

## COMMUNITY HEALTH PARTNERS, INC.

*Community Health Partners (CHP) believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications and job scope, but not limit the employee nor CHP to just the work identified. It is our expectation that each employee will offer their services wherever and whenever necessary to ensure the success of our endeavors.*

Job Title: Clinical Trainer/Process Support Specialist  
Position Status: Non-exempt  
Effective Date: 8/2021  
Reviewed By: Chief Clinic Operating Officer

### JOB SUMMARY:

Under the general supervision of the CCOO and the Nursing Director, the Clinical Trainer/Process Support Specialist provides leadership and expertise to train staff and develop efficient workflows by optimizing the use of CHP's Electronic Health Record (EHR) software used by the clinical patient care teams.

### JOB RESPONSIBILITIES:

1. Training: Provides clinical training and EHR training to new employees. Maintains certification as a Sanford Super Trainer (ST), provides support and training of EHR end users including medical assistants, nurses, and providers. Provides coordination, training, and support to Super Users (SU) to stay informed of changes and upgrades. Provides optimization training to end users. Works with CHP managers to coordinate new employee training sessions.
2. Support: Serves as contact for CHP end users with EHR questions and works with internal and external resources such as Bozeman Health and/or Sanford Health to respond and resolve issues as well as escalating unresolved issues appropriately. Provides daily support to end users through troubleshooting, coaching, and consulting. Provides on site support regularly with weekly presence at Livingston, Bozeman, and Belgrade sites and monthly presence at the West Yellowstone site.
3. Workflow design and implementation: Serves as the application expert as workflows are redesigned in response to identified needs, regulatory changes or clinical standards changes. Collaborates with clinic directors, clinic staff, medical director and administrative supervisors to identify and implement opportunities for improved efficiencies, including creating and documenting workflows.
4. Engages in quality improvement efforts.
5. Demonstrates outstanding interpersonal communication skills and adult teaching techniques. Coordinates with the Human Resources department to design effective, learner-centered training.
6. Collaborates and coordinates with clinic leadership and super users to identify issues, problem solve, and translate learnings into documentation and training aides, newsletters, or other materials.
7. Participates in problem solving and Continuous Quality Improvement (E2) and risk management activities by applying LEAN principles, engaging in Patient Centered Medical Home and works to implement patient centered communication skills.
8. Maintains pleasant, professional atmosphere in working with patients, providers, and other clinic personnel and the general public.
9. Completes other duties as assigned by supervisor.
10. Furthers the mission of CHP through active support of the strategic goals.
11. Understand and adheres to HIPAA regulations.
12. Ability to report to work as scheduled and work a flexible schedule when needed, which may include travel to other sites.

### Skills and Attitudes

1. Experience working with limited resource population.

2. Ability to work with grace under pressure.
3. Ability to work in a team and to share responsibilities and duties.
4. Ability to resolve interpersonal conflict in a straightforward and timely manner.
5. Ability to set priorities, be organized, and be a self-starter.
6. Ability to be friendly, empathic, and an adept communicator.
7. Ability to treat both staff and patients with respect.
8. Ability to navigate technology efficiently.
9. Ability to gracefully accept and respond to feedback.

### Essential Physical Requirements

	<b>Occasionally</b> (1%-33% of day)	<b>Frequently</b> (34%-66% of day)	<b>Continuously</b> (67%-100% of day)
Sitting			<b>X</b>
Walking	<b>X</b>		
Speaking/Hearing			<b>X</b>
Seeing			<b>X</b>
Hand/Wrist Work (ie. Keyboarding)			<b>X</b>
Pushing/Pulling	<b>X</b>		
Grasping			<b>X</b>
Reaching	<b>X</b>		
Bend	<b>X</b>		
Squat	<b>X</b>		
Kneeling	<b>X</b>		
Lift 1-10 lbs	<b>X</b>		
Lift 11-20 lbs	<b>X</b>		

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

#### QUALIFICATIONS:

College degree or equivalent work experience preferred.

Experience utilizing adult learning principles for staff education and development preferred.

Minimum of two years using an electronic health record and practice management system in an ambulatory setting required.

Name: \_\_\_\_\_

Date: \_\_\_\_\_