**JOB DESCRIPTION**

Job Classification: EHR Trainer & Support Specialist

Reports to: CAO Status Classification: Exempt

Supervises: N/A Last reviewed: 02/28/2024

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POSITION PURPOSE:

The EHR Trainer & Support Specialist is responsible for the successful development and delivery of high-quality training and technical support services for all end users of the agency’s Electronic Health Record information system, and associated systems, to ensure end users develop skills that will help them adhere to procedures, gain maximum value from the EHR, and meets organizational needs.

This position will work in coordination with the IT team to install and configure the EHR system, diagnose hardware & software faults, and solve technical & application problems. This position will also help coordinate any software upgrades, maintain & test functionality of system changes within the system test environments, and assist in the overall operations of the system.

This position will be engaged in developing and providing guidance and training to existing and new staff with regard to both EHR and basic IT onboarding.

MINIMUM QUALIFICATIONS:

**Education:** Associate’s Degree or Bachelor’s Degree in Computer Science, Business, Education, Healthcare, or equivalent from a two-year or technical school required.

**Licensure/Certification:** CPLP/CPTD or CPTM Certification preferred.

**Experience:** Two or more years of experience in the use of EHR and working with staff to document patient care required. Two or more years of experience as a trainer or EHR superuser is required. Two or more years of experience with computer information systems, and software applications support preferred. **Systems:** NextGen, EPIC, MHITS, Collective Medical, WA IIS, Azara, Intelichart, Relias, IMO, SharePoint, MS Office, Teams.

**Equipment/Skills:**

* + Proficient in MS Office 365 (i.e. PowerPoint, Outlook, Word, Excel, Teams, SharePoint)
  + Demonstrates sound work ethics, flexibility, and shows dedication to the position and the community.
  + Demonstrates a positive attitude, is respectful, and possesses cultural awareness and sensitivity toward clients and co-workers.
  + Strong organization and time-management skills to prioritize, delegate tasks, and set goals for productivity. Creative and problem-solving skills to invent new ways to accommodate learning needs.
  + Effective communication (verbal and written) and interpersonal skills to inspire and engage learners. Able to communicate technical information clearly both orally and in writing with people at varying technical levels.
* Good research skills to find reliable and relevant content for learners.
* High empathy skills and understanding of effective teaching methodologies and the willingness to keep abreast of new techniques in teaching.
* Understanding of effective teaching methodologies and tools
* Ability to work independently and as part of a team in a timely, organized manner.
* Requires a high degree of effective time management, dependability, and ability to work with little supervision to complete tasks.
* Relates and interacts positively and professionally with staff at all levels of the organization.
* Ability to travel to remote sites with personal transport.

**Physical demands:** Ability to physically perform the functions of the job, including sitting, standing, walking, lifting, carrying, bending, and reaching with or without reasonable accommodation.

PRIMARY JOB RESPONSIBILITIES:

1. Train, Onboard & Offboard staff. Standards:
   * Assists with the development of training curriculum, materials, including handouts, manuals, videos, e-learning modules, and other reference materials.
   * Assists end users with setting preferences according to standards.
   * Conducts training sessions to orient new employees to their new positions within the organization.
   * Provides support and mentoring for new staff while conducting an evaluation and identifying sections where improvements are needed.
   * Using data, analyzes the effectiveness of training to standardized workflows, if necessary, develop modification and retrain staff to standard workflow.
   * Collaborates with leadership to identify training needs and schedule appropriate training sessions.
   * Confirms program objectives and specifications by testing new programs; comparing programs with established standards; making modifications.
   * Establishes new users' accounts and profiles; grant appropriate system access, etc.
   * Helps and supports end users learn NextGen through side-by-side coaching, tutorials, or other individualized effective means. Educates end users on standards and best practices to ensure end users gain maximum value.
   * Coordinates and assigns appropriate system licenses for providers, maintains & tracks provider licenses, and assesses the need for additional licenses.
   * Train users on other software packages relevant to their job positions (Office 365, Word, Excel, Outlook, Teams)
2. Workflow Development & Standardization. Standards:
   * Maximizes use of hardware and software by developing training programs, drafting optimal workflows, providing one-on-one training of end-users; interpreting instructions; listening skills, and answering questions.
   * Prepares reference documents for users by writing operating instructions, in a manner the user can understand.
   * Evaluates expansions or enhancements by reviewing changes and testing compatibility and functionality before installation in the live environment in partnership with the Health Information Technology Specialist
   * Partners with the Quality Department to optimize templates.
   * Observes workflows in various departments to identify easily corrected errors or needed modifications. Notify appropriate leadership of deviations from standard workflows.
   * Assists in troubleshooting system problems, diagnosing, and solving software faults, works with the EHR system and associated systems to coordinate the submission and resolution of tickets, and assists in workflow modification when issues are not able to be resolved.
3. Conforms to all VVHC policies and ensures HIPAA regulations are followed.
4. Maintains confidence and protects operations by keeping system information confidential.
5. Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and participating in professional societies.
6. Performs other related duties as assigned. Standards:
   * Follows guidelines established at the time of assignments.
   * Accepts assignments willingly.
   * Prioritizes workload to ensure timely completion of assignments.
   * Asks appropriate clarifying questions relative to scope of assignments.

ACKNOWLEDGMENT:

I have read and understand the above Job Description and agree with it.

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Employee Signature Date

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Supervisor Signature Date