Health IT Operations Program Internship

Beginning on 18/01/16

Student: Seán Dexter   Academic Supervisor: Mike Brady   Supervisor: Melissa Sheehan

Introduction and Roles

“All of California in One County” – San Mateo County Website

I’m working for the San Mateo County Health System in Health IT, in the Operations Program sub-division (HITOps) in the County of San Mateo, California, USA.

The County serves over 700,000 people

HITOps provides operational support for over 35 Health System applications on a day to day basis, as well as participating in various Health IT managed projects, and managing “efforts,” which are smaller scale projects, for the various departments in the Health System.

My role, as an Information Systems Management and Operations Program intern is to research, find and help implement process improvement strategies for new and existing applications, including upgrades, testing and training methods, and new installation roll-out methods.

Most of my work has been on the rather intractable CheckPoint temperature monitoring system used by the various locations in San Mateo County to keep track of the temperature fluctuation in various types of temperature control appliances for purposes such as vaccination storage.

Application Upgrades

Below are the efforts that I’m having the opportunity to work on:

→ Windows 10
→ Office 2016
→ Online Faxing
→ SharePoint
→ CheckPoint
→ Outlook
→ Mobility Project

My four major roles as a HITOps intern were in:

1. Researching New Applications and Upgrades
2. Designing Test Documentation
3. Testing and Rolling Out
4. Creating Training Guidelines

CD Engineering Internship
San Mateo County Health System

Challenges

Totally New Experience!

Working in a professional and operational environment is a totally new experience
I am delving into an unfamiliar working world
That is very different to academia

It’s up to me to RESEARCH

Many requirements for tasks are conveyed verbally
It’s up to me to match out to people and research what is supposed to be done

Verbal Requirements

The CheckPoint application:
→ I’ve been gathering a full inventory list of all network components and improving the database to increase effectiveness and efficiency.
→ If the database is not correct, the alerts won’t work properly.
→ One clinic had a refrigerator that went out of range the staff were not alerted and they lost over $100,000 in vaccinations as a result!

Working World

It’s up to me to MATCH OUT TO PEOPLE

Many requirements for tasks are conveyed verbally
It’s up to me to match out to people and research what is supposed to be done

Additional Knowledge

Software and Hardware

CheckPoint Description

The CheckPoint wireless temperature monitoring system, installed in San Mateo Data Center, monitors temperature in refrigerators and freezers throughout the San Mateo Medical Center (SMMC) facility to meet strict regulatory compliance requirements for hospitals.

CheckPoint temperature monitoring software enables SMMC & Health System to remotely monitor refrigerators, freezers and other vital appliances throughout the facility in real-time, automates internal monitoring processes, records historical data and corrective actions associated with all alerts. Users can easily configure the temperature monitoring software to provide automated reports and alarms.

Advanced communication functionality allows key personnel to view alerts on screen or receive alarm notifications through email or text messaging.

Working in County Government gave me room to make mistakes that would have cost me my job in the corporate world.

For abroad (especially in the US): extreme diversity exists on how companies should be run. Students should research this.

I only had one databases class, it was a choice. I would have understood much more terminology if I had more knowledge.

Software and Hardware

CheckPoint Wireless Monitoring Application

CheckPoint Description

The CheckPoint wireless temperature monitoring system, installed in San Mateo Data Center, monitors temperature in refrigerators and freezers throughout the San Mateo Medical Center (SMMC) facility to meet strict regulatory compliance requirements for hospitals.

CheckPoint temperature monitoring software enables SMMC & Health System to remotely monitor refrigerators, freezers and other vital appliances throughout the facility in real-time, automates internal monitoring processes, records historical data and corrective actions associated with all alerts. Users can easily configure the temperature monitoring software to provide automated reports and alarms.

Advanced communication functionality allows key personnel to view alerts on screen or receive alarm notifications through email or text messaging.