

# Past Health IT Internship Host Sites Job Descriptions

## Partners HealthCare System, Inc.

**Job Title:** Project Analyst Intern

**Date:** 12/2018

**Department/Unit:** MGH eCare

**Review by** [NAME]

**Reports to:** Project Manager

**Date description last reviewed:** [DATE]

### ***General Summary/Overview Statement***

With guidance and direction from the MGH eCare Project Manager, the Project Analyst Intern will work as an individual contributor or as part of a team. We are seeking a highly skilled, motivated and detailed oriented individual who can work in a fast pace environment. The internship will provide the intern an understanding of working with clinical system within a large academic medical center. The Intern will take part in a number of exciting day to day departmental operations and projects including assisting team members, managing small project work, creating project reports, analyzing data, and more.

### ***Principal Duties and Responsibilities***

- Work with project managers, clinical business analysts and clinical informaticists to observe and assist with day to day operations
- Meet with stakeholders to gather requirements for Medumo, a clinical messaging system
- Update Medumo specifications as appropriate
- Decommission legacy file areas while maintaining version control
- Gather content and update MGH eCare website
- Set up tabling event and increase department awareness and MGH eCare brand
- Use Office 365 Suite to build out productivity tracking (Teams, Groups, SharePoint)
- Meet with team members to document workflows
- Participate in analysis or other activities for support of Epic & Medumo tasks
- On-going communication, feedback and follow-through with customers and peers
- Performs other duties / projects as assigned

### ***Qualifications***

- Currently in senior year at a college or university
- Strong knowledge of Microsoft Office Suite including Visio
- Experience with HTML, PHP, JavaScript, SQL / MySQL
- 0 - 3 experience in information systems in a healthcare organization preferred
- Must respect and maintain confidentiality

### ***Skills/Abilities/Competencies***

- Strong written and verbal skills communication skills
- Ability to work independently and with teams
- Eager to learn and take on new responsibilities
- Ability to interact with people from all organizational levels
- Project management skills

### ***Working Conditions***

- Office environment with travel to patient care areas; limited patient contact

**Location(s):** 165 Cambridge Street, Boston MA 02114

**Hours per week and schedule:** 16 hours/week for 10 weeks

# Past Health IT Internship Host Sites Job Descriptions

## Massachusetts General Hospital: Partners HealthCare System, Inc.

**Job Title:** Interoperability Intern

**Date:** 1/2019

**Department/Unit:** MD PnP Interoperability

**Review by:** [NAME]

**Reports to:** Lead Engineer

**Date description last reviewed:** [DATE]

### ***General Summary/Overview Statement***

Interns with MD PnP participate in the program in diverse ways determined by their particular interests and skill sets. Each intern works with the lead engineer and program director to craft a specific set of goals for the internship. MD PnP bridges research and operational activities; interns are matched with projects and tasks based on their interests and career path.

### ***Principal Duties and Responsibilities***

Interns can expect to assist with day-to-day operation of the lab, in particular helping to configure, operate, and maintain medical devices and computer networks in a non-clinical setting. They may also help with or independently conduct tests on devices and document results. Interns participate in meetings, lab tours, and other events where they will be able to meet device manufacturers, clinicians, and regulators working on medical devices and device interoperability. Interns have opportunities to help to conduct scientific research and prepare results for publication and presentation.

### ***Qualifications***

- Currently in senior year at a college or university
- 0 - 3 experience in information systems in a healthcare organization preferred
- Must respect and maintain confidentiality

### ***Skills/Abilities/Competencies***

- Strong written and verbal skills communication skills
- Ability to work independently and with teams
- Eager to learn and take on new responsibilities
- Ability to interact with people from all organizational levels
- Project management skills

### ***Working Conditions***

- Office environment with travel to patient care areas; limited patient contact

**Location(s):**

**Hours per week and schedule:** 16 hours/week for 10 weeks

## Past Health IT Internship Host Sites Job Descriptions



### **Job Title: IS Intern**

#### **General Summary**

The IS Intern will work under the guidance of the Service Desk Team Lead as an individual contributor or as part of a team supporting the technical operation for the Dothouse Health, IT Department. Work assignments may include providing customer support, executing assigned project and specific tasks, project-related activities and small projects. This position acts as a liaison between the hospital community and Information Systems staff to understand their customer service and business needs, working on system support and maintenance activities and providing on-going end user support.

