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JOB POSTING

TITLE: EHR System Admin / CQI Lead

REPORTS TO: Clinic Director

STATUS: Full time/Exempt

LOCATION: Richmond, CA

**OUR MISSION & VISION**

The Brighter Beginnings mission to“*support healthy births and successful development of children by partnering with parents and helping to build strong communities*“, gains its strength and aspiration from our core belief and vision that, ***Every family matters, and every child deserves a happy, healthy future.”***

**OUR HISTORY**

Brighter Beginnings is a 501c3 nonprofit organization and has been responding to the needs of families in resource-poor neighborhoods since 1984 when our work began in response to the alarming differences in mortality and illness rates among African American babies compared to other children.

Brighter Beginnings has grown into a respected and well-connected organization with locations in Oakland, Richmond, Bay Point, and Antioch. We have a multi-cultural, bi-lingual staff of passionate and committed family-service professionals; in fact, many of our staff came to this work because of the challenges they faced in their own families.

**POSITION SUMMARY**

The EHR System Admin / CQI Lead supports the successful use of the Electronic Health Record system at Brighter Beginnings in tandem with leading the clinic’s data analysis, reporting, and quality improvement initiatives. As EHR System Admin, responsibilities will include completing the second phase of our recent migration to eClinicalWorks and supporting the ongoing use of eClinicalWorks at our clinics. CQI Lead duties include utilizing eClinicalWorks to prepare data reports, project managing quality improvement activities, and fostering a data-driven, improvement-focused culture. This role requires ongoing collaboration with cross-functional stakeholders and external vendors.

**QUALIFICATIONS:**

JOB QUALIFICATIONS AND EXPERIENCE

1. Bachelor's degree (B. A.) from four-year College or university or equivalent in business, nonprofit or public health administration; and two years program assistance and/or administrative experience and/or training; or equivalent combination of education and experience.
2. Strong writing, analytical, prioritization and project management skills. This includes familiarity with, or eagerness to learn, project management techniques such as Plan-Do-Study-Act cycles, project trackers, failure analysis, etc.
3. Advanced computer skills including use of G-Suite, Google applications including Google Sheets and Google Docs, and other modes of data analytics.
4. Experience working in healthcare.
5. Experience working with electronic health records; or, at minimum, a strong technical background. Experience with eClinicalWorks preferred, but not required.
6. Ability to work independently with minimal supervision and to manage multiple priorities.
7. Exceptional communication and interpersonal skills with a high degree of diplomacy and tact.
8. Demonstrates team leadership qualities, able to both lead and be part of teams.
9. Problem-solving mindset focused on finding solutions through research and resources.
10. Models the qualities of an individual successfully performing in a learning organization: reflects honestly on individual and organizational work and looks for indicators of both success and areas for improvement; communicates both appreciations and concerns clearly and respectfully to team members; strives to continually grow professionally and personally.
11. Models inquiry and dialogue, creating a safe environment in which to explore the meaning of data and alternative approaches, and embraces creative tension.
12. Capable of understanding and overcoming different cultural and language obstacles to provide solutions that satisfy training and quality objectives.
13. Job requires passing a background check, passing a TB, Physical Exam, provide updated vaccination records, Hepatitis B vaccination, annual flu vaccination.

**RESPONSIBILITIES:**

1. Be the internal owner of our EHR system (eClinicalWorks), taking on responsibility for:
	1. Day-to-day tech support of usage of the EHR, rendered both remotely and onsite in our clinics
	2. Daily, weekly, and monthly maintenance of the system including: monitoring interfaces, ensuring that results are reviewed, working with our external account manager to receive and train staff for updates, monitoring for patient safety notices, etc.
	3. Onboarding all new users, including the activation of new providers and the departure of those leaving, as well as clinical and administrative staff members.
	4. Providing ongoing to training to staff to teach new or reinforce existing workflows
	5. Working with eClinicalWorks to keep UDS, OSHPD, and Title X reporting features working correctly
	6. Generating reports using eCW tools as requested by other staff members
	7. Serving as the point of contact with eClinicalWorks, which includes creating support tickets and fostering their completion, weekly meetings with our Strategic Account Manager, coordinating with the Sales team to add and remove providers from our license, etc.
	8. Insuring our EHR is in compliance with new and existing legislation, based on guidance from compliance leads
2. Complete “phase two” projects of our migration to eClinicalWorks. These projects include, but are not limited to:
	1. Development of data dashboards for different stakeholders within the organization
	2. Deployment of Patient Portal features
	3. Digitization of paperwork and forms
	4. Execution of “closing the loop” workflows for lab, diagnostic imaging, referral, prescription, and other orders
	5. Deployment of Health Information Exchange products and workflows
3. Champion and execute Quality Improvement initiatives throughout the clinical organization. Examples include:
	1. Training providers and staff on Clinical Quality Measures and explaining how to document correctly in the EHR to have our reports reflect the care we render
	2. Participating in national learning collaboratives and webinar series about Quality Improvement
	3. Engaging with our HCCN and its projects
	4. Developing strategies and programs to improve care utilizing methodologies like Plan-Do-Study-Act, 5-Whys, iterative improvement, etc.
	5. Taking creative approaches to piloting, and then expanding, quality improvement projects in areas of focus for our organization as determined by HRSA, our HCCN, and leadership
	6. Utilizing the Patient-Centered Medical Home as template for projects to improve
	7. Maintaining registries for chronic disease management and in collaboration with the nursing staff
	8. Preparing presentations and materials for quarterly Quality Assurance Committee meetings
	9. Maintaining the CQI Plan in collaboration with the Clinic Director and Board
4. Prepare and share data with internal and external stakeholders
	1. Prepare all clinical data for UDS, OSHPD, and Title X data reports in conjunction with financial and program leads
	2. Prepare and report on CQM and other data using tables, graphs, and presentations appropriate to the intended audience
	3. Maintain all data systems within the EHR
5. Extensive cross-functional collaboration with:
	1. Clinical providers and nurses
	2. Medical assistants and site leads
	3. The Brighter Beginnings administrative team
	4. External consultants, both contracted and rendered through our HCCN
	5. External consortia/associations working in quality improvement

**SUPERVISORY RESPONSIBILITIES**

This position will supervise Interns and Volunteers.

**SPECIAL ADA REQUIREMENTS**

Brighter Beginnings is in full compliance with the Americans with Disabilities Act (ADA) and does not discriminate with regard to applicants or employees with disabilities, and will make reasonable accommodation when necessary.

1. For the purposes of ADA, the “Responsibilities” and “Qualifications” are essential job functions.
2. Work is normally performed in a typical interior/clinic work environment, with typical office noise and other disruption.
3. Limited physical effort is required.
4. Both standing and sitting are required, with half of the job time spent sitting. Approximately three-quarters of the time is spent using a computer keyboard.
5. Various types of equipment/supplies are used to accomplish the job requirements and include, but are not limited to medical equipment, pens, pencils, calculators, computer keyboards, telephone, printers, etc.
6. Required to drive to other work sites for meetings, conferences, etc.

**BENEFITS**

Competitive wages, friendly environment, two weeks of vacation (increase after 1 year of employment), 13 paid holidays; sick leave; employer-paid health, dental, vision, life and disability insurance; optional employee-paid dependent health coverage available, 403b retirement account with matching, FSA, Transit Benefit and EAP. Employees working full-time will receive these benefits.

**APPLY**

If you’re interested in this position, please email resume to jobs@brighter-beginnings.org or apply on indeed. Please make sure to subject the email with the position title that you are applying for.