



Heart of Ohio Family Health Job Description Clinical Systems and Quality Officer (RN)



Summary:

The primary function of the Clinical Systems and Quality Officer is to provide direct and indirect support to clinicians and support staff in the delivery of patient care through the electronic health record (EHR). This position will also play a pivotal role in the development and implementation of new clinical processes, including training of clinical staff in EHR and clinical skills. The role will be responsible for driving quality through process improvement initiatives, including clinical outcomes and having ownership over resolution of incident reports and patient complaints

- The Clinical Systems and Process Officer will function under the Clinical Services Manager and serve as the primary point of support for Heart of Ohio Family Health Center EHR.
- Responsibilities will include clinic and provider specific application support, training, configuration, and testing.
- Support any new or upgrade Implementation module(s).
- Implementation tasks will include redesigning work flows, facilitating end user application training, supporting go-live activities, monitoring end user adoption of existing and new workflows implemented, and reporting findings and trends.
- Monitor EHR Queues, Pools, Folders (i.e. Overdue Results, Results Routing Error Pool, Refill Errors, Open Charts, etc.), and Dashboards.
- Involved in the development of necessary policies and procedures and will bring forward related issues that require resolution.
- Train staff and facilitate the process of providing access to external EHR systems from healthcare partners and systems like OARRS, IMPACTCIIS, etc.
- Provide ongoing training and support for all existing and new staff members, and assist users in applying EHR upgrades.

- Work with the QI specialist to investigate patient complaints and clinical incidents. Recommend and implement improvements that address the root cause.
- Report on clinical quality measures internally and externally.
- Assist the Clinical Services Manager in development of the organizations QI plan.
- Perform clinical skills checks for LPNs.

Reports to: Clinical Services Manager

Supervises: Yes

Dress Requirement: Business Casual

Work Schedule:

Monday through Friday during standard business hours

Times are subject to change due to business necessity

Exempt

Non-Exempt

Essential Job Duties and Responsibilities

- Must be able to demonstrate proficiency in clinical competencies per scope of duties/practice.
- Appropriately documents patient information in EMR according to policies and procedures and training manuals.
- Provides daily support to EHR end users through troubleshooting, coaching, and consulting to facilitate the implementation, integration, and optimal use of EHR.
- Identify, assess, troubleshoot EHR related issues as they occur, and see through to full resolution.
- Responsible for the maintaining and monitoring of EHR error pools/queues including but not limited to Overdue Results, Rx Errors, Open Charts, Orders, etc.
- Assures efficient patient flow by ongoing assessment of clinician schedule, monitoring of dashboards, and working with other staff to minimize patient waiting time.
- Maintains confidentiality of all patient and employee information to all except the other designated employees.

- Attends all Heart of Ohio Family Health mandatory meetings and other meetings as requested.
- Participates in customer service related issues and adheres to Heart of Ohio Family Health Center customer service values.
- Provide ongoing support and implementation of EMR systems.
- Coordinate documentation and training.
- Prioritize enhancement, change, and reporting requests.
- Design, plan, communicate, and guide system upgrades, enhancements
- Develop processes to increase system adoption and streamline patient care.
- Identify any policy and/or procedural issues that may affect performance.
- Assist in creation of company QI plan, investigating incident reports, and overseeing patient experience line.
- Lead reporting for UDS and other external reporting.
- Resetting passwords for the EHR system.
- Managing day to day activities of quality staff.
- Performs miscellaneous job-related duties as assigned.
- Performs other related duties as required.

Qualifications:

Education:

- Registered Nurse in the State of Ohio
- Current BLS certification required
- Certifications such as CPHQ and Lean Six Sigma are beneficial, but not required.

Experience:

- Industry Experience – Minimum of three years of EHR application responsibility in an ambulatory healthcare environment. Knowledge of Allscripts strongly preferred.
- Knowledge of clinical operations including the functions of the front and back-office utilization of financial and clinical information systems is preferred.

- Previous experience working in an outpatient clinic or doctor's office is preferred.
- Clinical experience and understanding of physician practice operations is required.

