

Northwest Colorado Health
Information System Specialist

General Statement of Duties:

An exempt, full-time position is responsible for monitoring, support, and improvements of Electronic Medical Record (EMR) systems. Performs information system updates, implementations, builds, and trainings to achieve the outcomes of the Performance Improvement Quality Assurance Program.

Supervision Received:

Reports to the Director of Performance Improvement.

Supervision Exercised:

None.

Essential Functions:

1. Champion of continuous improvement and quality patient care, in coordination with the Performance Improvement Quality Assurance (PIQA) teams.
 - Promotes and helps to establish and communicate templates and information system workflows in line with Performance Improvement Quality Assurance (PIQA) goals.
 - Assesses electronic health record utilization and training needs in order to achieve PIQA goals; plans and implements training for clinical and support staff.
 - Works with clinical staff to tailor the EMRs to meet the needs of quality initiatives including health equity and advocacy, grant writing and reports, team based care, patient portal utilization, Meaningful Use, Patient Centered Medical Home, and over all data-driven decision making.
 - Promotes standardization of data entry in all systems in order to produce data that allows improvements to patient care and outcomes.
 - Resource for the Agency on quality initiatives and regulatory oversight for programs.
2. Electronic Medical Record (EMR) Support
 - Serves as the Subject Matter Expert for Agency EMRs.
 - Understands how to capture health care information obtained from a variety of sources, including patient care, financial, and demographic data from the organization's EMR's.
 - Serve as onsite support to super users and end users for EMRs, including trouble shooting and use of a helpdesk and ticket system, as well as training superusers in troubleshooting and ticket systems.
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 - Create and maintain workflows and other training material for EMR users in different formats

3. Electronic Medical Record (EMR) Builds and Implementations

- Works with clinical staff to tailor the EMRs to meet the needs of the end user, while promoting standardization.
- Work with EMR representatives to form a positive working relationship.
- Stay abreast of and act as a subject matter expert on available upgrades and modules in order to maximize use of the EMRs. This includes travel to trainings and conferences.
- Own the creation and adjustments of clinical and scheduling templates and EMR workflows, with the input of clinical end users.
- Manage all EMR upgrades and coordinate schedule to be able accommodate this.
- Lead implementation and training of service expansion within EMR and implementation of new program modules.
- Create and keep EMR training manuals up to date, being sure that workflows align with proper policy and regulations.
- Work closely with the Data Analyst to perform data validation to be sure data can be extracted and compiled in a streamlined manner to meet reporting requirements.

This description of responsibilities is intended to provide only basic guidelines for meeting each responsibility. Additional responsibilities may be added, as appropriate.

Education:

Bachelor's degree in business, data analysis, healthcare, or other related field required.

Experience:

Three to five years of experience in a healthcare setting desired. Systems analysis, training, and change management experience desired.

Requirements:

1. If car is used, must provide proof of adequate insurance coverage totaling at least \$300,000 and valid Colorado driver's license.
2. TB test upon hire and then annual screening thereafter.

Skills:

1. Act as a leader and champion for performance improvement quality assurance throughout the organization.
2. Able to perform tasks and lead projects as directed, as well as maintain strong working relationships.
3. Strong written and verbal communication skills.

Knowledge:

1. Highly proficient in Microsoft excel and access
2. Literate in SQL Database or possesses ability to attain this skill effectively
3. Thorough understanding of health care environment
4. Demonstrates understanding of regulatory requirements of healthcare landscape.

Abilities:

1. Must be able to coordinate a team.
2. Ability to assist in development and implementation long range plans.
3. Provides a positive approach to discerning opportunities for improvement or change, taking advantage of the situations, and functioning as a change agent.
4. Accepts responsibility of mid-level team member with agency-wide purview and commitment to effective team functioning and results.

Equipment:

1. Daily use of telephone, copier, and other office equipment.
2. Daily use of computer, approximately 4-6 hours per day.

Working Conditions:

1. Position is in a well-lighted, accessible office environment, and involves sitting approximately 90% of the day, walking or standing the remainder.
2. This position meets the criteria for Category 3 of OSHA's guidelines for exposure to biohazards.

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

I, _____ acknowledge that on this date, I have received the following job description for my present position.

Signature of Employee: _____

Date: _____