

MACIPA

POSITION: **Electronic Medical Record Quality Specialist**

REPORTS TO: **Director, Quality Improvement**

NON-EXEMPT POSITION

POSITION SUMMARY:

The Electronic Medical Record (EMR) Quality Specialist will build and maintain positive working relationships with all practices and the EMR support team to achieve MACIPA's quality improvement goals. In order to improve delivery of care in the ambulatory practice setting and optimize EMR usage for quality improvement, the Specialist will work collaboratively with our practices through EMR training, education, usage and data extraction.

PRIMARY RESPONSIBILITIES:

- Assess the practice's EMR usage and create a plan with the practice to optimally use EMR system to attain quality improvement and other MACIPA goals.
- Act as a liaison between MACIPA, the EMR support team and practice physicians/office staff.
- Manage and track EMR utilization for quality initiatives (MACRA/MIPS, & Commercial Quality program).
- Train and assist key stakeholders (i.e. office staff and clinicians) in tracking, monitoring, and reporting for population management.
- Ensure that clinical and operational workflows support accurate, compliant and complete EMR documentation of quality improvement activities.
- Provide on-site education, training and support to providers and staff in improving patient workflows and data entry into the EMR system to facilitate the users' proficiency with the system within the context of quality improvement initiatives.
- Participate in activities with the MACIPA Quality team to achieve quality improvement goals.
- Perform periodic audits in the EMR system to assess compliance with quality initiatives.
- Use knowledge of adult learning styles to train, educate and instruct clinical users on features, operation, work flow and use of EMR and patient information systems as defined by quality initiatives.
- Attend early morning and evening MACIPA and external meetings as required.
- Travel to practices in Cambridge and surrounding towns, using own car.
- Other duties as assigned.

PRIVACY & SECURITY RESPONSIBILITIES:

- Workforce Vigilance: Each MACIPA employee has a responsibility to watch for unauthorized use or disclosure of Protected Health Information (PHI) or Personal Information (PI), to act and prevent the action and to report suspected breaches of privacy and security policies to their supervisor and MACIPA's designated Privacy and Security Officers. MACIPA Workforce are required to attend MACIPA's Privacy and Security Training, sign a Confidentiality and Non-Disclosure Agreement and complete HIPAA webinar training on an annual basis.
- System Access Profiles & Controls: MACIPA assigns system access profiles to job titles based on how much information is needed to accomplish work responsibilities in accordance with our Privacy and Security Policies and Procedures.

The above statements describe the general nature and level of works being performed by individuals assigned to this classification. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified.

SKILLS/KNOWLEDGE AND ABILITIES:

- Bachelors' degree in related field preferred.
- Ambulatory care experience required.
- Local travel to community physician offices; license and own transportation required.
- Minimum 2 years of experience working in a health care setting with knowledge of clinical workflows and/or process improvement; prior experience using, training, or supporting the Epic EMR.
- Excellent client-facing skills and the ability to simultaneously champion the cause of the client and serve as a MACIPA advocate.
- Strong interpersonal skills; ability to interact effectively with multiple disciplines within the practice setting – physicians, nurses, office managers etc.
- Ability to effectively handle multiple tasks, changing priorities and complex assignments.
- Strong sense of urgency and desire to learn and thrive in a challenging environment.
- Must be able to follow through on assignments and projects within required deadlines.
- Ability to effectively interact with both internal and external clients at various organizational levels.
- Ability to successfully prioritize multiple responsibilities and projects and take initiative; be proactive and work with minimal supervision.
- Excellent problem solving and investigative skills.
- Strong analytical skills and attention to detail.
- Excellent organization and time management skills.
- Proficient in the following required: Epic and Microsoft Office applications including Excel, Access, Outlook, Word, and PowerPoint.
- Available as needed to attend various early morning or evening meetings/training sessions with practices.

ESSENTIAL ABILITIES:

1. Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to communicate well with the supervisor, community, employees and general public
2. Sufficient vision, with or without reasonable accommodation, which permits the employee to produce and review a wide variety of materials, written correspondence, reports and related materials in electronic and hard copy form.
3. Ability to lift, move or carry objects up to 10 pounds regularly.
4. Ability to ascend or descend stairs or ramps using feet and legs, hands and arms.
5. Ability to maintain body equilibrium to prevent falling when walking, standing or crouching.
6. Ability to learn and carry out the primary responsibilities of the assigned position.
7. Ability to effectively communicate in writing and orally on job progress and other assignments and responsibilities.
8. Ability to conceive and articulate plans creates and manages detailed projects, organize and prioritize work.
9. Ability to analyze data and exercise sound judgment in making decisions and managing confidential or sensitive information.

MACIPA is an Equal Opportunity Employer (EOE) and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, gender identity, sexual orientation or any other characteristic protected by law.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential functions (primary responsibilities) of this job. This job description is not intended as, nor should be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

This job description is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of authority.

MACIPA reserves the right to revise this job description at any time.