



Montana Primary Care Association

Job Description:

Clinical Informatics Manager

The Montana Primary Care Association (MPCA) is an equal opportunity employer. MPCA shall upon request provide reasonable accommodations to otherwise qualified individuals with disabilities. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer change. Employees must routinely address emerging employer requirements in alignment with individual work units and assignments of jobs.

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| Job Title: | Clinical Informatics Manager | FLSA Status: | <input type="checkbox"/> Non-Exempt | <input checked="" type="checkbox"/> Exempt |
| | | Reports to: | Executive Director | |

All members of the MPCA staff will adhere to the following mission, vision, and values of the Montana Primary Care Association. The Mission of the Montana Primary Care Association is to promote integrated primary healthcare to achieve health and well-being for Montana’s most vulnerable populations. The Vision of MPCA is health equity for all Montanans. The Values of MPCA are collaboration, integrity and innovation.

Work Unit Overview: The MPCA is a non-profit organization that enhances access to excellent, patient-centered health care for all Montanans by promoting proactive operational clinical peer networks; advocating for expanded resources, partnerships, and supportive public policies; fostering seamless community-centered accountable care through expanded horizontal relationships; providing data that speaks to the value and effectiveness of Community Health Centers (CHCs) and MPCA; and serving communities in need to identify solutions to health care issues.

Job Summary: The Clinical Informatics Manager leads a team that provides guidance and technical assistance to CHC’s by analyzing, designing, implementing, and evaluating information and communication systems to improve patient care; support meaningful use; enhance access to care; and strengthen patient-centered medical home (PCMH) initiatives. This includes providing technical assistance in the implementation of Electronic Health Record and other health informatics technology, promoting quality improvement, and providing training, networking and representation for CHCs. This position reports directly to the CEO.

Essential Functions (Major Duties or Responsibilities): *These duties are the essential functions and are not all-inclusive of all duties that the incumbent performs.*

1. Provide technical assistance to CHCs in implementing and utilizing Electronic Health Record (EHR) technology to improve the quality and accessibility of healthcare, increase patient participation and satisfaction, improve the accuracy of diagnoses and health outcomes, facilitate community-centered accountable care, and to realize efficiencies and costs savings (e.g., streamlined coding and billing procedures). This includes implementing EHR

technology, monitoring of EHR procedures, assisting with business process redesign, ensuring data quality, facilitating compliance with grant requirements, resolving data discrepancies, and training CHC staff.

2. Coordinate health informatics functions to promote quality improvement and quality assurance activities at CHCs, improve care, and ensure compliance with grant requirements. This includes evaluating CHC practice goals in relation to EHR; consulting with clinicians, administrators and specialists; supporting process improvement; developing, implementing and evaluating policies and procedures; and providing recommendations and reports.
3. Provide guidance and support to facilitate the implementation of clinical information systems. This includes facilitating the development of policies and procedures; coordinating integration efforts between clinical and administrative functions; supporting the design, implementation, and evaluation of information and communication systems; and collaborating with other MPCA staff on the integration of Uniform Data System, security, HIPAA, and related system requirements.
4. Work with health informatics government entities (Department of Public Health and Human Services) on behalf of CHCs to ensure compliance with Meaningful Use requirements and to coordinate information sharing through healthcare information exchanges and state disease registries.
5. Develop and deliver training and technical assistance (or coordinate delivery by subject matter experts) on topics such as documentation, policy, patient-centered medical home (PCMH) practices and standards (e.g., scheduling appointments and other healthcare access facilitation), and other topics related to improving community health practice and leadership. This includes participating in the annual symposium, maintaining user group teleconference and email networks, helping users problem-solve, and scheduling statewide training on an as-needed basis.
6. Provide development consultation to MPCA members to help them reach organizational goals, comply with state and federal standards, develop effective management systems, and resolve problems. This includes working with executives, committees and working groups to plan and implement changes in organizations (e.g., implementation of PCMH, electronic records management, or human resource administration practices); facilitating problem-solving processes (e.g., identifying issues and outlining action plans); and assisting leaders with planning and assessments.

Knowledge, Skills, and Abilities:

- Demonstrated ability in leading a team;
- The principles and practices of computer science and information systems;
- Data privacy practices;
- Network, personal computer, communications, and database systems;

- Statistics;
- Data analysis and presentation methods and techniques;
- Project management;
- Primary care clinical practices;
- Health Information Technology;
- Research and analysis methods;
- Program assessment, development, and implementation;
- Using personal computers and Microsoft Office software, and health information technology applications;
- Applying evaluation and tracking tools, including data collection and analysis;
- Group facilitation and training;
- Planning, organizing, and conducting meetings;
- Establishing and maintaining effective working relationships with health center members, diverse community groups and other professional organizations;
- Working independently, with little supervision, exercising excellent judgment;
- Communicating effectively; and
- Self-planning and organizing multiple tasks and activities.

Education and Experience:

- Requires education and experience equivalent to Bachelor's Degree in public health, health information technology, informatics, nursing or a related field and two (2) years experience in a healthcare related or similar setting including quality/process improvement experience.
- A Master's degree is preferred.