

## **Position Description:**

**Renaissance Behavioral Health Systems**, a comprehensive mental health center and Joint Commission accredited organization is looking for an **Electronic Healthcare Records (EHR) Clinical 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 Clinical 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 by: providing essential support for staff who work with the EHR 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 term EHR system is defined to include all electronic health record, practice management and related systems.

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

### **Administrative duties:**

- Coordinates Receipt of Vendor User Guides.
- Adapts Vendor User Guides for MHRC Processes.
- Coordinates collection and storage of EHR User Competency documentation.
- Develops Tip Sheets for publication to MHRC EHR Users.
- Manages EHR Testing Room and Devices.
- User Administration Sets up Users profiles in the EHR environments including user logons.
- System Configurations.

### **Support duties:**

- Ticket Management leveraging two portals: Streamline and Powernet.
- Coordination of testing and troubleshooting ticket issues between staff and vendor.
- Assist with the administration of Whatfix .
- Test new released functionality and enhancements.
- Works with vendor and EHR team to configure, test, and further develop clinical functionality.
- Assists in the development of scenarios for live testing.
- Performs system validation testing.
- Serves as the main support team resource for the clinical functions of the electronic health record (EHR) software.
- Works with Users and IT support team members to answer user questions related to clinical functionality, to analyze EHR issues and to expedite their resolution.
- 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/or attends scheduled user groups/forums.
- Will work with the agency to implement any methods, procedures and system modifications necessary to meet any EHR related Quality Improvement opportunities.
- Participation in root cause analysis studies as issues are identified.
- Works closely with clinical teams on workflow analysis, and optimization planning.
- Participates with peers to determine and implement best practice standards across the organization.

- Provides training and support for any requested that may be necessary due to enhanced or expanded system functionality, regulatory requirements, organizational changes or new RBHS/MHRC program initiatives.

#### **Training duties:**

- Coordinates Receipt of Vendor Training Materials
- Adapts vendor training materials for MHRC job/role specific training.
- Develops training support documentation and materials including.
- Manages training room and training schedule.
- Maintains and updates the training system environment.

#### **On-Call duties:**

- During normal business hours: resolves user problems as reported via the IT Hotline.
- As scheduled by IT management, receives and resolves IT Hotline calls on nights, weekends and holidays.
- Resolves, if possible, otherwise consults with or refers problems to other IT technical staff.
- Utilizes remote PC administration tools to resolve user problems. When required, travels to facilities to resolve system or application related issues.

#### **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.

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.

#### **Position Details:**

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

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