The San Francisco Department of Public Health (DPH) utilizes the Epic Willow Inpatient, Epic Willow Ambulatory, SymRx Interactive Voice Response, Omnicell dispensing cabinets, Fastpack automated pill packager, Hovercam dispense-prep recording, and other applications in support of Pharmacy operations. Our multiple pharmacies support mental health and substance use treatment, primary care, and hospital operations across multiple campuses serving underserved and vulnerable populations in the City and County of San Francisco.

Under the direction of the Epic Inpatient Manager, the Epic Willow IS Business Analyst effectively collaborates with other application analysts assigned to the Epic Willow team while learning and building knowledge of Epic applications and integration with other EHR systems (non-Epic). The Epic Willow IS Business Analyst has primary responsibility for the definition, coordination, implementation, maintenance, and support of Pharmacy Applications within DPH. The analyst will interact and communicate with operational stakeholders and subject matter experts to gather and collect business requirements for assigned tasks and or projects. The Epic Application Teams are responsible for designing, implementing, testing, and supporting the clinical and financial aspects of the SFDPH EHR. This includes integration and interoperability with other third-party clinical applicaitons, financial systems, and devices.

The San Francisco Department of Public Health (DPH) utilizes the full Epic Pharmacy suite of applications. Epic Applications include:

Ambulatory	Ancillary	Inpatient	Access & Revenue
EpicCare Ambulatory	Cupid Cardiology	EpicCare Inpatient Orders	Grand Central
Kaleidoscope Ophthalmology	Radiant Radiology	EpicCare Inpatient ClinDoc	Cadence Scheduling and Registration
Wisdom Dental	Healthy Planet	Willow Inpatient Pharmacy	Hospital Billing & Claims
Wound Care	Beacon Oncology	Willow Ambulatory Pharmacy	Professional Billing
EpicCare Dialysis	Research	Willow Inventory Management	HIM
Bones Orthopedics	Dorothy Home Health	Epic Long-Term Care	Welcome Kiosk
EpicCare Link	Nurse Triage	OpTime & Anesthesia	
MyChart	Epic Mammography	ASAP Emergency Department	
Compass Rose	Hello World	MyChart Bedside	
Nurse Triage	Beaker Laboratory	Stork Obstetrics	
Epic Lumens			

The ideal candidate must have working knowledge in the following:

- Understands the use of electronic health record in the hospital and outpatient areas.
- Knowledge of pharmacy related workflows in hospital-based inpatient and long-term care, behavioral health care, and outpatient care.
- Knowledge of medication administration in the inpatient, long term care, behavioral health, and outpatient settings.
- Understanding of a wide array of integration points including but not limited to utilizing standards such as HL7, CCDA, & FHIR APIs.
- Information Technology change control policies & procedures.
- Knowledge of flow diagramming applications: Visio

- Knowledge of collaboration platforms: Microsoft Teams & SharePoint.
- Knowledge of basic project management methodologies

ESSENTIAL JOB DUTIES:

The IS Business Analyst is the journey level in the Business Analyst series. Positions at this level are distinguished from Senior level Business Analysts by the lesser difficulty and complexity of the analytical tasks and is distinguished from the Assistant level by the wider scope of responsibilities. At this level, incumbents work with only occasional instructions or assistance; analyses of average difficulty and complexity are performed with considerable latitude for independent action on less involved projects. Work requires interpretation of policies, procedures and guidelines; and may require the development of recommendations consistent with directives, policies and regulations. Work is normally reviewed upon completion and for overall results.

- To support the design, implementation, support, and optimization of the Epic enterprise Electronic Health Record (EHR) for the San Francisco Department of Public Health
- To support the design, implementation, support, and optimization of other assigned applications.
- To collect information from departments, clinicians, health workers, vendors, and internal and external customers regarding electronic system development, implementation, issues, recommendations, and utilization of best practices
- As a member of a multi-disciplinary team, translate functional requirements into application build
- Communicate effectively both orally and in writing with a diverse set of clients; establish and maintain good working relations with department personnel, staff, vendors, peers, and management.
- Maintains all system configuration and build parameters for application modules
- Use logic and analysis to solve computer and application module problems
- Exercise judgment, decisiveness and creativity in an environment subject to frequent change
- Research, analyze, and develop proposed solutions for regulatory requirements
- Prepare test plans, documentation and training materials; work with vendors to prepare technical specifications and scopes of work
- Prioritize competing requests for services
- Application module optimization in conjunction with stakeholders
- Project management of small projects
- Manage critical timelines effectively
- Manage communication between applications
- Application/module implementation and testing
- Clearly document work and adhere to change control procedures

- Maintains and updates Service Now, Sherlock, Orion, Nova, or other Epic build trackers or Epic project plans
- To perform other duties as assigned per the City's job specifications.

Desirable Qualifications:

Certification:
Epic module certification OR proficiency applicable to position.

- Experience with full lifecycle of Epic implementation and/or Epic upgrade
- Knowledge of Lean fundamentals including, but not limited to, A3 thinking, Value Stream Mapping and Kaizen events
- Proficiency with basic word processing and presentation applications (i.e. MS Office: Word, Excel, PowerPoint).
- Knowledge of flow diagramming applications and collaboration platforms, SharePoint.
- Prior experience in software application support
- Prior experience in a healthcare setting