

**DUTY STATEMENT**  
DSH3002 (Rev. 01/2020)



*Box reserved for Personnel Section*

		RPA #	C&P Analyst Approval	Date	
<b>Employee Name</b>		<b>Division</b> Technology Services Division			
<b>Position No / Agency-Unit-Class-Serial</b> 461-102-7500-xxx		<b>Unit</b> Electronic Health Record			
<b>Class Title</b> Electronic Health Record Project Director (CEA, Level A)		<b>Location</b> DSH-Sacramento			
<b>Subject to Conflict of Interest</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		<b>CBID</b> M01	<b>Work Week Group:</b> E	<b>Pay Differential</b>	<b>Other</b>
<p><b>Briefly (1 or 2 sentences) describe the position's organizational setting and major functions</b> Under the general direction of the Chief Information Officer (CIO), the Electronic Health Record (EHR) Project Director, provides executive and strategic leadership to direct, manage and support the Department of State Hospital's (DSH) EHR and related projects with updated technology broadly supported by the industry. The EHR Project Director recommends, develops and administers the DSH's EHR applications and infrastructure and will direct the formulation and implementation of new technology services to meet the future needs of the DSH EHR. The EHR Project Director will be responsible for the development of proposed policies and procedures related to the EHR while also determining the appropriate means of implementation and compliance of personnel. The EHR Project Director will, through partnership with diverse groups of leaders (clinical, administrative, and financial) and stakeholders, provide oversight of the EHR in support of the Department of State Hospital's goals and objectives.</p> <p>Accountable for all aspects of planning, staffing, training, and budget monitoring related to EHR. Works closely with executive leaders to carry out the project vision. Acts as the primary liaison between key legacy system staff, operational leadership and the end-user community. Oversees the development of educational and training programs, and the development of reporting functionality to support system live and post live activities. Ensures a cohesive EHR deployment for the enterprise.</p> <p>The EHR Project Director establishes and sets expectations regarding activities and ensures adherence to departmental and State regulations, policies, and procedures. The EHR Project Director testifies before committees, control agencies, review boards, and the legislature.</p> <p>Incumbent must be able to travel to all DSH sites.</p>					
<b>% of time performing duties</b>		<b>Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first; percentage must total 100%. (Use additional sheet if necessary.)</b>			
35%		Provides executive oversight and strategic direction to a highly visible and operationally critical modernization Electronic Health Record (EHR) solution by executing the department's Information Technology (IT) Strategic Plan. Engages with executive level strategic planning efforts, ensuring clinical digitization considerations are incorporated in the enterprise strategy.			

	<p>Establishes and supports governance forums to manage the EHR functions including data and analytics, revenue cycle, clinical documentation, privacy and security, and infrastructure monitoring and management.</p> <p>As EHR Project Director, ensures that DSH effectively provides management leadership, expertise, experience, appropriate level of resources, and training required throughout the management life cycle for the EHR. The position develops, implements and maintains statewide EHR management policy, methodology and standards, and is responsible for development of strategies and tactical plans which provide for the continued maturation of EHR in alignment with statewide business direction. Formulates, maintains and matures best practices and policies required for statewide use relating to all aspects of delivery to include Portfolio Management, Organizational Change Management, Business Process Reengineering, System Development Lifecycles and other disciplines to ensure consistency in the application of the overarching frameworks and methodologies to State of California IT.</p> <p>The EHR Project Director guides and provides executive direction to ensure that procurement, contract management, budgeting and reporting will adhere to expenditure plans. Provides direction regarding procurement and vendor risks and issue identification, qualification, mitigation and escalation. Takes lead and provides strategic direction in planning, coordinating, and organizing the activities of the modernization team to ensure departmental objectives are achieved. Ensures services are delivered in compliance with contract specifications based on departmental needs. This position collaborates at a directorate level with DSH business management and acts as the principal interface with contractors (planning, build, implementation and maintenance) to provide business, clinical and IT expertise. Provides recommendations to stakeholders and DSH Executive Leadership regarding changes to scope, schedule and budget. Establishes and reports out on a set of metrics and or benchmarks that demonstrate EHR system implementation success.</p>
30%	<p>Accountable for the development of EHR related policies and roadmaps and ensures the long-term demands of the department are met by implementing change management techniques and succession planning. Ensures operationalization of high-level strategy; reviews and recommends strategic direction in the formulation and interpretation of policies, plans and procedures for the identifying, evaluating, and implementing of major IT projects to support the department's statewide EHR. Responsible for reporting requirements including but not limited to - Approval Lifecycle (PAL), Special Progress Reports (SPR) and Post Implementation Evaluation Reports (PIER); monthly Department of Finance expenditure, monitors costs; ensures policies and procedures are developed and followed; and identifies areas of improvement/streamlining to increase effectiveness in obtaining customer satisfaction.</p>