Knowledge/Abilities:

- Excellent communication skills, both written and verbal, are required.
- Strong organization and time management skills are required.
- Ability to work independently and demonstrate initiative is required.
- Proficiency with Microsoft Office is required.
- Displays cheerful demeanor and makes positive comments when on duty.
- Refrains from participation in harmful gossip, dysfunctional group interactions, and divisive behavior.
- Displays courteous and professional behavior in all interactions with the public.
- Works cooperatively with other staff members.
- Displays flexibility in accepting, changing, or carrying out assignments.
- Adheres to dress code expectations, including fragrance-free requirements.
- Displays sensitivity in a multi-cultural environment.
- Basic knowledge of CPT, Healthcare Common Procedure Coding System (HCPCS), and ICD-10-
- CM coding is preferred.
- General understanding of the medical billing process is preferred.

HOFHC's Guiding Principles and Expectations:

Communication: We engage in open, honest and courteous communications. To the greatest extent possible, information will be shared in writing with all staff members.

Teamwork: We act as a highly effective, collaborative team, one that includes our patients.

Attitude: We demonstrate empathy, compassion, patience, appreciation, helpfulness and respect to all people at all times.

Diversity: We constantly seek a richer understanding and a deeper appreciation, helpfulness and respect to all people at all times.

Service: This is the mission we live out every day.

Equipment Operated:

Telephone	Computer	Printer
Fax machine	Copier	Other office equipment as assigned
Blood Pressure Machines	Waived function testing	Pulse oximeter
EKG	Centrifuge	NST machine
Oxygen	Audiometer	Audio Visual
BG finger stick machine/ HBA1C analyzer	Ultrasound	Other office and medical equipment as assigned

Facility Environment:

Heart of Ohio Family Health Centers operates in two locations, 882 S. Hamilton Rd, Columbus, Ohio 43213 and 2365 Innis Rd, Columbus, Ohio 43224. Both facilities are a medical office environment with front-desk reception area, separate patient examination rooms, pharmacy stock room, business offices, hallways and private toilet facilities. Both facilities are on the main ground floor and ADA compliant.

The patient examination rooms and office area is:

- kept at a normal working temperature
- sanitized daily
- maintains standard office environment furniture with adjustable chairs
- maintains standard office equipment; ie, computer, copier, fax machine, etc. at a normal working height

Physical Demands and Requirements: these may be modified to accurately perform the essential functions of the position:

- Mobility = ability to easily move without assistance
- Bending = occasional bending from the waist and knees

- Reaching = occasional reaching no higher than normal arm stretch
- Lifting/Carry = ability to lift and carry a normal stack of documents and/or files
- Pushing/Pulling = ability to push or pull a normal office environment
- Dexterity = ability to handle and/or grasp, use a keyboard, calculator, and other office equipment accurately and quickly
- Hearing = ability to accurately hear and react to the normal tone of a person's voice
- Visual = ability to safely and accurately see and react to factors and objects in a normal setting
- Speaking = ability to pronounce words clearly to be understood by another individual

Indicate Frequency of Factors that Contribute to this Position:

<i>Factor</i>	<i>Frequency, 0 = never, 1 = occasionally, 2 = normally, 3= often, add explanation where needed</i>
Normal, steady work pace	1
Randomly changing work pace	2
Fast, sometimes chaotic, high stress work pace	2
Independent decisions made without supervision	2
Exposure to trauma, grief, death, etc	1
Exposure to disease or bacteria	1
Handles closed containers or vials of patients' bodily fluids or tissues	1
Required to wear safety clothing or equipment	1
Handles money or financial accounts (cash, checks or credit cards)	0
Interacts personally with public and business associates	3
Interacts with public and business associates via the telephone, letter, or other non-face-to-face measure	3
Occasionally the ability to lift and/ or to move up to 25 pounds.	1

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I have read this job description and understand the duties and tasks I am to perform regarding my employment. I understand the responsibility that is given to me in maintaining accurate records, superior customer service, confidentiality and the confidence that is entrusted to me. I understand that failure to accurately perform the tasks in a superior manner or exercise the duties as stated above will subject me to disciplinary action, up to and/or including termination of employment. I understand that I can seek clarity of duty or responsibility at any time from my manager. I understand this job description is not a contract of employment and my employment is *at will*.

Original to Personnel File
Copy to Employee