JOIN THE TEAM!
Clinical Applications Supervisor
Los Angeles, CA

Join the Eisner community healthcare team! Founded in 1920, Eisner Health provides high-quality, integrated community healthcare to the underserved population in Downtown Los Angeles, Lynwood, Van Nuys, Panorama City, and Sherman Oaks. As one of the largest providers of accessible, free or low-cost health and social services in the area, Eisner Health offers a wide variety of opportunities to choose from. So don't delay, we are waiting to hear from you!

Quick Facts:

Take on a dynamic role within one of the largest accessible Federally Qualified Health Centers (FQHC) in Los Angeles! Take your professional expertise to the next level! Eisner Health is actively seeking a skilled Clinical Applications Supervisor to join our team! The Clinical Applications Supervisor will be responsible for the building, maintenance, use and end-user support for designated applications that support bi-directional patient communication and population health tools. The incumbent will support and lead platform use strategy as well as ensure functionality and stakeholder and end-user satisfaction. Current applications include WELL app, NextGen's Patient Portal, Doxy.Me, and chosen population health management tool that directly interfaces with NextGen EHR.

1. Build, maintain, improve and support designated clinical applications (Patient messaging, patient portal, video visit platform, and population health platform)
2. Develop end-user trainings and guides to support new and existing user interface standards
3. Partner with clinical and operational leaders to ensure platform architecture and use supports end-users, patients and is aligned with industry best practices
4. Actively partner with SQL developers and EHR trainers to support the comprehensive user experience
5. Facilitate communication with project team members, operational and clinical stakeholders and third-party vendors
6. Lead testing and data validation for new platforms and updates to existing platforms
7. Coordinate tasks between internal team resources and external team resources
8. Monitor application Key Performance Indicators (KPIs), including but not limited to: Staff satisfaction, project timelines, user acceptance, and feature set use and adoption.
9. Lead and/or support system initiatives and meetings around access, infrastructure, quality, patient experience and other system-wide software application efforts.
10. Attend meetings, team huddles and assigned trainings.
11. Address in a timely manner, correspondence which includes but is not limited to Outlook, MS Teams, and other communication platforms
12. Utilize resources to remain informed of organizational communication (i.e. Intranet, Microsoft Teams, organization newsletter, etc.)
13. Comply with all policies, procedures, guidelines, and workflows and other officially published documentation.
14. Perform safe work practices to protect the health and safety of employees and patients per OSHA regulation.
15. Protect individually identifiable health information per HIPAA & HITECH regulations.
16. Complete all required compliance training within the established timeline.
17. Utilize the incident reporting system as needed.
18. Focus on fostering interdepartmental communication- communicating effectively with senior leaders, site leaders and front-line staff from various departments to ensure stakeholders are well-informed and staff have needed resources.

Requirements and Qualifications:

1. Bachelor's degree in Information Systems, Computer Science or related field
2. Broad knowledge of healthcare information/workflow, clinical systems and technology.
3. Must have experience in application architecture, interfaces & interoperability (HL-7, FHIR) and IT infrastructure (Windows Server, SQL Server)
4. Ability to manage multiple projects simultaneously, while meeting project deadlines, budgets and quality expectations.
5. Requirements definition and analysis: collects and researches specific requirements for projects, identifies requirements, gathers workflow data and basic system and reporting specifications.

6. Minimum of three years of experience in implementing short- and long-term projects, in a health care setting.
7. Possess strong business and technical writing abilities and effective communication skills, both written and verbal
8. Highly organized with attention to detail, self-directed, efficient and able to manage multiple and complex projects on time
9. Demonstrate ability to lead cross-functional teams to deliver on project goals and objectives and understand the impact on various stakeholders
10. Demonstrate skill in building effective relationships and influencing at all levels across the health center
11. Thorough understanding of outpatient and managed care principle and systems, including team-based care principals, HIPAA & HITECH regulations. Experience working for or with Federally Qualified Health Centers is preferred.
12. Proficiency in Microsoft Office including Word, Excel, PowerPoint. Experience with common office procedures and equipment, including multi-line telephones, faxes, copiers, and scanners.
13. Previous NextGen and database management, population health management platform, text messaging platform, and/or SQL experience preferred.
14. Current California driver's license, State-required insurance and a driving record acceptable to the Center's insurance carrier, when using personal vehicle on Center business.
15. Demonstrates organization, coordination, problem-solving, and time management skills
16. Demonstrates ability to work in a changing environment and effectively with people of diverse cultures, ages, and backgrounds.
17. NextGen Certified Professional is a plus

In addition to competitive salaries, Eisner Health offers eligible full time and part time employees the following benefits:

- Affordable Medical, Dental, and Vision Insurance. HMO & PPO options available!
- Employer-Sponsored Group Life and Long Term Disability Insurance
- Voluntary Supplemental Insurance
- Retirement Plan – 401k
- Transportation and Parking Subsidies
- Flexible Spending Health and Child Care Plans - Section 125
- Robust Paid Time Off (PTO) Program
- Tuition and CME Reimbursement
- Employee Assistance Program (EAP)
- Paid Holidays
- Paid Jury Duty Leave

To apply, please email your resume to: jfalcon@eisnerhealth.org