



Our mission is to eliminate health disparities and foster community well-being by providing and promoting the highest quality care in South Los Angeles

POSITION DESCRIPTION

POSITION TITLE Health IT Support Specialist	STATUS Non-Union	EXEMPT STATUS Non-Exempt	PAY RATE
DEPT/LOCATION Health Information Technology / Corporate	SUPERVISOR'S TITLE Chief Information Officer		
POSITION SUMMARY			
<p>At St. John's Well Child and Family Center, we place the needs of our patients first - by providing an effortless patient experience, a welcoming culture of care and seamless integration with market-leading health systems and our communities.</p> <p>The responsibilities of this position include managing and leading projects involving the Electronic Health Records (EHR) system eClinical Works, as well as troubleshooting issues, driving system improvements and performing optimization tasks to ensure a healthy and operational mission critical system. A commitment to excellence and a strong drive to achieve is instrumental in this role. As Health IT Support Specialist, you will work closely with providers, clinical staff and management across all clinics to ensure that our software system and technologies meet the demands and enhance physician productivity and patient experience needs. You play a key role in researching and resolving workflow and software problems as part of daily operational support. Plans, reviews and collaborates projects and tasks with the Health IT and IT teams and is able to perform independently where necessary. This role requires effective communication and collaboration to sustain the synergy within the Health IT team – vital to a high performance team. This is a highly visible role where you will be working with a diversity of employees and clients (customers) within a dynamic and challenging environment.</p>			
<p>Note: The information in this position description indicates the general nature and level of work performed by employees within this classification. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, and qualification required of employees assigned to this job. Revise 08/25/2014.</p>			
REQUIRED SKILLS AND QUALIFICATIONS			
<p><i>Education:</i></p> <ul style="list-style-type: none"> • Master's degree preferred, an equivalent combination of certification(s), education and experience will be considered. • eClinicalWorks or other similar electronic health record super-user certification, training or designation preferred. <p><i>Experience:</i></p> <ul style="list-style-type: none"> • Two or more years using eClinicalWorks or similar electronic health record required. • Understanding of general HIPAA privacy required. • Understanding of MACRA, MEANINGFUL USE (MIPS) and other federal/state incentivized programs preferred. • Knowledge of front and back-office utilization of electronic health records systems required. • Experience with troubleshooting and resolving EHR issues, while managing projects (multi-tasking) required. • Previous experience working in an outpatient clinic or doctor's office is preferred. • FQHC experience preferred. • Working knowledge of electronic health records, general data management and software systems. 			
<p>PRINCIPLE ACCOUNTABILITIES. We acknowledge that all employees should have goals and objectives that support the Mission of St. John's and that each should be accountable for personal, team and organizational goals.</p>			

Duties and Responsibilities:
Personal-Team-Organization

- Building and managing relationships with our Super Users, Champions, Care Coordinators and Medical Leadership Team to understand and improve clinical workflows.
- Facilitate development of custom templates & order sets to standardize delivery of care.
- Participating in troubleshooting tasks and project involving labs, Health Information Exchanges (HIE), immunization registries and others.
- Technical support for Clinical Decision Support System (CDSS), Scribe/Dragon Integration, HEDIS and UDS reporting, Care Gap Analysis, Population Health management, Chronic Care management, HCC/RAF modules.
- Develop, prepare, and lead training sessions in both group and one-on-one settings.
- Create and maintain learning curriculum for new staff and develop ongoing educational content for existing staff.
- Work with business and operations leadership to coordinate and execute communications around technology and workflow changes.
- Contribute to the development of e-learnings, quick tips, How To's and other "just in time" training content.
- Document, communicate, and help to resolve feedback, questions, and enhancement requests along with others on the SJWC IT and operations staff.
- Provide on-site support to new providers and clinical staff.
- Escalating risks and issues as appropriate to the project sponsor and/or the external partner.
- Assisting in identification of opportunities for process and quality improvement both internally to eCW and in patient flow or clinic operations.
- Other duties as assigned.

You'll also be collaborating with a great team of people moving exciting projects forward and working to improve systems and process along the way.

MISSION STATEMENT

Our mission is to eliminate health disparities and foster community well-being by providing and promoting the highest quality care in South Los Angeles.

VISION STATEMENT

The vision of St. John's is to deliver high-quality primary and preventive medical, dental, and mental health services that go beyond the borders of tradition to uninsured, underserved, and economically - disadvantaged persons in Los Angeles. We are devoted to instilling the value of well-being to our communities, resulting in self-advocacy, self-esteem, and self-sustenance through innovative and developmental programs and collaborative endeavors.

COMPANY VALUES

Dignity

We honor and respect every person we encounter as a valued member of the human family whose gifts and rights are to be protected.

Excellence

We support and champion individual and organizational growth, accountability, creativity, teamwork, and commitment to quality, and the best standard of care.

