

# Mountain Health Center

## Job Description

**Position Title:      Informatics and Quality Specialist**

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### **I.    POSITION PURPOSE:**

This position will be responsible for maintenance, optimization, and end user instruction of the health information systems including but not limited to eClinicalWorks and will work closely with the IT Manager on upgrades, testing and maintenance. The Informatics and Quality Specialist will also be responsible for creating clinical reports and dashboards as requested by the Medical Director and the Quality Program Coordinator to complete data requirements for the annual quality management plan, and for fulfilling reporting requirements for the various grants and programs. This position will be responsible for assessing, improving, and encouraging data integrity to ensure accuracy of the reports and dashboards presented. This position will report to the IT Manager and assist the Quality Program Coordinator with implementation of the MHC Quality Program. This is not a remote position.

### **II.   BASIC QUALIFICATIONS:**

#### **A)   Education & Experience:**

- Required:
  - B.S. in Healthcare related field or Computer Science, **OR**
  - Two or more years supporting EHR functions and other related applications (officially or unofficially)
- Desired: 2 years experience in health care related field, preferably in a professional capacity (RN, LPN, Medical Technology, Medical Assistant, etc.) OR extensive experience in a health care setting and strong working knowledge of the workings of electronic health record systems and it's efficient interface with clinical processes including workflow and data analysis/report writing
- Desired: Training in, or understanding of the Quality Improvement process

#### **B)   Knowledge, Skills & Abilities:**

- Advanced knowledge of Microsoft Windows
  - Knowledge with Microsoft server editions, a plus
  - Familiarity with clinical care processes
  - Familiarity with eClinicalWorks product suite preferred, other EHRs are acceptable
  - Familiarity with interface functions, testing and maintaining, a plus
  - Familiarity with report-writing using EHR report writer, or another report writing software, or willingness to be trained on these
  - Project Management Skills
  - Writing and communication skills
  - Ability to create and present clear and understandable training and training materials
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The information below is intended to describe the general nature and level of work required for this position. The information is not to be construed as an exhaustive list of all responsibilities and/or duties required. Mountain Health Center reserves the right to add, remove or revise job duties and responsibilities as demanded by business needs.

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### **III. ESSENTIAL DUTIES:**

1. EHR Maintenance and Design:
  - a. This position will be responsible for learning EHR intended workflow for templates to better help integrate the usage of the EHR in the clinic
  - b. This position will be proficient in template design and the other programming functions available in EHR that allow its usage to be customized.
  - c. This position will be responsible for maintaining document templates in the EHR including their redesign and reformatting using macros.
  - d. This position will work with other departments (Medical, Nursing, Patient Services) to maximize the usefulness of the EHR product suite.
  - e. This position will be responsible for assisting the IT Manager in responding to all EHR related help desk tickets in a timely manner.
  - f. This position will survey the EHR's customer services site for updates, alerting the IT Manager when they are available and helping to plan for their installation as needed.
  - g. Will assist IT Manager with testing of upgraded software in a test environment before changes are applied to the production system.
2. Training and Instruction:
  - a. This position will need to be able to prepare well written, easy to follow, step-by-step software training guides for end users at MHC including initial training for new users.
  - b. This position will present to small and large groups using a concise and clear lesson plan to introduce new software, new features in existing software, changes in workflow in information systems, or other technology related topics as needed.
3. Reporting/Auditing
  - a. Will run reports on a schedule determined by the Quality Program Coordinator to monitor key performance indicators in clinical areas
  - b. Will run audits on a schedule determined by the Quality Program Coordinator to identify areas of non-compliance
  - c. Will create executive summary reports and dashboards to share reporting findings with management, staff and board
  - d. Will maintain provider specific, executive, and other dashboards in the reporting software
  - e. Will provide other reports as requested by Quality Program Coordinator, Medical Director, or Executive Director
4. Data Support: will work with external organizations to provide reports and other data as required.
5. Meaningful Use specialist:
  - a. Understand the guidelines and requirements of Meaningful Use and stay current on any changes that may be forthcoming and communicate these to the Administration
  - b. Work with the EHR vendor to implement Meaningful Use reporting features of the EHR and test the accuracy of the reports generated
  - c. Maintain close communication with the Administration on the status of compliance with Meaningful Use and any need for action on measures not meeting the standards
  - d. Will become familiar if not already with other reporting requirements to include but not limited to PCMH, UDS, Blueprint for Health, and any other future entities.

6. Quality Program Assistant
  - a. Will assist Quality Program Coordinator in quality project management
  - b. Will assist Quality Program Coordinator in the writing of summaries and reports for presentation to staff, management, and board as related to the Quality Program
  - c. Will attend Quality Committee meetings and manage the meeting notes and action plans.
7. IT services
  - a. Will serve as the primary backup to the IT manager and related IT services.

**IV. NON-ESSENTIAL DUTIES:**

1. Other duties as assigned