



## CLINICAL HEALTH INFORMATION TECHNOLOGY SPECIALIST

### **POSITION SUMMARY:**

1. Reports To: Field Operations Manager, WHITEC
2. Other individuals or MetaStar sections with whom the person works on a regular basis
  - a) Project Director
  - b) Administrative Assistants
  - c) Other HIT Specialists
  - d) Recruitment and Readiness Specialists
  - e) Readiness Assessment Coordinator
  - f) Participating providers
  - g) Clinical Director
  - h) Advisory Committee
  - i) Vendor Relations Lead
3. Outline of **key** responsibilities of this position
  - a) Establish and maintain effective relationships with healthcare providers and related groups
  - b) Provide technical advice and assistance to participating providers involved in the selection, procurement, use and meaningful use of EHR systems
  - c) Implement the WHITEC model for EHR systems implementation and achieving meaningful use
  - d) Understand effective methods for working with health care providers
  - e) Market and demonstrate intervention tools to assist the practices in EHR adoption and meaningful use.
  - f) Use customer knowledge to identify trends, the need for intervention tools and appropriate implementation plan
  - g) Provide expertise in the development, intervention and evaluation of products and campaigns

- h) Act as the key point of contact for physician offices throughout EHR adoption phases
- i) Gain familiarity and maintain knowledge of the primary EHR vendor products in the state
- j) Understanding of vendor implementation methods and timelines
- k) Identify meaningful use opportunities and barriers
- l) Lead regional and small-area training sessions to provider groups regarding selection, adoption, and meaningful use processes
- m) Track progress of practices and support movement of the process
- n) Measure effectiveness of interventions and monitor internal quality control metrics
- o) Provide advice on best practices for EHR systems in physician practices where WHITEC can aid implementation and workflow redesign efforts
- p) Working knowledge of workflow redesign barriers and solutions
- q) Willingness to travel in state approximately 50% - 75% of the time
- r) Communicate progress or concerns to the Field Coordinator and other necessary staff as needed
- s) All other duties as assigned

### **CORE ORGANIZATIONAL COMPETENCIES:**

**Teamwork:** Demonstrates respect and achieves cooperative relationships in fulfilling the vision and mission of MetaStar.

**Communication:** Demonstrates good interpersonal skills with all whom they interact. All communications, verbal and written, should demonstrate a commitment to customer service and excellence. Effectively sends, receives, and responds to requests while maintaining a high level of confidentiality.

**Initiative:** Committed to and performs quality work contributing to the vision and mission of MetaStar. Assumes responsibility and accountability for his/her actions. Meets the challenges of a changing environment, is timely in meeting job responsibilities and strives to provide excellent customer service. Values accomplishments and shows enthusiasm and pride in the organization. Demonstrates a self-directed work effort. Develops goals for professional growth and strives to achieve those goals.

**Customer Service:** Demonstrates a commitment to courteous, sincere, and sensitive customer service. Presents a positive and caring attitude in all interactions. Is patient, tolerant, accepts diversity and presents a positive image of themselves and MetaStar in all personal and telephone interactions.

**Quality Improvement:** Demonstrates a commitment to quality and excellence. Solves problems through critical evaluation of data-based information and continuous improvement efforts. Can accurately identify

and diagnose issues, identify alternatives, implement a plan, evaluate and communicate results.

**QUALIFICATIONS:**

**Training/Education/Skills:**

- a) Bachelor's degree in related field or equivalent certifications
- b) Must be able to troubleshoot as well as propose solutions
- c) Ability to establish and maintain credibility with the practices
- d) Excellent communication and presentation skills
- e) Excellent organization skills
- f) Ability to work well within a team structure
- g) Able to rely on experience and judgment to plan and accomplish goals

**Experience Preferred:**

- a) Strong analytical, communication and team building skills
- b) 1+ years of physician office or EHR implementation experience.
- c) Experience managing multiple projects/priorities
- d) Knowledge of HIT and/or EHRs
- e) Experience with process improvement and/or quality improvement methodologies.
- f) Able to develop and maintain effective interpersonal relationships

**WORK SCHEDULE:** The typical work schedule is day shift Monday through Friday. Occasionally may be required to attend early morning or evening training or meetings. Occasional overnight travel may occur

**FTE PERCENT:** 100%

Send resume & cover letter to:

[jobs@WHITEC.org](mailto:jobs@WHITEC.org)

or

WHITEC, c/o HR  
2909 Landmark Place  
Madison, WI 53713