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: Lead Health Informatics Specialist
Position Status: Exempt
Effective Date: 2/2021
Reviewed By: CCOO

JOB SUMMARY:

Under the general supervision of the CCOO, the Lead Health Informatics Specialist contributes to the overall success of the organization through participation as a member of the CHP leadership team and provides leadership and expertise in the optimization of use of CHP's Electronic Health Record (EHR) software by the patient care teams. The Lead Health Informatics Specialist supervises the Health Informatics Specialist.

SUPERVISORY JOB FUNCTIONS:

Develops and retains a qualified team that provides high quality, patient-centered care at maximum efficiency.

1. Sets Specific, Measurable Expectations
    a. Leads by example by working towards the mission, vision, and strategic goals.
    b. Follows CHP policies and procedures, and ensures employee compliance.
    c. Understands personnel policies, is able to consistently apply them to employee scenarios.
    d. Communicates policies accurately and appropriately.
    e. Understands and accurately communicates job expectations in a specific, measurable way.
    f. Ensures appropriate staff training (and re-training, as needed) occurs.
2. Gives Feedback
    a. Recognizes positive team contributions.
    b. Communicates appreciation for a behavior and connects it to the mission, vision or strategic goals
    c. Documents above and beyond contributions (at both the individual and team level).
    d. Addresses nonperformance in a timely, effective manner:
    e. Utilizes the coaching steps to engage the employee in his/her own performance improvement.
    f. Documents coaching sessions appropriately.
    g. Utilizes progressive disciplinary measures when appropriate, with support from the HR Director, Director of Clinical Operations and/or CEO.
3. Staff Development
    a. Ensures appropriate new staff training occurs.
    b. Makes a "connection" with all new staff, introduces management team, pertinent team members
    c. Reviews overall training schedule, clarifies any location specific expectations (using the CHP FAQ sheet)
    d. Ensures safety training is completed.
    e. Assesses effectiveness of training with trainee and trainer prior to employee working independently.
    f. Devises plans for any supplemental and/or remedial training needed. Follows up accordingly.

      g.   Schedules new employees for NEO.

      h.   Identifies developmental opportunities for staff members and schedules them.

      i.   Completes employee evaluation sessions in an effective, timely manner.

      j.   Discusses employee strengths, and areas for improvement, as well as future goals.

      k.   Supports employee in pursuit of future goals.

      l.   Completes documentation and routes it to HR in a timely manner.

4.   Fosters open communication: ensures employees have information, input, and influence.

      a.   Openly listens to employee concerns and actively works to resolve them.

      b.   Communicates pertinent information to staff members in a timely manner.

      c.   Holds appropriate meetings.

      d.   Uses meeting time wisely.

      e.   Assesses meeting effectiveness and efficiency. Makes changes accordingly.

      f.   Establishes and communicates team goals with respect to processes, outcomes and the metrics thereof.

      g.   Solicits feedback from team members in making changes, when appropriate.

5.   Safety/Risk management

      a.   Ensures all staff receives safety training and annual refresher.

      b.   Actively works to insure the workplace is safe, assessing safety concerns daily, making changes as needed.

      c.   Investigates all accidents and injuries properly, following all required procedures and documenting as appropriate.

      d.   Maintains complete personnel records for all staff using objective language and descriptions.

      e.   Informs HR Director immediately of any harassment, discrimination, work comp or disability issues

6. Ensures staff scheduling is appropriate to provide best patient/client service possible while within the parameters of the labor budget.

7. Reviews, corrects, and verifies payroll.

8. Furthers the mission of CHP through active support of the strategic goals.

INFORMATICS RESPONSIBILITIES:

1. 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 West Yellowstone site.

2. Training: Maintains certification as a Sanford Super Trainer (ST), overseeing the direct support and training of EHR end users including administrative generalists, medical assistants, nurses and providers. Provides coordination, training and support to ST's and Super Users (SU) to maintain their credentials and stay informed of changes and upgrades. Provides basic EHR training to new employees. Provides optimization training to end users. Works with CHP managers to coordinate training sessions for new employees and for all employees in advance of upgrades or other changes.

3. Coordination: Serves as CHP's liaison to Bozeman Health and Sanford Health for EHR functionality needs. Engages with all involved parties when troubleshooting or planning for needs related to, MyChart, telehealth, billing, reporting, , Admin, nursing and provider needs.

4. 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, nursing and medical director and administrative supervisors to identify and implement opportunities for improved efficiencies, including creating and documenting workflows.

5. Engages in quality improvement efforts, reporting, problem solving in billing and coding, clinical, and operational. Supports CHP's data analysis and quality improvement programs by creating and running reports as appropriate.

6. Supports information security, safety and compliance efforts.

7. Supports ongoing changes, upgrades and setup which may include creating new users, provider records, preference lists, fee schedules, templates, workstations, and printers. Coordinate with IT department regarding workstation hardware, printing, and networking as appropriate.

8. Demonstrates outstanding interpersonal communication skills and adult teaching techniques. Coordinates with the Human Resources department to design effective, learner-centered training.

9. Attends scheduled meetings conducted by EHR vendor, as appropriate.

10. 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.

11. Participates in problem solving and Continuous Quality Improvement (E2) and risk management activities by applying LEAN principles, engaging in Patient Centered Medical Home and Meaningful Use recognition programs and working to implement patient centered communication skills.

12. Maintains pleasant, professional atmosphere in working with patients, providers, and other clinic personnel and the general public.

13. Completes other duties as assigned by supervisor.

14. Furthers the mission of CHP through active support of the strategic goals.

15. Travel to other sites, as needed.

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

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

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: _____