

CCMCN
NextGen EHR Analyst
Job Description

Position Title: NextGen Electronic Health Record (EHR) Analyst
Reports To: CACHIE Support Manager
Department: CACHIE
Location: 600 Grant St. Suite 300
Denver, CO 80203

General Statement:

The Colorado Community Managed Care Network (CCMCN) is a managed care and technology provider network of 12 Federally Qualified Health Centers (FQHCs) with locations throughout Colorado. On behalf of its member clinics, CCMCN pursues collaborative, network-based programs in the areas of health information technology, managed care and clinical quality improvement that will ultimately benefit FQHC clients, who are typically indigent, underserved, and/or uninsured. CCMCN is a one-third partner in Colorado Access, a safety-net health plan serving Medicaid and Child Health Plan clients. CCMCN serves as a Colorado Regional Extension Center (CO-REC) subcontractor under CORHIO helping Colorado's FQHCs achieve Meaningful Use Requirements.

The NextGen EHR Analyst will operate as part of the Colorado Associated Community Health Information Enterprise (CACHIE), a multi-functional health information technology enterprise program/department under CCMCN. CACHIE's purpose is to innovate, discover and spread effective technology solutions that help advance the quality and safety of patient care, monitor and improve each patient's health care experience, lower costs of and improve access to care, and lower health care disparities.

Position Description:

The NextGen EHR Analyst will assist in supporting NextGen EHR enterprises for all of CCMCN's clients.

The NextGen EHR Analyst will be one of the primary conduits between CCMCN and each client that CCMCN supports on the NextGen system. This position will participate at the monthly meetings, special project meetings, NextGen Users Group Meetings, special workgroups offered by NextGen, ad-hoc conference calls, and in person meetings. The NextGen EHR Analyst should be embedded in the culture, conversations and processes running within all CCMCN NextGen clients.

On a daily basis, the EHR Analyst is responsible for project management, receiving and managing support requests, reporting and resolving template bugs, managing enhancement requests, planning medication module updates, KBM template upgrade project planning, ICS configuration and coordinating the testing and implementation of minor and major releases.

The EHR analyst is also responsible for managing the configuration and maintenance of any clinical modules or add-ons that are provided by NextGen. Some examples of the modules managed by the EHR Analyst are NextMD, NextGen CHS, Interfaces (HIE, direct lab or Welch Allyn), eRx, Fax Manager, EHR Mobile, Offline Document Processor, RTF Monitor and HQM.

The EHR Analyst will share in responsibility for all basic new template development, minor template changes and template bug fixes. Any highly technical template development can be provided by outsourced contractors and managed by the EHR Analyst. The EHR Analyst will have knowledge of database architectures, SQL triggers and template architecture, and will be able to troubleshoot connections between templates, interfaces, add-ons and EPM.

The EHR Analyst will monitor and manage tickets submitted by CCMCN NextGen clients and be accountable for timely closure of issues.

The EHR Analyst is responsible for taking an active leadership position in NextGen's collaboration communities and this position will be proactive in installing and testing new application releases during NextGen's limited general release periods.

The EHR Analyst will maintain end user documentation and use a train the trainer model for CCMCN NextGen client EHR Super Users.

CACHIE's EHR Analyst will be responsible for all NextGen EHR related vendor management. The EHR Analyst will manage the communications, expectations and deliverables between NextGen support, client staff and any third party NextGen support on the client's behalf. This role operates in close coordination with the EPM Analyst, the IT Analyst and the Help Desk positions. The EHR Analyst will regularly analyze the support tickets for process improvement and training opportunities for client's to become more efficient users of HIT. NextGen EHR system improvement and enhancement requests will be documented and maintained by the EHR Analyst.

This position will work collaboratively with the EPM, EHR, IT and Data Warehouse teams to meet CCMCN client's organizational objectives and to ensure that CCMCN clients and CACHIE are continuously innovating and improving HIT.

Essential Functions:

- High competency with the NextGen EHR configuration management
- Ability to efficiently manage interoperability with NextGen and all interfaced systems
- Configure and troubleshoot NextGen EHR templates
- KBM upgrade project management
- Manage cases through the CACHIE Support Desk software; prioritize, track and resolve user problems and requests with a sense of urgency
- Submit and manage support tickets to NextGen customer support and any external contractors
- Develop, implement and maintain policies, procedures and associated training plans for the EHR
- Knowledge of applicable data privacy practices and laws
- Provide training for EHR super users
- Recommends and prepares modifications to accommodate new processes under EHR
- Work closely with CCMCN NextGen clients and NextGen's corporate EHR teams to determine future needs and requirements of users
- Microsoft SQL and application troubleshooting experience
- Project planning for software module updates (Med, Code, Patch, etc.)
- Excellent and patient customer service skills with MDs, NPs, MAs and super users
- Set and meet project timelines, budgets, deliverables and milestones
- Demonstrate proven ability to quickly grasp new technology
- Must possess strong business and technical writing abilities
- Must possess strong analytical and problem solving skills, with demonstrated change management experience

- Must possess effective communication skills, especially verbal communication phone skills, with the ability to interact with various levels of personnel
- Administration of NextMD and NextGen CHS/HIE
- Participate in the troubleshooting of long running queries and high SQL Wait Times
- Adding/removing licenses and clinical locations
- HL7 troubleshooting
- Interface engine management and updates
- Ability to work with minimal supervision and maximum accountability
- Attention to detail and excellent written, analytical, and verbal communication skills
- Excellent computer skills
- Demonstrated ability to work successfully with customer/client groups and/or experience in membership organizations
- Strong problem solving skills
- Must be flexible, self-directed, able to prioritize multiple tasks, able to manage a full workload
- Ability to work as a team member and work effectively with diverse people and demonstrate cultural sensitivity.

Minimum Job Requirements:

- NextGen EHR Certification.
- Minimum of two years experience supporting NextGen EHR and working with clinicians.
- Minimum of five years experience in HIT and/or work with an EHR.
- Fluency in written and spoken English.
- Ability to travel.
- Physical ability to stoop, kneel, bend, use a computer and perform light lifting.
- Ability to work after hours when needed.
- Ability to attend conferences and workshops for further education to expand and improve management skills.

CCMCN is an equal opportunity employer offering flexible benefits, a casual work environment, and a competitive salary (DOE).

Category: Full time, Exempt

Responsible To: CCMCN Chief Information Officer

Supervises: Technical contractors

Salary Range: \$65,000 - \$80,000 based on experience

Job Description Effective Date: Between January 20, 2012 – March 1, 2012

TO APPLY:

If interested in this position, candidates must send a resume, cover letter, current salary and salary requirements via email or postal mail by noon on March 1, 2012.

Please send all application information to:

Debbie Dion
Re: CCMCN NextGen EHR Analyst
CCMCN
600 Grant Street, Suite 300
Denver, CO 80203
Fax: 303-832-1118
Email: debbie@cchn.org
No phone calls please.

**The above statements are intended to describe the general nature of work being performed by personnel assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. **