



## Electronic Health Record Specialist

Valley Community Healthcare is one of Los Angeles' larger community-based health centers. Located in the San Fernando Valley with a stellar 45-year reputation, we provided over 100,000 medical visits last year and are looking to expand. Core programs include primary care, pediatrics, adolescent teen clinic, dental, optometry and mental and behavioral health. VCH participates in state and local disease collaboratives, and QI programs.

We are seeking an Electronic Health Record (EHR) Specialist to add to our wonderful team. Bilingual in English and Spanish is preferred.

### **Job Summary:**

Provides instruction on electronic health records system for end-to-end users to ensure effective utilization of the program, including assessment, development, and monitoring of best practices by end users. Provides day-to-day operation and maintenance of the electronic health records system. Maintains ongoing operations through system updates, report processing, managing helpline, maintaining security, and providing overall support to end-to-end users.

### **Essential Job Duties:**

- Responsible for planning, development, training, implementation, evaluation, and maintenance of the electronic health record (EHR) in the practice locations. The EHR specialist will be proficient in Nextgen Healthcare.
- Responsible for clinical workflow design and facilitating communication between the clinical end users- physicians, nurse practitioners, nursing staff, medical assistants, ancillary staff, the support team staff, and consultants.
  - o Once the new workflow designs are put in place and training is conducted by the EHR trainer, VCH should witness improved documentation and performance on various measures.
- Develops and prepares training materials and schedules, and conducts training for physician practices and internal team members. Training sessions are created to support optimal usage of the EHR System
- Responsible for electronic health record (EHR) workflow transformation, planning, design, testing, end-user training, implementation support, and adoption.
- Keeps current on system changes and updates training sessions and materials as needed.
- Trains new users and maintains ongoing training programs for existing users.
- Trains personnel in using various interfaces within the electronic health record system.
- Assists IT department in creating interfaces in the electronic health record system to assure optimized data flow.
- Assists IT department in creating support tickets via Nextgen and MTS Health.
- Collaborates with QI department to ensure workflows and training support QI goals and reporting requirements.
- Conducts internal audits to ensure documentation is in accordance with training curriculum and clinical guidelines.
- Utilizes audit results to identify training needs and opportunities to improve.
- Traces patient visits to ensure appropriate documentation is in the medical record.
- Collects and communicates enhancement requests from users.
- Monitors File Maintenance for necessary daily modifications.

**Education and Qualifications:**

- Knowledge of Nextgen EHR, PM and ICS.
- Has functional EHR technical knowledge and skills.
- Ability to deal with ambiguity.
- Ability to champion an idea or position.
- Ability to drive for results, displays resiliency and is committed to executing.
- Minimum two-year experience in a primary care setting.
- Knowledge of clinical workflow and a basic understanding of clinical terminology.
- Ability to develop and maintain good working relationships with physicians and other clinical staff, and to interact positively and productively with teams.
- Ability to travel to multiple office locations.
- Strong planning, organization, and communications skills.
- Experience in training others in clear, simple, and easy to understand terms.

\*Responsibilities and tasks outline in this document are not exhaustive and may change as determined by the needs of the company.

**VALLEY COMMUNITY HEALTHCARE IS AN EQUAL OPPORTUNITY EMPLOYER**

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