



Position Description

Position Title:	EHR and Reporting Specialist
Department:	Operations
Reports To:	Privacy & Health Information Coordinator
Status:	Non-Exempt

Summary

This individual is responsible for direct and indirect support to clinicians and support staff in the delivery of patient care using eClinicalWorks (eCW) and Dentrix, electronic health record (EHR) systems. Job responsibilities will include clinic- and provider-specific application support, configuration, and testing. This individual will support any new or upgrade implementation module(s). Implementation tasks will include redesigning workflows, facilitating end-user application training, support go-live activities, monitoring end user adoption of existing and new workflows implemented, and reporting findings and trends. This role is expected to be proactive in the research of new features and functions and will assist the Operations and Clinical teams with incorporating new methods into their standard operating procedures. This individual will provide organizational decision-making through analysis, reporting, research, and effective use of data by generating information from the health IT systems.

Duties & Responsibilities

System Administration

- Implement and maintain electronic medical record, electronic dental record, and other health information systems as the system administrator.
- Ensure completion of regular systems audits.
- Responsible for the timely onboarding and off boarding of all users.

Data Maintenance and Reporting

- Seek out, identify, document, and initiate resolutions to data quality issues that are discovered during report and analysis development.
- Identify issues through data interpretation and research and provide summary of trends, observations, and items on standard, ad hoc, audit and new reports.
- Through understanding of workflows and data input, build, update, and repair reports as needed or requested.
- Maintain catalog of reference documents, quality reports and resources for relevant reports and activities.
- Consult with other employees to solve operational or data problems through workflow improvement.
- Review data for completeness and consistency. Implement strategy for data cleaning as identified.
- Participate in regular department quality improvement meetings.
- Assist in designing, producing, and interpreting dashboards to support management and executive decision making and company-wide management of health initiatives.

- Assist in the improvement and automation of reports where possible; document report processes where needed.
- Participate in available training programs and maintain an individual training/education strategy.
- Attend meetings, collaborate on analytics needs, and present/explain data where appropriate.
- Assure information needs are met, and the appropriate analysis, research, report, or other support is identified to address those needs.
- Manage, prepare, and submit accurate data reports for both internal (supervisors or directors) and external (US Department of Health and Human Services, WI Primary Health Care Association, insurance company audits, etc) audiences.

Health Information

- Initiates annual security risk assessment and compliance monitoring of IT/HIT systems.
- Establishes mechanism to track and monitor access to protected health information, as required by law.

Credentialing and Privileging

- Obtains and maintains complete provider and Health Center facility credentialing and re-credentialing applications, monitors applications and follows up as needed.
- Manages relationship with contracted credentials verification services and assists with timely information flow and management of clinician files.
- Sets up and maintains provider information including copies of current state licenses, DEA, and any other required credentialing documents for all providers and organization in an organized and systematic manner.
- Collaborates with Human Resources and Finance staff to ensure handoffs are effective and timely.
- Tracks license and certification expirations for all providers and organization to ensure timely renewals.
- Maintain regular cooperation and compliance with all regulatory, accrediting and membership-based organizations.
- Prepare their own records for regular auditing as well as maintain close communication with all appropriate practitioners to ensure that records are up-to-date and consistent.
- Processes applications for appointment and reappointment of privileges to Scenic Bluffs CHC, checking for full completeness and accuracy.

Other

- Promote the mission, vision, and values of the organization in all interactions.
- Report to work as scheduled.
- Other duties as assigned.

Qualifications

The individual must be self-directed, detail-oriented, and have advanced knowledge of business intelligence/business objects reporting. The individual possesses the ability to manage multiple projects at one time and see those projects through. The individual must respect the confidentiality of patient information while performing job duties and establish and maintain effective working relationships with patients, employees and public. The individual must possess a strong knowledge of intake and registration process. Knowledge in insurance billing systems, knowledge of current insurance billing practices including medical coding, problem solving skills and ability to work independently as well as part of a team.

Education and/or Experience

- The candidate must have a high school diploma or equivalent.
- A Health Information Technology or related degree is preferred, but not required.
- Minimum of 2 years supporting an Electronic Health Records system.
- Strong knowledge of HIPAA rules and regulations is required.
- Detailed knowledge of eClinicalWorks administration - eCW Super User verified training / certification is a plus.
- Experience with Power BI or similar business analytics tools is a plus.
- Previous experience in a Federally Qualified Health Center is a plus.
- Knowledge of front and back-office utilization of financial and clinical information systems is preferred.

Communication Skills

The individual must possess strong oral and written communication skills. Be able to communicate with patients, families, communities, other health professionals and co-workers in a responsive and responsible manner to support a team approach to the maintenance of health and the treatment of disease. Engage others in shared patient-centered problem solving.

Computer Skills

The individual must possess the knowledge of word processing software; ability to learn patient management information system functions of appointment scheduling, charge entry, payment transactions, etc. The individual must have a strong working knowledge of Microsoft Excel and experience operating and maintaining an EHR.

Physical Demands

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.

- Work may require sitting or standing for long periods of time; also stooping, bending and stretching
- Occasionally lifting files or paper weighing 25 pounds or more
- Requires manual dexterity sufficient to operate a keyboard, telephone, copier and other such equipment
- Possesses sight and hearing senses to function adequately so that they requirements of this position can be fully met

Work Environment

Work is performed in a general office setting with the opportunity for remote work. Interaction with others is frequent and interruptive. Work may be stressful at times. Work hours include some evenings and weekends, otherwise are generally during normal business hours and average no more than 40 hours/week for full time employees, 32 hours/week for limited full-time employees and less than 30 hours/week for part time employees.

Acknowledgement

This job description describes the general nature and level of work performed by employees assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. All requirements are subject to change over time and to possible modification to reasonably accommodate individuals with a disability.

Employee Signature

Date