



POSITION DESCRIPTION

CLINICAL INFORMATICS MANAGER

Reports to: Director of Quality, Patient Safety, and Informatics_

Position Status: Exempt

Supervises: Clinical Informatics Staff

Effective Date: 1/29/2025

GENERAL SUMMARY

The Clinical Informatics Manager is a strategic leadership role reporting to the Director of Quality, Patient Safety, and Informatics. This position is accountable for the overall management and direction of the Clinical Informatics and Health Information Management (HIM) departments. The Manager ensures clinical data aligns with regulatory and compliance requirements, overseeing performance and process improvements, and ensuring effective resolution of escalated challenges. This position is responsible for managing daily operations, optimizing the functionality of clinical information systems, and maintaining the privacy and security of protected health information (PHI). The Manager directs, coaches, and mentors the Clinical Informatics staff, fostering a culture of continuous improvement and aligning team objectives with organizational goals.

DUTIES AND RESPONSIBILITIES

1. Leads the development, implementation, and ongoing optimization of clinical information systems and associated policies, in collaboration with Compliance, IT, CMO, and CNO. Establishes long-term strategies for system improvements and scalability.
2. Proactively identifies and drives department performance improvement initiatives, aligning them with organizational priorities and incorporating information systems solutions to address operational needs.
3. Manages and mentors the Clinical Informatics Systems (CIS) team, fostering an environment of innovation, solution-oriented thinking, and accountability. Ensures that the team is well-equipped to align IT solutions with stakeholder needs and organizational strategies.
4. Leads the identification and implementation of workflow and process changes that drive efficiency improvements in both clinical and non-clinical operations.
5. Ensures that current and future information systems are effectively integrated into clinical practice, enhancing patient safety and clinical outcomes, and maintaining compliance with industry standards and regulations.

6. Provides expert guidance on data management, including entry, extraction, and reporting, to support the mission, strategies, and goals of NKC
7. Manages the release of information processes, records retention, and all HIM functions, ensuring compliance with applicable laws and policies.
8. Manages and audits vendor-provided coding activities, ensuring high standards of accuracy and compliance.
9. Directs the timely and accurate submission of data to regulatory bodies such as EQRS/CROWNWeb, serving as the escalation point for data-related challenges.
10. Ensures that user competencies are continually assessed, and drives system usage improvements through structured feedback loops, including regular rounds and communication with clinical leadership.
11. Actively participates in strategic clinical operations meetings and provides expert counsel to clinical directors and leadership on the integration and optimization of EMR and clinical information systems.
12. Oversees user access audits and ensures that all audits and discrepancies are addressed proactively and in alignment with organizational policies.
13. Perform other duties and responsibilities as required including assuming leadership in special projects and cross-functional initiatives.

PLANNING

Advises and collaborates with departments reliant on clinical information systems (e.g., Billing, EQRS/CROWNWeb), leading the coordinated efforts to integrate clinical information systems with broader organizational objectives and care coordination initiatives. Acts as a liaison between clinical and administrative teams to ensure alignment with overarching strategic priorities.

MANAGEMENT and COORDINATION

The Clinical Informatics Manager leads and supervises Clinical Informatics and HIM staff, driving performance management, professional development, and ongoing improvement activities. Provides guidance, mentorship, and accountability for staff, ensuring that departmental goals are met in a timely, effective, and collaborative manner. Must demonstrate strong leadership and organizational capabilities, fostering an environment where staff are empowered to succeed.

JOB CONDITIONS

- ☐ Must possess excellent communication skills in English, both verbal and written, to facilitate effective team leadership and cross-departmental collaboration.
- ☐ Duties are performed in both office and clinical environments; travel to various NKC facilities is required.
- ☐ **Physical requirements:** Ability to lift/move up to 25 pounds occasionally, 5 pounds frequently, and use office equipment (computer, phone, copier, etc.). Must possess a valid WA State driver's license

CUSTOMER SERVICE STANDARDS

Staff are responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; show courtesy; recognize customer's needs; respect privacy.
2. **CONCERN:** Listen to customers; express appreciation, be non-judgmental; take responsibility.
3. **CONFIDENCE:** Show a positive attitude; take personal initiative; inform; educate and reassure; provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; maintain a professional appearance; establish teamwork; show professional competence.

EDUCATION AND EXPERIENCE

1. Bachelor's degree required; master's degree preferred.
2. One year of Clinical Informatics experience required.
3. Minimum two years of healthcare experience required, with at least two years of supervisory or managerial experience preferred.
4. Dialysis experience desirable.
5. Certification in Clinical Informatics, Clinical Documentation Integrity, or Registered Health Informatics Administrator is highly desirable within a year of hire.
6. Must have a valid WA State driver's license, proof of auto insurance, and ability to travel to all NKC's facilities.

POSITION SPECIFICATIONS and QUALIFICATIONS

1. Advanced knowledge of regulatory requirements and legal implications regarding healthcare information systems and data privacy.
2. Strong organizational and project management skills to handle multiple priorities and ensure timely project completion
3. Must possess advanced interpersonal and leadership skills to manage relationships across a variety of staff, clinicians, and administrative leaders.
4. Strong attention to detail, ensuring high standards of accuracy and quality in all aspects of work.
5. Ability to identify and proactively address issues, implementing solutions in a timely and effective manner.
6. Demonstrated ability to perform in a high-pressure, fast-paced environment with changing priorities.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.

REVIEW AND APPROVAL

Heather Thomasson

03/04/25

Chief Nursing Officer

Date

Michelle J Stevens

03/04/25

VP of Human Resources

Date

EMPLOYEE SIGNATURE

I acknowledge that I have received and reviewed a copy of the job description:

Employee Name

Date

Signature: *Heather Thomasson*

Email: heather.thomasson@nwkidney.org

Signature: *Michelle Stevens*

Email: michelle.stevens@nwkidney.org









Clinical Informatics Manager JD (Revised)

Final Audit Report

2025-03-04

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