**Primaris**
**Job Description**

**Job Title:** Program Manager, Electronic Health Records  
**Department:** Physician Services  
**Reports To:** Director, Physician Services  
**FLSA Status:** Exempt  
**Prepared By:** Deborah Finley  
**Prepared Date:** 03/24/10  
**Approved By:**  
**Approved Date:**

**Summary**

Provide consulting services to physician practices to improve clinical outcomes by making use of electronic health record (EHR) systems. Promote the use of healthcare information technology (HIT) by performing workflow re-design, care management, and data reporting and submission by using EHRs. Analyze, plan, implement, and evaluate evidenced-based quality interventions with provider staff. Maintain required documentation of project plans and activities.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

Contribute to the successful completion of the Medicare Quality Improvement Organization (QIO) Prevention Project according to established CMS targets.

Secure project participation by a specified number of physician practices.

Conduct onsite assistance in each assigned physician office at least on a quarterly basis.

Provide onsite assistance to physician offices to regularly and successfully pull reliable population-based data reports from their EHRs.

Assist physician practices in securing the necessary revisions to their EHRs that will allow for data reporting.

Develop and mentor functional quality improvement teams within physician practices, or between providers and/or groups.

Assist in the development, review, and tracking of provider-developed improvement plans and activities.

Coordinate development of provider resource materials such as project data reports and best practices, distributing these materials to assigned practices.

Develop and present training sessions for clinics and other groups.

Develop presentations, training materials, project strategies and materials, and communication as required to promote the goals of the project.
Prepare documentation for submission to the Centers for Medicare & Medicaid Services (CMS) as required.

Complete ongoing activity reports regarding assigned areas of responsibilities within expected time frames; recording all activities in the customer relations database.

Facilitate and/or coordinate external meetings related to task activities such as advisory groups, provider and practitioner staff meetings, collaboratives, conferences, exhibits and coalitions.

Develop articles on related topic areas for both in-house and external publications.

Work with other task teams and support all Primaris initiatives as requested.

Participate with other members of the team to achieve project goals.

**Supervisory Responsibilities**

This job has no supervisory responsibilities.

**Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

- **Analytical** - Synthesizes complex or diverse information; Uses intuition and experience to complement data; Designs work flows and procedures.

- **Design** - Generates creative solutions; Uses feedback to modify designs; Demonstrates attention to detail.

- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments

- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

- **Change Management** - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

- **Strategic Thinking** - Develops strategies to achieve organizational goals; Adapts strategy to changing conditions.

- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Develops realistic action plans.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor’s degree in computer technology or health-related field required. Masters degree preferred.

Three or more years' experience in healthcare information technology (HIT) required, preferably in an ambulatory setting.

Experience in implementing and teaching others in electronic health record adoption, quality improvement methods, including collecting and interpreting data, and implementing and evaluating system changes required.

Experience in project management and evaluation required.

Database and/or reporting experience desired.

Strong relationships with local physician offices are also desired.

Language Skills

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

Mathematical Skills

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have knowledge of Microsoft Access (preferred) Database software; Internet software; Microsoft Excel Spreadsheet software; Microsoft PowerPoint Presentation software; Microsoft Word; and E-Mail software. Proficiency in using Internet and E-Mail software also required. In addition, this position requires a working knowledge of health information technology systems; key functionalities and use for decision support and care management.

Certificates, Licenses, Registrations

Certified Professional in Healthcare Information & Management Systems (CPHIMS) or Certified Professional in Healthcare Quality (CPHQ) preferred.

Other Skills and Abilities

Salesmanship skills that include the ability to influence individuals and groups to assist in improving the quality of healthcare throughout the state of Missouri.

Excellent interpersonal skills required.

Excellent written, verbal, and presentation skills required.

Excellent organizational and time management skills required.

Other Qualifications

Must be a team player and be able to work with and through others to achieve individual program and overall group objectives.

Must be able to maintain a flexible work schedule to meet the demands of the position. Hours may be long and irregular and include occasional evening and weekend work.

Must be able to function independently and deliver quality work in an efficient and timely manner with a minimum of oversight.

Must be willing and able to travel independently and extensively both in and out of state 60 percent of the time.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to walk. The employee is occasionally required to stand; climb or balance and stoop, kneel, crouch, or crawl. The
employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to adjust focus.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to outside weather conditions. The noise level in the work environment is usually moderate.