	<p>Ensures deliverables and functionality are achieved as defined in the EHR Charter and subsequent plans. Applies knowledge of technologies in conjunction with clinical and operational processes in directing the design, acquisition and implementation of the EHR system. Ensures effective management. Implements management methodologies and supports Project Managers in PM techniques. Participates in development and maintenance of Domain strategy.</p> <p>Reviews and resolves escalated, high criticality issues. Accountable for problem assessment and resolution. Works with operational and clinical leadership and relevant stakeholders to achieve defined goals and advance the integration of clinical and operational information.</p>
20%	<p>Assesses and recommends the most complex and impactful change requests and improvements to the EHR system. Oversees ongoing resource management of the EHR maintenance and operations. Advises and recommends to the department administrators and program managers on the applicability and effectiveness of state-of-the-art information technology alternatives to meet ongoing business requirements Coordinates related issues with technology and clinical efforts.</p> <p>Works with a diverse group of leaders and stakeholders and demonstrates success in moving key stakeholders to positive issue resolution and risk mitigation. Provides leadership in the coordination of interdisciplinary activities. Maintains liaison with identified EHR resources, professional organizations and information systems management within similar organizations to ensure utilization of current principles, techniques and policies.</p> <p>Directs, plans, and initiates transition efforts for the next generation of technology tools that support the department and aids in achieving the department's mission and vision. Establishes and reports out on a set of metrics that demonstrate that the system, once implemented, is performing as expected and maintenance and support are effective.</p>
10%	<p>The EHR Project Director is responsible for state staff which include the proposed classifications of Information Technology Specialist I, II and III. The EHR Project Director oversees various personnel actions including, but not limited to, hiring, work assignments, performance appraisals, promotions, and disciplinary actions. The EHR Project Director directly supervises highly specialized consultants including technical architecture consultants and technical support consultants and directs the management and oversight of activities performed by professional vendor staff, which includes managers, senior architects, senior and staff level developers and analysts, as well as testers and other technical support professionals. Recommends techniques and methodologies which ensure ongoing, effective and efficient use of personnel.</p>

5%	Performs other job-related duties as required.
Working Conditions	<p>Up to 75% of the essential functions of this position may be performed via telework and/or with flexible scheduling. Consistent with Policy Directive 5338, Telework may be considered with prior approval from management. If approved, incumbent is expected to provide in-office coverage on a rotational basis, and attend a variety of face-to-face meetings, and/or may travel throughout California as needed, with prior notice.</p> <p>Independence of action and the ability to manage time and multiple priorities is required.</p> <p>Use of technology, including but not limited to Microsoft Office, Teams, WebEx, Zoom, and other virtual platforms is required. Incumbent may be required to sit for long periods of time using a keyboard and video display terminal or when traveling to other locations; frequent travel may be required to DSH facilities.</p>
Other Information	<p>The California Health and Human Services (CHHS) Leadership Competency Model defines competencies considered essential for effective performance for leadership levels. These competencies describe both <i>what</i> the most successful CHHS leaders do (e.g., plan and execute, solve problems, and make decisions) and <i>how</i> they do it (e.g., through the use of flexibility and interpersonal skills). These competencies are clustered under six CHHS leadership focus areas and all DSH leaders are expected to exemplify these core competencies: Personal Leadership, Communication, Teamwork, Knowledge, Decision Making and Service.</p> <p>The incumbent is expected to thoroughly understand DSH's strategic plan and be committed toward the vision, mission, goals, and values. The incumbent leads their team toward accomplishing the DSH goals and individual objectives, driving them toward the vision of caring today for a safe and healthy tomorrow. During daily work, interactions, and decisions, the incumbent must exemplify and adhere to DSH's core values of safety, treatment, responsibility, communication, respect, and empowerment.</p> <p>Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times.</p> <p>The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers. Incumbent must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and</p>

must be able to work independently. The incumbent must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and control agencies and other departments.

The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times. Additionally, the TSD team will have access to and responsibility for the protection of very sensitive and confidential information and protected health information.

The TSD plays a significant role in ensuring continuity and quality of DSH's and its hospitals and psychiatric programs delivery of services and patient care through the delivery of highly effective IT service delivery systems. Consequence of error may result in minor to major IT service unavailability or ineffectiveness, causing direct impacts to the delivery of care to DSH patients. A required function of this position is to consistently provide exceptional customer service to internal and external customers.

Incumbent will be held accountable for maintaining the program expenditures within budgeted allocations and to use funds for proper needs while tracking and reporting expenditures to ensure fiscal transparency and accountability.

**Statement of Economic Interests / Form 700 Requirements:**

The Political Reform Act requires employees who serve in this position to file a Statement of Economic Interest (Form 700) as designated in the department's conflict-of-interest code. Your Form 700 is due within 30 days of assuming office/position, annually, and within 30 days of leaving office/position. The annual Form 700 due date is determined by the Fair Political Practices Commission and is generally due on or about April 1 of each year. The statements must be submitted to the Sacramento Filing Officer. These statements are public access documents. You will receive reminders from the Sacramento Filing Officer regarding completion of the statements; however, it is your responsibility to ensure you are compliant with all regulations and requirements. For additional information regarding the Statement of Economic Interests or regulations, please contact the Sacramento Filing Officer.

**Ethics Training and Compliance:**

Pursuant to Assembly Bill 3022 and Government Code 11146.4, employees required to file a Form 700 Statement of Economic Interests must complete an Ethics orientation training course within six months of assuming a Form 700 designated position, and every two (2) years thereafter, by December 31 of each even numbered year. The Ethics training governs the official conduct of state officials. You will receive reminders from the Sacramento Filing Officer regarding completion and documentation of the training; however, it is your responsibility to ensure you are compliant with the required training. Your Ethics training record and certificates of completion are public access documents. For

additional information regarding the Ethics training and regulations regarding this requirement, please contact the Sacramento Filing Officer.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights).

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date