#### **Principal Duties and Responsibilities**

- Work with Team Lead and other team members in providing on-going training and support for existing or new applications, enhancements and upgrades.
- Develop and execute system test plans to ensure that software functions properly.
- Complete work assignments in a timely manner under the supervision of senior staff.
- Follow project management lifecycle in accordance with Dothouse Health or group specific standards.
- Communicate project status and prepare project administrative materials as needed, e.g., meeting minutes, work plan, status reports, memos, project files.
- Function both as an individual contributor and team player within the incumbent's reporting structure, other areas within Dothouse Health IT Department and within the hospital community.
- Provide quality customer service and serve as an exemplary representative of Dothouse Health Information Systems. On-going communication, feedback and follow-through with customers/peers are essential.
- Assist with system maintenance, testing and upgrade activities.
- Participate in analysis or other activities for future implementation and support of Dothouse Health Ochin (EPIC) and related tasks
- Performs other duties/projects as assigned.

#### **Qualifications**

- Bachelor Degree strongly preferred.
- 0 - 3 experience in information systems in a healthcare organization preferred.
- Analytical and problem-solving skills.
- Written and verbal skills communication skills.

#### **Skills/Abilities/Competencies Required**

- Analytical, problem-solving, written and verbal skills.
- Ability to interact with people from all organizational levels.
- Knowledge of PC applications, e.g., Microsoft Office Suite and Project, PowerPoint or willingness to learn.
- Ability to be flexible, versatile and adaptable both in day to day activities conducted in a multi-site environment.

#### **Working Conditions**

- Office environment with travel to patient care areas (may require travel); limited patient contact.

# Past Health IT Internship Host Sites Job Descriptions

## Massachusetts General Hospital

### **Job Title: PeriOp IS Intern**

#### ***General Summary***

The IS Intern will work under the guidance of the Corporate Team Leader as an individual contributor or as part of a team supporting the applications for the MGH Perioperative Department. Work assignments may include providing customer support, executing assigned project and specific tasks, project-related activities and small projects. This position acts as a liaison between the hospital community and Information Systems staff to understand their customer service and business needs, working on system support and maintenance activities and providing on-going end user support.

#### ***Principal Duties and Responsibilities***

- Work with Team Lead and other team members in providing on-going training and support for existing or new applications, enhancements and upgrades.
- Develop and execute system test plans to ensure that software functions properly.
- Complete work assignments in a timely manner under the supervision of senior staff.
- Follow project management lifecycle in accordance with Partners or group specific standards.
- Communicate project status and prepare project administrative materials as needed, e.g., meeting minutes, work plan, status reports, memos, project files.
- Function both as an individual contributor and team player within the incumbent's reporting structure, other areas within Partners IS and within the hospital community.
- Provide quality customer service and serve as an exemplary representative of Partners Information Systems. On-going communication, feedback and follow-through with customers/peers are essential.
- Assist with system maintenance, testing and upgrade activities.
- Participate in analysis or other activities for future implementation and support of Partners eCare (EPIC) tasks
- Performs other duties/projects as assigned.

#### ***Qualifications***

- Bachelor Degree strongly preferred.
- 0 - 3 experience in information systems in a healthcare organization preferred.
- Analytical and problem-solving skills.
- Written and verbal skills communication skills.

#### ***Skills/Abilities/Competencies Required***

- Analytical, problem-solving, written and verbal skills.
- Ability to interact with people from all organizational levels.
- Knowledge of PC applications, e.g., Microsoft Office Suite and Project, PowerPoint or willingness to learn.
- Ability to be flexible, versatile and adaptable both in day to day activities conducted in a multi-site environment.

#### ***Working Conditions***

- Office environment with travel to patient care areas (may require travel); limited patient contact.

