



Klamath Tribal Health & Family Services

3949 South 6th Street
Klamath Falls, OR 97603

Phone: (541) 882-1487 or 1-800-552-6290
HR Fax: (541) 273-4564

Opens: 11/17/2020
Closes: Until Filled

EXEMPT _____
NON-EXEMPT X

POSITION DESCRIPTION

POSITION: EHR SPECIALIST

RESPONSIBLE TO: IST Director

SALARY: GS-9 \$41,763-\$54,303 Full Benefits
GS-10 \$46,590-\$59,795 Full Benefits
GS-11 Only for Employees with 10+ years of Service

CLASSIFICATION: Non-Management, Regular, Full-Time

LOCATION: Klamath Tribal Health & Family Services
Wellness Center, Chiloquin, Oregon

POSITION OBJECTIVES

The EHR Specialist is a solution oriented team player whose primary focus is providing EHR support for all medical clinic staff including Providers, Nurses, MA's, front office and patient registration. The EHR Specialist will rely on the EHR Coordinator as his or her lead, and for support and guidance.

The EHR Specialist will work closely with the EHR Coordinator and Information Systems and Technology (IST) staff to provide training, support and ongoing maintenance of the EHR. This includes assisting with implementation of new modules and upgrades and helping ensure a smooth transition.

MAJOR DUTIES AND RESPONSIBILITIES

1. Provide daily EHR support for the medical clinic including troubleshooting and providing input into the development and ongoing maintenance of the EHR.

2. Provide exceptional customer service; deliver and coordinate prompt support response to providers and clinical support staff. Consistently model appropriate behaviors, attitudes and skills that support the C.L.E.A.R. and H.E.A.R.T. customer-service standards to build positive relationships with patients and KTFHS employees.
3. Provide daily onsite EHR support, troubleshooting, and notification/training related to system updates that affect EHR workflows.
4. Communicate timely and effectively with the EHR coordinator regarding status of EHR issues, projects, and needs.
5. Prepare new medical clinic employees to use the EHR system. Provide hands-on initial EHR training, and setup new users with appropriate EHR settings and preferences, based on their role.
6. Regularly assess training needs and formulate training materials to provide regular, ongoing EHR training to all medical clinic providers and staff.
7. Document and maintain all current EHR workflow processes (workflows). Workflows will be kept up to date and accessible to staff in both written and electronic format. In light of clinical processes, regularly analyze workflows for improvements and any necessary changes, and present these to the EHR Team for approval. Provide staff retraining when workflows change.
8. Promote a positive workplace environment and set and continually manage expectations regarding the appropriate and accurate use of the EHR within the medical clinic.
9. Support ongoing clinical quality assurance (Q/A) and clinical quality improvement (Q/I) activities. This includes evaluating the application of best practices related to the use and development of the EHR system.
10. Work closely with the EHR Coordinator to regularly review and develop as needed appropriate policies and procedures related to the use of the EHR system.
11. Provide input related to any modifications of EHR documents, workflow, electronic programs and clinical templates. Coordinate with others as needed such as Medical Records, departments, vendors, and when implementing software updates.
12. Monitor use, functionality, reporting, efficiency and proficiency of the EHR.

13. In partnership with the EHR Coordinator support appropriate data collection within the EHR including data collection of KTHFS sanctioned quality reporting programs and other QA/QI initiatives.
14. Seek out additional learning opportunities to develop the technical and professional skills required at present and in the future. This includes taking advantage of relevant EHR eLearning or training courses and use of the EHR Success Community support website.
15. Take responsibility for all work activities and personal actions by following through on commitments. Efficiently and effectively manage multiple responsibilities.
16. Resolve complaints and conflicts timely and appropriately according to standards and established guidelines.
17. Efficiently and effectively use computers and appropriate software. Troubleshoot basic computer issues and coordinate with the IST department as needed.
18. The incumbent will be called upon to accomplish other tasks within his or her scope of work and other duties as assigned.
19. Assist the clinical staff in compliance procedures and accessing medical records information.
20. Provide support to providers and other clinicians in their use of an electronic patient chart and the function of computerized physician order entry.
21. The incumbent will be called upon to accomplish other tasks within their scope of work.

