The San Francisco Department of Public Health (DPH) utilizes Epic Ambulatory, multiple Epic specialty applications, and third-party applications to support clinical care and daily operations in our network of outpatient clinics. These outpatient clinics provide primary care, specialty care, mental health and substance use treatment, and case management services to underserved and vulnerable populations in the City and County of San Francisco.

Under the leadership of the Epic Ambulatory Applications Manager, the Epic Ambulatory IS Business Analyst's primary role is to have a complete working knowledge of assigned application(s), to include an understanding of the assigned department workflows for the associated system build/configure, upgrade and release process. The individual is responsible to define, coordinate, implement, maintain, and support application(s) within DPH.

The Epic Ambulatory IS Business Analyst will act as a support contact for the application and coordinate resolution for issues that arise within their area of responsibility. The individual must retain knowledge about the organization's policies, procedures, and business operations. They will perform workflow analysis, data collection, and report issues associated with the software. The IS Business Analyst will serve as a liaison between clinical end users, third-party vendors, and other technical staff. They will work with end users by participating in training development, troubleshooting of issues and questions, and deploying new software in support of workflows.

The San Francisco Department of Public Health (DPH) utilizes the full Epic Ambulatory 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 Epic Application Analysts are responsible for designing, implementing, testing, and supporting the clinical and financial aspects of the San Francisco Department of Public Health Electronic Health Record. This includes support of and integration and interoperability with other third party clinical and financial systems and devices. The ideal candidate will have an understanding of the use of electronic health records in the hospital and outpatient areas.

The ideal candidate must have working knowledge in the following:

- Knowledge of outpatient healthcare workflows, functions, and processes including clinic/patient workflows, clinical charting, medication and procedure ordering, and patient follow up.
- Knowledge and understanding of specialty workflows such as Optometry, Orthopedics, Care Coordination, Gastroenterology, Urgent Care, OBGYN, Pediatrics, Dermatology, Primary Care, and more.
- 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.

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 venders 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