

## **Position Description:**

**Renaissance Behavioral Health Systems**, a comprehensive mental health center and Joint Commission accredited organization is looking for an **Electronic Healthcare Records (EHR) Training and Support Specialist** to assist in our company wide EHR system implementation and training at our various facility locations throughout the Jacksonville area. The ideal candidate will demonstrate initiative, the ability to create positive working relationships with others, and be an effective team member.

The EHR Training and Support Specialist will help to ensure that the EHR system is effectively utilized and that staff are able to use the EHR system in a competent manner. The Training and Support Specialist will assist in planning, developing and conducting a complete range of EHR training classes from go-live preparations to post go-live operations and including all staff and contractors who interact with that system. The specialist will help to ensure that the system and associated processes are in compliance with regulations and certification requirements and that the EHR system functions as effectively as possible by working with users and the EHR system vendor to facilitate system updates and improvements.

The EHR Training and Support Specialist's duties include but are not limited to:

### **Training, Pre and Post Go Live duties:**

- Coordinates Receipt of Vendor Training Materials.
- Adapts Vendor Training Materials for MHRC Job/Role specific training.
- Develops Training support documentation and materials including: Handouts, Comprehension Tests, Certificates of Completion, Training Classroom Evaluations, Training Orientation Checklists (Department Specific), Supervisor and Trainee Follow-Up Surveys, Tip Sheets, and Reports for Error Rate Monitoring
- Develops Role Specific Training for: Systems Training, Computer Basics, Super-Users, Dictation System, Physicians/ARNPs/Physician Assistants, EHR Go-Live, Remedial / Refresher Training, New Employee Training, As Needed (System and Procedural Updates)
- Manages Training Room, Attendee Schedules and Attendance Records.
- Maintains Training Room readiness including workstations.
- Sets up training and production environments for users including user logons.
- Coordinates and conducts Super User training classes.
- Conducts user training classes in accordance with implementation schedule and provides certificates upon successful completion.
- Maintains and updates the training system as needed.

### **Support duties:**

- Works with vendor and EHR team to configure, test EHR, and further develop clinical functionality.
- Assists in the development of scenarios for pre-go live testing, performs system validation testing.
- Serves as the main support team resource for the clinical functions of the electronic health record (EHR) software.

- Answers user questions and resolves issues related to clinical use.
- Works with IT Support to troubleshoot EHR workstation related issues.
- Processes and tracks requests for new EHR functionality and reports.
- Supports the testing of new or revised EHR functionality and reports including the development and update of test plans, testing, troubleshooting and final acceptance.
- Conducts regular on-site visits, coordinates and conducts regularly scheduled user groups/forums, and designs and processes EHR feedback forms.
- Identifies Quality Improvement needs related to the EHR implements needed methods, procedures and system modifications.
- Maintains continuous improvement processes including error rate reporting and participation in root cause analysis studies as issues are identified.
- Works closely with clinical teams to provide functionality assessments, workflow analysis, and optimization planning.
- Provides training and support for any follow-up implementations and go-live activities.

**On-Call duties:**

- Receives and resolves Electronic Health Record user problems during and after normal business hours. This includes evenings, nights, weekends and holidays in rotation with the EHR Systems Director.
- Receives and resolves user problems via the RBHS/MHRC IT Hotline calls after normal business hours. This includes evenings, nights, weekends and holidays in rotation with the Information Technology Staff.
- Troubleshoots and repairs computer hardware and software malfunctions.
- Utilizes remote PC administration tools to resolve user problems and maintains and updates user PCs. When required, travels to facilities for installation, upgrading, maintenance and/or repair of computer systems and equipment.
- Sets up new user accounts and resolves user problems such as resetting passwords.

**Position Requirements:**

In order to be considered candidates must have either a High School diploma or equivalent **and** a minimum of two years' experience in healthcare required.

Bachelor's degree in Healthcare related field or Information Technology preferred.

Must demonstrate proficiency in RBHS/MHRC Electronic Health Records System within three months of employment.

One or more years of experience with electronic health records, technology support, and/or systems training preferred.

The EHR Training and Support Specialist must be able to demonstrate independent discretion and judgment required in order to effectively manage all training courses, communication, and related tasks and must be able to demonstrate ability to problem solve and independently complete tasks in a timely, accurate manner.

Proficiency in Microsoft Office Programs, Outlook and use of the Internet required.

Candidates must demonstrate knowledge of clinical requirements, processes and procedures, regulatory and accreditation requirements including: Joint Commission Standards, HIPAA Regulations, and Meaningful Use requirements, in order to ensure compliance with applicable laws, regulations and accreditation standards.

Must meet Frequent Drivers requirements, including a valid Florida driver's license, no more than eight points on their license for any combination of violations, and insurance coverage equal to or exceeding 50,000/100,000/50,000 split limits.

**Position Details:**

Full Time Shift: Monday through Friday (rotates on-call after hours, weekends and holidays)

***Full time positions offer a comprehensive benefits package.***