## Partners HealthCare System, Inc.

**Job Title:** Associate Testing Coordinator

**Job Code:** [CODE]

**Grade:** INTERN

**Department/Unit/Section:** Partners eCare

**Review by:** [NAME]

**Reports to:** Testing Manager or Director

**Date description last reviewed:** [DATE]

### ***General Summary/Overview Statement***

The Associate Testing Coordinator is an integral member of the Partners eCare testing team. The Associate Testing Coordinator is responsible for updating and executing test cases in multiple environments, documenting test results and defects found during testing. They will support the Partners eCare Testing Manager/Lead by creating documents to present testing status. They will work with both internal test coordinators as well as entity resources to complete testing efforts.

### ***Principal Duties and Responsibilities***

- Work closely with Testing, Application & other Technology teams to contribute to the testing effort for application and integrated testing
- Assist in the development of application and integration test scripts according to the standards defined by the Partners eCare Testing Team
- Assist in the review of application and integration test scripts with Partners eCare Teams to ensure the test scripts meet the test objectives
- Contribute to the regression, application and integration test scripts and log defects according to the processes defined by the Partners eCare Testing Team
- Work with Testing, Application, Entity and other Technology teams to isolate and document software issues.
- Communicate status on testing efforts, including metrics such as test execution percent complete and defect/issues logs
- Complete work assignments in accordance with an established project timeline. Informing manager(s) of issues requiring their direct attention
- Attend testing kickoff & status meetings throughout the duration of the project and assist with documentation.
- Provide weekly status reports for the duration testing.
- Assist in the preparation of written materials for use in presentations, meetings and final project documentation (as requested)
- Other duties as assigned by the Partners eCare Testing Manager and/or leads.

### ***Qualifications***

- Ben Franklin Intern Program (Last Semester Senior)
- Exposure to healthcare clinical or revenue systems and workflows desired, but not required.
- Working knowledge of PC applications, e.g. Microsoft Office

## Past Health IT Internship Host Sites Job Descriptions

### ***Skills/Abilities/Competencies Required***

- Affinity for technology and interest in healthcare operations.
- Understands the technology capability as it relates to the business requirements.
- Understanding of change management techniques.
- Solid verbal and written communication skills.
- Solid problem solving and negotiation skills.
- Solid organizational skills with an attention for detail and ability to handle and prioritize multiple tasks at the same time.
- Ability to work effectively in a matrixed reporting environment.
- Ability to review project deliverables for completeness, quality, and compliance with established project standards.
- Ability to document and communicate the status of progress against plans.
- Self-motivated, independent and possesses the ability to learn quickly
- Ability to successfully obtain Epic certification(s) with provided training(s).
- Ability to successfully negotiate and collaborate with others of different skill sets, backgrounds and levels within and external to the organization
- Ability to be flexible, versatile and adaptable both in day to day activities conducted in a multi-site environment.

### ***Working Conditions***

- Office setting, with some local travel between Partners Healthcare System sites.
- May include on-call coverage as business needs dictate
- Some travel for training to Epic Corporate location in Madison, Wisconsin

# Past Health IT Internship Host Sites Job Descriptions



## **Job Title:** Clinical Applications Intern (Spring)

**Reports to:** Lead EHR Analyst/Trainer

### **General Summary/Overview**

The spring intern will work with the Clinical Applications team to maintain and improve our Electronic Health Record system (NextGen). Interns will assist with general system maintenance, including merging of duplicate patient records and improvement of data libraries. They will also work with the team analysts to execute test cases in multiple environments, document test results and defects found during testing.

### **Principal Duties and Responsibilities**

- System maintenance and data quality/improvement projects
- Assist support team with QA testing of new features and workflows
- Additional HIT project assistance as needed

### **Benefits**

- Gain hands-on experience with clinical applications
- Gain experience in data maintenance and QA testing
- Shadow and training experience with HIT professionals
- Learn program and project management skills
- Gain an understanding of Healthcare operations

### **Skills/Abilities/Competencies**

- Affinity for technology and interest in healthcare operations.
- Show a willingness and eagerness to learn
- Solid verbal and written communication skills.
- Solid problem solving and negotiation skills.
- Flexible, organized, and reliable.
- Ability to document and communicate the status of progress against plans.
- Self-motivated, independent and possesses the ability to learn quickly
- Ability to successfully negotiate and collaborate with others of different skill sets, backgrounds and levels within and external to the organization

**To apply:** Email resume to [lgreen@hhsi.us](mailto:lgreen@hhsi.us)