Consultant is to document current and future process flows and departmental operations of the departments that will be impacted by the implementation of the Streamline Health applications. The Operational Consultant works closely with the client during all stages of the implementation.

1. Determines each department's functional requirements by conducting interviews with key personnel in each department, observing and collecting

- information about the use of current systems, and reviewing current policies/procedures.
2. Confirms functional requirements through facilitated sessions.
 3. Assists with forms and documentation redesign to increase efficient capture of information.
 4. Provides product expertise on the Streamline Health applications.
 5. Performs client training.
 6. Facilitates system design work sessions and documentation to determine best use of all applications.
 7. Performs table building assistance.
 8. Performs Customer Acceptance Testing to insure system functions as designed.
 9. Provides support during entire project implementation lifecycle.
 10. Conducts a post-implementation assessment.

Accountability...produces the expected results of the position, while showing proactive support of the STRM Mission and Culture, including our Principles of Effective Teamwork.

Proactive support of the STRM Objectives

1. Proactive support of all STRM policies, processes, and procedures, including, but not limited to:
 - a. Time reporting on the project
 - b. Streamline Health's Implementation Lifecycle
 - c. Sick and vacation requests and reporting

Primary Qualifications:

1. Professional integrity and transparency
2. Proven teamwork skills
3. Effective interpersonal skills
4. Ability to remain calm in the face of adversity, while demonstrating appropriate resolve and focus.
5. Results (vs. activity) oriented
6. In-depth knowledge of the STRM support processes and effective troubleshooting skills.
7. In-depth knowledge of the STRM applications.
8. In-depth knowledge of the critical phases in a successful development life cycle methodology.
9. General familiarity with all STRM departments to ensure that you are working effectively and cooperatively with them.
10. Background
 - a. In depth knowledge of all Health Information Management (HIM) processes, both from an acute care as well as clinic setting.
 - b. A minimum of two years' experience in a hospital HIM department or healthcare consulting with sufficient HIM expertise.
 - c. Knowledge of the following is highly desirable;

i. Microsoft's SharePoint Server

ii. Microsoft Office (Word, Excel, PowerPoint, Visio)

11. Effective verbal and written communication skills – Clear, Concise and Complete
12. Good business judgment. Demonstrates the ability to work independently as well as both effectively and efficiently. Show leadership through excellent understanding and choosing the right direction. Makes rational decisions based on what is needed or right and not which is necessarily faster or easiest.
13. Strong work ethic. Demonstrates a commitment to quality and excellence for the customer and the company.
14. Professionalism in all aspects of the position. Demonstrates a clear and consistent dedication to improving and promoting process and excellent, positive working relationships internal and external to immediate work group.
15. Effective Presentation Skills. Demonstrates the ability to convey ideas and concepts to others in a positive and effective manner.
16. Dependability. Demonstrates consistency in all aspects of their approach to work.
17. Ability to multitask. Demonstrates the ability to handle multiple, concurrent assignments/projects. Seeks to understand their relevance and relative importance in order to prioritize effectively.
18. Effective training skills.
19. Willingness to travel an estimated 50% to 60% of the time (may exceed during normal project timeframes).
20. Located in the STRM Corporate Office is a plus.