



POSITION DESCRIPTION

TITLE:	Workflow Coordinator	DEPARTMENT	Clinic
REPORTS TO:	Quality Improvement Manager	JOB CODE	
STATUS:	Non-Exempt	DATE	12/2019

SUMMARY

Under the general supervision from the Quality Improvement Manager, the Workflow Coordinator will serve as the initial point of contact for clinical end users of the electronic health record. Provides usage support and facilitates adoption of the electronic health record. Supports staff and leadership in adopting and integrating electronic health records into practice and workflows. This position is to work as a part of the Quality Improvement department, while providing system-level support of multi-users including training, maintenance, and support of developed workflows. The workflow coordinator's purpose is to deliver support to end users in the organization about how to use the EHR efficiently and effectively in fulfilling business objectives of providing superior patient care.

ESSENTIAL DUTIES

- Provides administrative support to the program manager to implement UMMA's Quality Improvement Program and Plan.
- Assures that clinical protocols and patient assessment guidelines are followed in accordance with standard operating procedures and compliance guidelines.
- Ensures that all daily clinical staff operational processes conducted are compliant with policies and procedures for departmental operations.
- Supports process improvement efforts to address identified problems, opportunities for improvement and makes recommendations to executive staff on clinical operations.
- Assists with the development, implementation and evaluation of improvement strategies to achieve site productivity and quality goals and objectives.
- Assists with in-service activities and training any new incoming clinical staff on overall clinical operations and workflows.
- Coordinate the design, format and content of training materials related to front office, back office and provider workflows.
- Supports the coordination of the Quality Improvement efforts for various health centers, departments, programs, and committees.
- Ability to work with all levels within the organization, facilitate communication, and effectively document related activities.
- Communicates effectively with providers, clinical support staff, administration and others.
- Motivates staff to function as a team in achieving goals and maximum productivity.
- Participate in ongoing trainings, conference calls, webinars as requested.
- Performs other duties as assigned.

SERVICE VALUES

All employees are expected to provide the very highest level of service to Clinic patients and their families. In addition, their work ethic is expected to reflect the Islamic values and moral principles that inspired its founders. These include the core values that are universally shared and revered by society at large:

**Service
Compassion
Human Dignity
Social Justice
Ethical Conduct**

ENVIRONMENT

The environment for this position is medical clinic that is clean and comfortable. It may include some minor annoyances such as noise, odors, drafts, etc. The incumbent is in a non-confined office-type setting in which they are free to move about at will. In addition, the incumbent may travel via personal vehicle throughout the community.

PHYSICAL ACTIVITY

In the course of performing this work, the incumbent:

- Will spend substantial time standing, sitting, speaking and listening
- Must regularly lift and/or move up to 10 pounds, and occasionally lift and/or move up to 25 pounds
- Travel via reliable personal vehicle to other facilities throughout Los Angeles may be required for this position

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

PHYSICAL DEMANDS

Strength

Standing	10%
Walking	10%
Sitting	80%
Lifting <u>10-25 Lb.</u>	F
Carrying <u>10-25 Lb.</u>	F
Pushing _____ lb.	N

Reaching

Handling	R
Keyboarding	C
Throwing	N
Eye-Hand Coordination	R
Foot-Hand-Eye Coordination	R
Other _____	

<u>Key</u>
C – Constant
F – Frequently
O – Occasionally
R – Rarely
N – Never

Climbing

Stairs	R
Ladders	N
Balancing	N
Other _____	

Hearing

Ordinary	C
Other _____	

Stooping

Kneeling	R
Crouching	R
Crawling	N
Turning/Twisting	N
Bending at Waist	R

Seeing

Acuity - Near	C
Acuity - Far	C
Depth Perception	C
Color Vision	C
Field of Vision	C
Other _____	

Other _____

QUALIFICATIONS/ POSITION REQUIREMENTS

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this job. Individual abilities may result in some deviation from these guidelines.

- High school diploma or GED equivalent
- At least one year's experience in quality improvement activities or health education programs.
- Effective verbal and written communication skills.
- Experience or training in the following: electronic health records systems or clinically workflows for inpatient or outpatient medical facilities.
- Experience in providing eCW (eClinicalWorks) support preferred.
- Possess good people skills to work with patients and clinical staff.
- Medical terminology experience preferred.
- Must possess strong Computer skills in Microsoft Office programs (Excel, Word etc.), electronic health record systems, and database systems.
- Ability to be flexible and work in a changing environment.
- Possess good organizational and time management skills.
- Must be detail oriented and organized.
- Must be able to exercise discretion and patient privacy.
- Ability to deal effectively with a variety of people and work in a team environment required.
- Skill at working independently; Organizing priorities with a minimum of supervision required.
- Current California driver's license.

EQUIPMENT & SOFTWARE OPERATION

The incumbent in this position may operate any/all of the following equipment:

- Telephone, cell phone, fax
- Computer, printer and related equipment
- Copy machine
- Audio-visual equipment
- Personal automobile

Computer software may include any or all of the following:

- Microsoft Office
- Microsoft Access
- Design / Publishing software
- Internet Explorer
- Donor Software

I have been given a copy of this position description. I understand that I may be asked to perform responsibilities and duties not listed in the description and that my supervisor may change the description at any time, according to Clinic needs.

Signed:	Date:
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Cc: Incumbent
Employee's File Supervisor