

Situation Task Action Result

COVID/training/quickly Learning/Fully understand

S When I was **first hired** onto Cerner was during the outbreak of COVID. Cerner had just become **fully remote**.

T I was one of the first to go through training **100% virtual** while also joining a team who was being **hit hard from incoming tickets**.

A The goal was to **get me ramped up aligned** to as many clients as possible to **relieve stress from my co-workers**. I took very **descriptive notes, organized my one note** to easily find information, **paid very close attention** to my mentors and trainer, and asked **A LOT of questions** to fully understand.

R Once training for my position began, I was able to **complete (SST)** solution specific training in **1 week**, shadow for **1-week**, reverse shadow for **1 week**, then start on my own. Typically, new associates will shadow for up to **a month** and reverse shadow for a **few weeks...** depending on the associate. This allowed me to **take tickets** from my new co-workers and continue to **learn at a rapid pace** to cut our queues down.

SQL Database project/team of 4 (Change work schedule)

S Given a job to pick a **database** to create for a **small hospital**

T **Create tables** and a database that we can pull information from

A Simplify the break down how a hospital is structured like **patient records, doctors, nurses, rooms, etc.** from there create the tables this information will live in so later we can **query for the information**. Having a team of 4 in college while working was **not always easy to meet up**. To counter this conflict sometimes we split into **groups of 2** to work on a project, worked virtually, and used office hours to complete the project.

R End result we were able to populate fake patient names, doctors, nurses, rooms, and query for a result to successfully complete our project on time regardless of the variety of schedules everyone had.

Different research techniques

S Received a **ticket** for a component of PowerChart I was **not familiar with**. Within this component the user wanted to **customize what displayed**.

T The end user was a person from their **local IT** and just wanted to know **how this could be done**.

A I began **searching** Wikis, dragon drops, and in **MyJarvis** for a resolution on how this could be customized. After looking through a few different tickets regarding a similar issue I was able to locate a ticket asking the **exact same question**.

R Provided an answer that customization was not possible for this component and was able to redirect them to the **idea space** to allow them to feel like they can contribute to a better workflow.

Tell me about a recent software program you learned how did you learn to use it?

Tell me about a time you framed others to use other software. What you learned and transmitted it to others. (I now have a one note with common PowerChart prefs that I share)

Prefmaint- One of the most used; constantly learning more about

S Just about everyday we use multiple software programs within Cerner. The **most common** one for me being prefmaint. This has **thousands of options to customize PowerChart** to the end users liking.

T We get many different issues regarding a **preference being wrong** or not set and **need to narrow down** which preference would **cause** or **fix** the **issue**.

A When I get tickets like this I begin to search for key words in a **master preference** PDF. After that I look for **similar tickets** that have **resolved** the **same issue**. If I need to **confirm** the preference will fix the issue, I will **test** in a **test domain** before making a change or requesting a change to be made.

R After going through a master list so many times I now **recognize different preferences** without needing to search keywords. I have become very familiar with these through **repetition and researching** and seeing the **outcome**.

Challenging situations

High queue/4 associates/MOTIVATIONAL (New way to do things)/Guides/perform under pressure

S Our team was down to about **4 associates** and 3 of us being here for less than a year. Our **queues** were **hitting up to 300**

T Keep tickets from going over **SLA**, keep clients happy, **resolve** most important issues first

A With a queue super high efficiency is key. The most **efficient form of communication** with a high queue is via **email**. First step was to get communication on all tickets to **filter** out any already **resolved** issues also keeping SLA in good standing. Tickets with descriptions that sounded like a **common simple issue** I created troubleshooting **guides** for.

R Able to communicate out on all tickets within SLA time frame, resolve multiple tickets by giving out the guides created for clients, and filter the already resolved tickets out. Doing this I was able to get 20 plus closes sometimes and supply the documents to my team to follow the same steps.

Stressful situations (Resolving issue before becoming bigger issue)

High queue?

Dealt with a conflict

Shared relationships Karen

S A user was upset why when I get their ticket it gets completed right away and others will send to T3

T Needed to explain that not everyone is able to complete this task as it may be more technical

A Completed a couple of tickets for the user that had been sitting for a few days. Explained they could reach back out to me directly if it occurs again and I will complete for them.

R User was happy to hear they had a direct connection for this common request and reaches out anytime it needs to be done asap

Decision Making gather info, interpret, think through, generate options, choose action, commit to action, involve others.

Patient list issue

S User has a patient that is on their list and should not be

T Our job is to figure out why that is

A Have to get person ID in hna > Get list ID > Use list id to get filters > Check how patient is registered

R Told user why the patient is on the list due to the patient having the incorrect relationship

Describe a time you demonstrated your technical knowledge and a time you did not

Technical Knowledge: **Patient list issue**/process of elimination on why (Location, relationship, encounter type, discharged, etc)

No authorized lifetime relationships or active encounters

CMMC_ME tickets

Questions

How do pay raises work with this position?

Time Frame

Get all escalated tickets for DOD and VA from FRT

VA!!! Round table

Networking

Figuring out where tickets go

Black birds for mpages

Ran office hours for federal for FRT