SUPERVISORY CONTROLS

The EHR Specialist works under the direct supervision of the IST Director, who provides EHR system guidance and technical support, and administrative program direction. Work is assigned in terms of functional/organizational objectives. The supervisor will provide guidance with unusual situations that do not have clear precedents.

The employee plans and carries out the day-to-day activities independently, resolves problems on the basis of past precedent; exercises judgment in interpreting guidelines and applicability; and adheres to professional practices and legal requirements.

The employee is subjected to a variety of situations that would require using independent clinical judgment and discretion. Assignments are reviewed for quality and compliance with established policies and procedures.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of a broad range of patient care activities, working knowledge of hospital and or medical clinic environment and how the different services and functions interact.

Must have intermediate to advanced computer skills and a sound understanding of computer software and hardware in a Windows operating environment. This includes the ability to troubleshoot basic software and hardware issues.

Knowledge of Electronic Health Records and the ability to efficiently and effectively troubleshoot EHR related issues.

Knowledgeable of the all KTHFS policies, mission, strategic goals and interaction with tenant activities.

Skill and ability to communicate in a professional manner, both orally and written, with KTHFS health professionals and allied health workers in all KTHFS departments, as well as federal, state and local health agencies and general public

Able to work independently and in a team-oriented, collaborative environment.

Able to conform to shifting priorities, demands and timelines through analytical and problem-solving capabilities.

Ability to react appropriately to project adjustments and alterations promptly and efficiently. Flexible during times of change.

Knowledge of State and Federal regulations related to the use of EHR.

Must be able to participate in and promote team work; be courteous to patients, their family members, and co-workers.

Must be willing to adapt to a flexible work schedule with occasional evenings.

Ability to maintain strict confidentiality of medical records and adhere to the standards for health record-keeping, HIPAA and Privacy Act requirements.

QUALIFICATIONS, EXPERIENCE, EDUCATION

Minimum Qualifications: *Failure to comply with minimum position requirements may result in termination of employment.*

- **REQUIRED** to possess a High School Diploma or Equivalent. (Must submit copy of diploma or transcripts with application.)
- **REQUIRED** to have a minimum of two (2) years of recent experience providing Electronic Health Records support and/or Information Technology support.
- **REQUIRED** To be comfortable working under time constraints, able to effectively manage stressful situations.
- **REQUIRED** to possess excellent English language communication skills, both written and spoken.
- **REQUIRED** to submit to annual TB skin testing and adhere to KTHFS staff immunization policy in accordance with the Centers for Disease Control immunization recommendations for healthcare workers.
- **REQUIRED** to submit to and clear an alcohol/drug screen and random testing as per policy.
- **REQUIRED** to submit to a background and character investigation, as per Tribal policy. Following hire must immediately report to Human Resource any citation, arrest, conviction for a misdemeanor or felony crime.
- **REQUIRED** to accept the responsibility of a **mandatory reporter** of abuse and neglect of infants and children, people who are elderly or dependent, individuals with mental illness or developmental disabilities or residents of nursing homes and other health care facilities. This includes reporting any evidence of physical injury, neglect, sexual or emotional abuse or financial exploitation.

Preferred Qualifications:

- Experience with directly supporting the NextGen EHR system or other EHR systems is strongly preferred.
- Experience providing direct in-person support is strongly preferred.
- Experience working in an ambulatory outpatient setting is strongly preferred.
- Flexible work schedule with possible nights, weekends, or on-call coverage is strongly preferred.
- Positive working experience with Native Americans in a clinical field will be given preference.

Indian Preference:

- Indian and Tribal Preference will apply, as per policy. (*Must submit tribal documentation with application to qualify for Indian Preference*).

ACKNOWLEDGEMENT

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

APPLICATION PROCEDURE

Submit a Klamath Tribal Health & Family Services ***Application for Employment*** with all requirements and supporting documentation to:

**Klamath Tribal Health & Family Services
ATTN: Human Resource
3949 South 6th Street
Klamath Falls, OR 97603**

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

Please Note: If requirements are not met, i.e., submission of a resume in lieu of a tribal application or not including a required certification, your application will not be reviewed and will be disqualified.

Indian Preference will apply. In accordance with Klamath Tribal policy, priority in selection will be given to qualified applicants who present proof of eligibility for “Indian Preference”.

Applications will not be returned.