Position Title: Clinic Informatics and Nextgen Specialist
Supervises: None
Reports To: Director of Quality Improvement
Written by: Human Resources Department

Position Title: Clinic Informatics and Nextgen Specialist
Department: Quality Improvement
FLSA: Non-Exempt
Salary Grade:
Effective Date: 01/2020
Approved by: CEO

General Summary:
As an integral part of the quality team, the Quality Informatics and Nextgen Specialist serves as the link between our health systems, medical providers, and quality department. In order to report accurately, the Quality Informatics and Nextgen Specialist will supervise the data in our EMR system and other supporting technical systems.

Essential Duties: (*Essential Functions)
- Administrator and Super-User to Population Health Management software and Electronic Health Record. Administrator for E-Consult and other electronic clinical data gathering software and programs.
- Create and maintain workflows for QI Nextgen usage
- Gather and report patient satisfaction survey scoring
- Work with our physician Super Users, Quality Improvement Team and Chief Medical Officer to understand clinical workflows.
- Develop Clinical workflows for departments – or update workflows if there is a change needed.
- Develops, prepares, leads and conducts training including Basic Nextgen training sessions/schedules for group and one-on-one settings.
- Work with QI committee in the evaluation of medical documentation workflows, for Reporting to different entities.
- Creates/Generate departmental reports PM Front office, Billing, Transportation, Kiosks, Back office
- Conduct reviews on data quality and develop plan to implement change
- Develop, implement and monitor policies and procedures to ensure the EMR and other electronic data systems usage complies with State and Federal rules and regulations.
- Provide support to the community based services area in the development, coordination, and distribution of data reports as needed; develop and distribute reports in a timely fashion. - CDS (Title X), HCCN, CCLAC,
- Review Title X report month and submit a full report mid-year and end of year.
- Assist QI Team with the evaluation and development corporate practices to ensure compliance and fulfill deadlines. (Included reports such as HQM Report, MU, UDS, OSHPD, and Grants)
- Reports produced to evaluate the integrity of data collection
- Represent the organization in user groups through CCALAC and CPCAL
- Manage the learning academy, including the calendar of trainings for providers, back office and other medical staff
- Work with business and operations leadership to coordinate and execute communications around technology and workflow changes.
- Create e-learnings, quick tips, How-To’s and other “just in time” training content.
- Provide on-site support to new providers and clinical staff.
- Assisting in identification of opportunities for process and quality improvement both internally to EMR and in patient flow or clinic operations.
Job Announcement

- Patient Portal

Other Responsibilities:

- Follows all SCFHC policies and procedures
- Other duties as assigned

Job Specifications: *(Knowledge, skills, abilities and experience normally required for competent performance)*

Education and Knowledge

- High School Diploma
- BA degree preferred
- Master preferred
- Nextgen User

Experience

- Minimum 2 years' experience in informatics, EMR, health education, public health, nursing or other related fields.

Licensure and Certifications

- None

Financial Responsibility and Authority:

- None

TO APPLY: Send cover letter & resume to Human Resources at hr@scfhc.org or fax to (323) 432-4877

Deadline: Open until filled