



VALLEY HEALTH TEAM

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JOB DESCRIPTION

POSITION:	HEALTH INFORMATION TECHNOLOGY (HIT) TRAINING SPECIALIST
REPORTS TO:	CHIEF INFORMATION OFFICER
POSITIONS SUPERVISED:	NONE
CLASS:	REGULAR
CAT:	FULL-TIME
	NON-EXEMPT

BASIC FUNCTIONS:

Under the supervision of the Chief Information Officer, the Health Information Technology (HIT) Training Specialist's primary role will be to provide training and support of employee on all the HIT systems and applications. The HIT Training Specialist will be responsible for establishing the training curriculum, training materials, and coordinating EHR/EPM trainings along with being a primary contact for EHR/EPM support. The Training Specialist will also assist in the ongoing support of the electronic health records, practice management system, disease registry and other HIT systems. This individual will also be responsible to support, troubleshoot, resolve, and address issues with any/all HIT systems.

DUTIES AND RESPONSIBILITIES:

1. Properly prepare staff in the use of HIT software by preparing and conducting training sessions.
2. Design and develop learning tools for traditional and distance learning – training manuals, facilitator guides, and other related training tools.
3. Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications, and materials on electronic health recordkeeping.
4. Work with management to support the objectives of all software.
5. Effectively communicate the objectives of the program with both technical and non-technical personnel.
6. Prepare documentation and perform training for all software upgrades.
7. First responder to HIT application support calls – able to quickly prioritize and escalate issues as necessary.
8. Assist in project coordination and implementation.
9. Assist with software development and upgrades.
10. Track trends and outcome reports and distribute as required.
11. Find areas to improve that can become opportunities for new training sessions.
12. On a temporary basis, may be required to work at any satellite facility.
13. Contribute to team effort by assisting other departments as needed and while maintaining confidentiality of VHT's business.
14. Work cooperatively with all staff members and outside sources in a professional manner to deliver a high level of service.
15. Observe and practice all VHT Patient Experience Service Standards as outlined in "World Class Practices: My Commitment to Care (which I have read and signed). Practice CICARE when interacting with patients, their families, visitors, or internal customers.
16. Practice CICARE phone etiquette during all phone interactions.
17. Always exercise courtesy whenever patients, family members, visitors and co-workers are present.
18. Respect privacy and dignity of our patients, family members, visitors and co-workers.
19. Maintain professionalism in the presence of patients, their families, visitors and co-workers.
20. Act as a role model, verbally and behaviorally demonstrating skill, enthusiasm, positive problem solving, commitment and loyalty to the profession and the organization.
21. Follow applicable regulations: Joint Commission, OSHA, HIPAA, and CLIA.

22. Serves and protects the practice by adhering to professional standards, policies and procedures, federal, state, and local requirements, and The Joint Commission Accreditation of Healthcare Organization standards.
23. Perform other related duties, which may be inclusive, but not listed in the job description.

MINIMUM QUALIFICATIONS:

1. Graduate of an accredited college or university with a degree in education, computer science or related healthcare field or 1-3 years' experience in health information technology
2. Software training and/or implementation experience in a primary healthcare services environment
3. Experience with CHC/FQHC clinical operations and reporting requirements preferred
4. Experience with Electronic Health Records and Practice Management applications
5. Experience with developing and providing technical training
6. Ability to learn new systems and programs quickly
7. Excellent oral and written communication skills – be able to provide information in a clear and concise manner; good interpersonal skills
8. Strong customer service skills (preferably within a service industry) and maintain an effective and positive working relationship with staff
9. Dynamic presentation skills
10. Ability to develop clear and presentable training documentation
11. Experience in classroom and one-on-one trainings; good understanding of adult learning
12. Strong analytical, problem identification and solution skills
13. Understanding of personal computer and software applications
14. Understanding of general database concepts and design
15. Ability to be flexible with work schedule and available to work at all site locations
16. Must have own transportation, valid California Driver's License and current proof of automobile insurance coverage
17. Demonstrated ability to provide world-class patient experience using CICARE principles and practices. Ability to be proactive and to go above and beyond the call of duty; take initiative to provide a world class patient experience in all encounters via email, phone or in person

TYPICAL WORKING CONDITIONS: The office setting is a normal work environment. Occasionally work during early morning, evening or weekend. May be subjected to temperature variances in the office.

TYPICAL PHYSICAL DEMANDS: Requires sitting, standing, or walking for up to eight hours a day. Some bending, stretching, or reaching may be necessary. Lifting up to 40 pounds may be required on occasion. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contact.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may come in contact with hazardous equipment such as liquid nitrogen, cleaning agents, and sharps. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy clinic day.

I, the employee, understand the responsibilities and standards of my position as listed above, and I agree to fulfill them to the best of my ability. I understand I am an at-will employee and can be terminated at any time with or without cause. I also understand the Valley Health Team Inc. will not be responsible in any manner for termination's which are due to defunding of Federal or State Contracts. I also agree that the VHT Board of Directors have the right to modify the Personnel Policies which govern my employment at any time.

This organization is an Equal Opportunity Employer. It is our policy to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, age, color, sex, religion, national origin, or other protected classification.

Employee's Signature

Date