

CPN System Manger Duties Basic

1. Be available 24/7 for whatever the users or the providers or the service desk needs, including when you are attending your child's wedding or relaxing the beach in Mexico with a "beverage" in hand.
2. Have total access to the system all the time
3. Walk on water
4. Be able to interpret statements like, CPN isn't working and only ask 4 questions to get to the bottom of the problem.
5. Can call CPN tech support without looking up the number, or you have them on speed dial even on your cell phone.
6. Realize that the majority of problems are user error, or when all else fails, blame it on the interface dudes
7. When it is reported that CPN won't print, be able to ask, with a straight face if there is paper in the printer.
8. Memorize your site ID so you can call tech support anytime from anywhere.
9. Be able to explain PDATS.
10. Understand forms first write even if it drives you nuts.
11. Be an advocate for your staff and for your patients by your support of the system.
12. Leap tall buildings in a single bound and be faster than a speeding bullet when responding to your pages or calls.
13. Smile sweetly when confronted with " this is the most stupid thing I have ever seen".
14. Understand that control is an illusion.

And the biggest one of all, know that you are not alone, you are part of a user group that is absolutely awesome in its support and care of system managers.

Advanced

You know you are an advanced system manager when.....

1. You have broken Birthlog at least once.
2. You have broken MBL at least once.
3. You can now fix both 1 and 2 without calling tech support
4. You are sitting at your child's ballgame/dance receital/bandconcert/scout meeting/PTO/church sunday school meeting when all of a sudden it hits you how to fix that computed item.
5. Your spouse/significant other/older children know that you need to cycle PDATS to make a computed item work.
6. You have adopted the "where Regina puts her cell phone" model when you have no pockets.
7. You just know to email Caroline for website issues.

8. You make the PERFECT print template, based on everything you have learned from Jennie. It is pretty, it fits, it makes the docs happy, it makes medical records happy and one of your nurses annotates on an item and messes the whole thing up and you are on a mission to find him/her and set him/her straight on why they will never, ever do that again.
9. Your change control log book includes all the little slips of paper people have used to write down what they want changed, no matter how clear you have made to them that there is a proper process for submitting change requests.
10. You have answered your cell phone in the rest room. Extra credit if you have taken your laptop to the rest room with you. If so, you really need some help. Extra extra credit goes to the guys that have done this.
11. You have accepted the fact that the word "interface" is not a dirty word.
12. You have restored a patient to make a change to the record and forgot to move them out of restored hold....and we know what happens then don't we.
13. You can explain the difference between office client and OB link.
14. You have your sales rep on speed dial and they have you on speed dial.
15. You get called for EVERYTHING that is wrong with the workstation that runs a CPN application, because after all it must be CPN's fault that all the printers disappeared out of the settings, or that there is now a link to coupons.com on the desktop.
16. You have your own version of alerts and reminders and it includes use of chocolate when introducing new CPN features you want users to be alert to and be reminded of.
17. You can translate a computed item into English.
18. Your chalkboards are actually straight
19. The first thing on the hospital disaster plan is to call you. Doesn't matter what the disaster is or what is wrong, as long as it affects CPN, it must be yours to deal with.
20. And finally, you can cook your family supper and/or breastfeed while on the phone to your site and then tech support and get the issue fixed before supper is ready. And/or the baby is done. You will get points taken away if you do this while driving. You can have the points back if you are hands free.