



University of Colorado Hospital

UNIVERSITY OF COLORADO HEALTH

Health Information Technology Training Intern

Position Summary

Collaborates with training supervisors and lead principal trainers to deliver new hire training programs and end-user support for UC Health's Electronic Health Record (EHR). The intern volunteer becomes credentialed to train Epic during the internship and is responsible for maintaining course curricula and supporting materials under the guidance of the principal trainer.

Position Accountabilities

Delivers successful service to our internal and external customers by adhering to critical success standards: demonstrating accountability and commitment to quality and safety standards; taking ownership in the financial success of the hospital with appropriate resource use and management; providing exceptional customer service; and exerting effort to insure a positive work environment that demonstrates dedication to the hospital's mission, vision and values.⁽¹⁾ Regular attendance, as outlined in the Attendance and Absenteeism Policy, is an essential function of this position.

1. Assists with a variety of EPIC training programs under the guidance of the Senior Information Technology Trainers. Assists the Senior IT Trainers with evaluating training to measure the success of course objectives and/or program effectiveness by maintaining records and tracking tools via Healthstream.
2. Conducts a variety of technical training programs and competencies as assigned.⁽¹⁾
3. Team liaison in providing value added services by working closely with end users, to insure successful implementation of systems training and follow-up software applications, as directed by the Senior IT Trainers.⁽¹⁾
4. Delivers lesson plans/curriculum utilizing knowledge of specified training needs and effectiveness of methods as individual training, group instruction, lectures, demonstrations, conferences, meetings and workshops under the guidance of Senior IT Trainers.⁽¹⁾
5. Utilizes training aids, including training handbooks, demonstration models, multimedia visual aids, computer tutorials and reference works under the guidance of the Senior IT Trainers.⁽¹⁾
6. Responsible for passing the EPIC Credentialing Program by displaying application knowledge, workflow knowledge, ability to answer questions on the EPIC lessons plans and presentation skills.
7. Attends all specified training sessions to remain current in adult learning principles, EPIC and overall UCH Hospital knowledge.
8. Responsible for providing end-user support on assigned units or clinics under the guidance of the Senior Technology Trainers.

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9. Responsible for knowing and demonstrating National Patient Safety standards. Participates in department-based activities and initiatives to improve and ensure a safe environment.
 10. Participates in performance improvement activities; quality improvement and patient safety activities; assists in maintaining compliance with Joint Commission accreditation and other internal and external regulatory standards including the code of conduct.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills of personnel so classified.

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[1] Performance of this function is the primary objective of the job.

Position Qualifications

Minimum Education:	Enrolled in a degree program in Healthcare Administration, Business Administration, Health Information Management, Healthcare Informatics, or related programs
Minimum GPA:	3.0
Employment Eligibility:	must be legally eligible for employment in USA
Internship Commitment:	Summer Interns: 40 hrs/week for 10 weeks Other interns: 20-25 hrs/week for a total of 300-400 hours
Competencies:	High computer skills and training skills Customer Service, Communication, Partnering, Problem-Solving, Change
Technical Skills:	Microsoft Office Suite including Word and PowerPoint
Administrative Skills:	Good oral and written communication skills Good presentation and training skills Good organizational skills

Action Requested:

1. To apply for the Health Information Technology Training Internship complete the Adult Volunteer Application using this link:
<https://www.uchealth.org/Documents/file-pdf/VOL-Adult-Application.pdf>.
2. After you complete the Adult Volunteer Application, email Kelley.Williamson@uchealth.org the following items:
 - A cover letter addressing why you are interested in an internship at UCH
 - Your current resume
 - One letter of recommendation (academic, professional, or direct supervisor)

You will then be contacted and set up for a formal interview.

Program periods. Internships for this program will begin in the Summer Semester of 2015. We will be selecting up to 5 internships for Summer 2015 and 5 internships for Winter 2015.