Well-Being

We promote and advocate for the full integration of our patient's physical and mental health with their needs as an active member of a vibrant and just community.

Social Justice

We collaborate with others to develop systems, organizations, and programs that address the needs of and empower all members of our community with a preference for the most vulnerable and disadvantaged.

Commitment to Process Improvement

Employees will make a commitment to the change process and embrace new systems and technology designed to enhance employee skills and improve patient care.

Employees will actively engage in designing, implementing and optimizing new systems for efficient operating.

Employees will be dedicated to a patient-centered medical home model fostering excellence in customer service and patient care.

Employees will provide cross functional support to other employees which means you will be responsible for “other duties as assigned” to pick up the work load and rebalance the work load for continued efficiency in patient care.

Essential Job Functions include the following:

Physical Demands: The physical demands described here are representative of those that be met by an employee to successfully perform the essential functions of this job and include the ability to type and operate a personal computer with various software programs, effectively operate standard office equipment, bend, stoop, crouch, kneel, twist, balance, and work at a desk, lift and carry up to 25 pounds, and communicate (written and oral) in a clear and professional manner.

Mental/Cognitive Demands: Establish and maintain effective work relationships with co-workers and customers, maintain regular attendance, understand and carry out a variety of oral and written instructions, have knowledge of proper English usage, grammar, punctuation, spelling, and vocabulary, have the ability to learn office principles, practices, and methods, understand filing systems, including numerical, alphabetical, and chronological, learn a variety of procedures, policies, and services of the assigned work unit or program, perform assigned duties with efficiency and accuracy and maintain confidentiality.

Competency Definitions

Competencies are metrics used to measure how well you perform your duties and responsibilities on the job. For example one employee may handle X numbers of patients per day but when surveyed, the way the patient was handled or mishandled speaks to competence. Competence is measured on a scale of 1 (low) to 5 (high).

Personal

1 Results Orientation

- Employee takes initiative and sets high goals and consistently achieves goals as assigned.
- Quality of work is accurate and has consistent neatness and detail.
- Quantity of work meets goals and deadlines. Maintains a steady pace under pressure.

2 Decision Making and Problem Solving

- Weighs all facts before making a decision and willing to take action within limits.
- Consults with superiors before taking action. Digests relevant information.
- Anticipates and prevents problems before they get out of hand.

3 Judgment

- Uses sound logic and factual information to analyze situations.
- Knows how to find information relevant to circumstances.
- Can withhold personal feelings and politics when making decisions.

4 Oral and Written Communication

- Is effective in one-on-one and groups situations.
- Can listen and respond appropriately discussing matters.
- Provides professional responses to internal patients and external vendors.

5 Flexibility and Dependability

- Performs effectively when faced with varying operating conditions.
- Punctual, attentive and accepts responsibility for all duties assigned.

- Can adjust quickly to changing environments and demanding situations.

6 Job knowledge and Technical Skills

- Proficient in job knowledge and technical skills required for the position.
- Shows understanding and demonstrates skills as needed.
- Learns new skills and terminology as appropriate in a changing environment.

Team

7 Planning and Organizing

- Schedules time effectively, meets deadlines, to achieve all goals and objectives.
- Plans each day with priorities and accomplishes daily, weekly and monthly goals.
- Demonstrates good time management and strong administrative skills.

8 Supervision

- Accepts corporate mission and objectives and is aligned properly to outcomes.
- Keeps supervisor informed with updates, reports, and changes.
- Supervises with integrity and demonstrates leadership when assigned employees.

9 Teamwork and Developing Others

- Builds teamwork and team spirit among all employees.
- Maintains solid working relationships that support and encourage one another.
- Enforces team concepts over personal bias and individual opinions.

10 Composure

- Maintains composure and objectivity when under pressure.
- Embraces change and new challenges with enthusiasm and energy.
- Handles themselves in a mature and professional manner.

11 Building Relationships

- Maintains rapport with employees, patients and stakeholder.
- Manages conflict constructively to achieve mutually beneficial outcomes.
- Builds consensus and overcomes.

Organization

12 Leadership

- Employee is a positive role model and demonstrates integrity on the job.
- Develops others to maximum capacity for growth and incremental improvement.
- Manages others to win loyalty and commitment.

13 Awareness: Internal and External

- Understands internal corporate culture and can maneuver as required.
- Keeps abreast of new services and changes that affect the business.
- Keeps informed on community, political and legal matters pertaining to St. John's.

14 Quality Control: Improvement of Patient Care and Profitability

- Exceeds patient expectations in providing services to our community.
- Properly matches patient need to appropriate referral service(s).
- Supports St. John's Mission with enthusiasm and in a caring manner.

Acknowledgement: I have read and understand my job description duties and responsibilities, Mission, Vision, Commitment to Process Improvement, and Competency definitions and accept the position as defined.

Employee Signature _____ **Date** _____

Human Resources _____ **Date** _____