Categories and Descriptions of Health IT Workforce Roles Identified by the Office of the National Coordinator

HIT Workforce Roles Requiring Short-Term Training

PRACTICE WORKFLOW AND INFORMATION MANAGEMENT REDESIGN SPECIALISTS assist in reorganizing the work of a provider to take advantage of the features of health IT. These workers may have a background in health care or information technology and:
- Conduct user requirements analysis to facilitate workflow design
- Integrate information technology functions into workflow
- Document health information exchange needs
- Design processes and information flows that accommodate quality improvement and reporting
- Work with provider personnel to implement revised workflows
- Evaluate process workflows to validate or improve practice systems

CLINICIAN/PRACTITIONER CONSULTANTS are similar to "redesign specialists" but bring the background and experience of a clinical or public health professional. In addition to the activities noted above, workers:
- Suggest solutions for implementation problems in clinical and public health settings
- Address workflow and data collection issues from a clinical perspective, including quality measurement and improvement
- Assist in selection of vendors and software
- Advocate for users' needs, acting as a liaison between users, IT staff, and vendors

IMPLEMENTATION SUPPORT SPECIALISTS provide on-site user support for implementation of health IT systems in clinical and public health settings. With backgrounds in information technology or information management these workers:
- Execute implementation project plans by installing hardware and configuring software
- Incorporate usability principles into design and implementation

- Test software against performance specifications
- Interact with the vendors as needed to rectify problems that occur during the deployment process

IMPLEMENTATION MANAGERS provide on-site management of mobile adoption support teams for implementation of health IT systems in clinical and public health settings. Workers have experience in health or IT environments as well as administrative and managerial experience and:
- Apply project management and change management principles to achieve the project goals
- Interact with office/hospital personnel to ensure communication with the support team
- Lead implementation teams
- Manage vendor relations and provide feedback to health IT vendors for product improvement

TECHNICAL/SOFTWARE SUPPORT STAFF maintain systems in clinical and public health settings, including patching and upgrading of software. With backgrounds in information technology or information management, these workers:
- Interact with end users to diagnose IT problems and implement solutions
- Document IT problems and evaluate the effectiveness of problem resolution
- Support systems security and standards

TRAINERS design and deliver training programs to employees in clinical and public health settings. With experience as a health professional or health information management specialist, trainers:
- Use a range of health IT applications
- Communicate both health and IT concepts
- Assess training needs and competencies of learners
- Design lesson plans, structuring active learning experiences for users
- Track training records of the users and develop plans for further instruction

Health IT Professional Roles that Require University-Based Training

CLINICIAN/PUBLIC HEALTH LEADER:
[e.g. Physician Informaticists, Nursing Informaticists, Public Health Informaticists, etc.]
By combining formal clinical or public health training with training in health IT, these individuals lead the deployment and use of health IT to improve the quality, safety, outcomes and value of health services. In the health care setting this role may include job titles such as Chief Medical Information Officer and Chief Nursing Informatics Officer. In public health agencies this role may include job titles such as Chief Information or Chief Informatics Officer.

HEALTH INFORMATION MANAGEMENT AND EXCHANGE SPECIALIST:
[e.g. Health Information Management Administrators]
These workers support the collection, management, retrieval, exchange, and analysis of information in electronic form in health care and public health organizations. Training appropriate to this role would require specialization within baccalaureate-level studies or a certificate of advanced studies or post-baccalaureate-level training in Health Information Management, health informatics, or related fields, leading to a university certificate or master's degree.

HEALTH INFORMATION PRIVACY AND SECURITY SPECIALIST:
[e.g. Health Information Managers]
These individuals serve as institutional information privacy or security officers. Training for this role includes specialization within baccalaureate-level studies or a certificate of advanced studies or post-baccalaureate-level training in health

information management, health informatics, or related fields, leading to a university-issued certificate or master's degree.

HIT Professional Roles in Research and Development

RESEARCH AND DEVELOPMENT SCIENTIST:
These individuals support efforts to create innovative models and solutions that advance the capabilities of health IT, and conduct studies on the effectiveness of health IT and its effect on health care quality. Individuals in these positions would also likely be teachers in institutions of higher education building health IT training capacity across the nation.

PROGRAMMERS AND SOFTWARE ENGINEER:
These individuals are the architects and developers of advanced health IT solutions. These individuals train in IT and health domains thereby possessing a high level of familiarity with health domains to complement their technical skills in computer and information science.

HEALTH IT SUB-SPECIALIST:
The ultimate success of health IT requires a relatively small number of individuals whose training combines health care or public health generalist knowledge, knowledge of IT, and knowledge drawn from disciplines that inform health IT policy or technology. Such disciplines include ethics, economics, business, policy and planning, cognitive psychology, and industrial/systems engineering. The understanding of an external discipline, as it applies to health IT, enable these individuals to complement the work of the research and development scientists described above. These individuals would likely be employed in research and development settings and as faculty in higher education.