**GENERAL RESPONSIBILITIES**

Responsible for the effective operation and efficiency of the [CHC] electronic health records (EHR) system. Responsible for EHR system outputs that provide required documentation to various reporting entities. Ensures effective data exchange between the [CHC] EHR system and various other systems, e.g. lab, IRIS.

**ESSENTIAL DUTIES**

1. Monitors and maintains the operation of the GE Centricity Practice Solution electronic health record software and interfaced systems, including the data transformation interface (Link Logic), MyHealth patient portal, VisDoc document management, cloverleaf clinical gateway (CCG) and electronic prescribing program (eScriptMessenger).
2. Develops appropriate reporting methodologies to acquire, manage, manipulate, and analyze data.
3. Delivers data products in report/presentation format, or verbally, to customer specifications and timeliness.
4. Consults with internal customers to develop and understand work product specifications.
5. Translates workflow and health care protocols into data entry forms within the EHR to ensure quality care and support decision making.
6. Collaborates with various committees and personnel to assist in decision making and implementation of changes that affect the EHR.
7. Identifies problematic areas and conducts research to determine causes; engages others in problem solving, as appropriate.
8. Works with staff to determine optimal workflows related to EHR processes. Works with staff to incorporate approved changes with minimal disruption. Coordinates with the Information Technology Director to ensure that hardware requirements are met.
9. Ensures creation and availability of all required reports using tools provided or assistance from consultants. Examples include reports required for auditing, monitoring compliance , or other requested reports.
10. Works with Centricity PM and Harvest LIS managers and vendor representatives to ensure that all data is mapped correctly through Link Logic interfaces with those systems.
11. Ensures that all approved changes to EHR clinical content, and encounter forms are incorporated using tools provided or assistance from consultants.
12. Provides leadership for implementation of EHR and interface upgrades, including testing, training, roll-out, and monitoring of effectiveness.
13. Participates in Chronic Disease Collaboratives which impact EHR processes.
14. Revises EHR policies, procedures, and training materials, as appropriate
15. Monitors operation and programming of the MyHealth Patient Portal, including end-user, outside provider, and clinical team support and training.
16. Ensures data and system security with multi-layer privileges, as well as disaster planning.
17. Maintain data through backup, database management techniques, and creating custom SQL scripts as necessary.
18. Ensure the EHR system captures all necessary data to meet measures required for medical laws, federal/state/regional/local programs, proper coding and billing. Develops new technical objects to support workflows.
19. Read, interpret, and edit existing MEL, SQL, and HTML code as well as develop new code as necessary.
20. Maintain user active directory properties and CPS account settings for student/volunteer accounts and conduct one-on-one functional training for short-term medical residents.

**MARGINAL DUTIES**

1. Facilitates meetings as necessary.
2. Participates in ad hoc teams and committees as appropriate.
3. Performs other duties as assigned by supervisor.
4. Serves as backup support for non-EHR computer issues.

**PERFORMANCE CRITERIA**

1. The Electronic Health Records system and its interfaces are monitored daily and perform properly.
2. Requests for assistance are completed in an expedient, accurate and timely fashion.
3. Reports and forms are developed, tested for proper function and available to staff in a timely manner.
4. Changes to workflows are effective and are incorporated with minimal disruption.
5. The EHR system meets applicable state and federal laws and regulations, as well as internal and external program requirements.
6. Policies and procedures are up-to-date, accurate, and are written in an understandable and professional manner.
7. Meets all time deadlines as requested by supervisor.
8. Is helpful to vendors, contractors, and staff at all times.
9. Confidentiality is maintained and HIPAA policies are complied with at all times.

**SUPERVISION AND EVALUATION**

Supervised and evaluated by the Information Technology Director.

**MINIMUM QUALIFICATIONS**

1. Experience or equivalent education working with computer databases and structured query language (SQL).
2. Minimum 2 years’ experience using SQL Server tools or equivalent.
3. Experience creating complex reports using Crystal Reports.
4. Minimum 2 years experience in a health related field or equivalent.
5. In-depth understanding of how patient data is charted and the terminology is used.
6. Ability to conduct system analysis, problem identification, and redesign.
7. Strong data-analysis skills.
8. Experience with MEL (Millbrook Expression Language) or Visual Basic or other computer scripting language.
9. Is assertive, confident and able to work with and train clinical staff (e.g. physicians, nurse practitioners, physician assistants, nurses).
10. Strong understanding of computer processes and software applications, specifically Microsoft Office products.
11. Excellent written and verbal communication skills.
12. Excellent organizational abilities, project management, and task prioritization.
13. Ability to multi-task, work independently, use sound judgment and meet deadlines.
14. Ability to work flexible hours.
15. Must have reliable transportation and able to work in various locations throughout the Treasure Valley.

**PREFERRED QUALIFICATIONS**

1. Experience working with GE Centricity Practice Solution and/or GE Centricity Practice Management software or another electronic health record system.
2. Health Information Management certification (HIM), Health Information Technology (HIT) certification, or equivalent.
3. Understanding of health care industry regulations and compliance along with the ability to ensure system adherence to regulations and compliance standards.
4. Experience using the GE Encounter Form Editor and/or Visual Form Editor.
5. Experience maintaining data exchanges.