

EHR / EMR Practice Consultant- Full Time Position - Greater Boston Area

Job Description

The Practice Consultant works with and is part of the EHR Implementation Team. This role is responsible for working with practices to achieve National Committee for Quality Assurance (NCQA) Patient Centered Medical Home (PCMH) certification along with successfully developing, implementing, coordinating, facilitating and managing critical elements of the EHR project.

This person will work to ensure that the provider groups achieve the maximum value, efficiency and patient care improvements from the EHR application and supporting workflow improvements.

The Practice Consultant will work within the EHR Team Governance Structure to assist in the deployment of the EHR application. This person will need to support the various EHR needs of providers throughout the network.

The most popular EHR systems used are eClinicalWorks, GE Centricity, Athena, and Ingenix CareTracker.

Please note in the Subject line of your email what system you are experienced on. eClinicalWorks is the most prevalent system. If you do not already have EHR system experience please do not apply because you will not be considered.

This position is a full-time position where the Consultant will need to reside in the Boston area. They will not consider candidates who live in a different state that are not planning on relocating to the Boston area to live on a full-time basis.

II. PRINCIPAL DUTIES AND ESSENTIAL FUNCTIONS:

1. Responsible for managing all aspects of the EHR implementation at the practice site(s). This includes, but is not limited to: operational site assessment, assistance with configuration, workflow assessment, overseeing training on the application, Go Live support, and transition to support.
2. Works with assigned practices to achieve NCQA PCMH certification and attest to Meaningful Use as defined by the HITECH Act of 2009 and qualify for EHR Incentive

payments. Performs practice assessments at assigned locations, develops gap analyses between practice processes and procedures and NCQA requirements, and develops practice implementation plans to close the gaps.

3. Educates, supports, facilitates and collaborates with physicians, practice administrators and staff to aid practice improvements.
4. Develops needed policy and procedure templates and may customize for individual practices.
5. Develops and manages critical elements of the PCMH project as assigned, including developing project management plans, providing updates and management summaries, identifying potential risk and plans to minimize, team coordination, project communication, and other duties as necessary to successfully implement and manage the project.
6. Execute project work plan and assist client team members to meet goals.
7. Participate in the development of the implementation and support processes so the overall rollout to the network is consistent and successful.
8. Work with EHR Team and Advisory Groups to develop standards for structured data so that P4P requirements, HEDIS measures, or other performance measures yet to be defined can be measured after implementation and reporting across the enterprise can be done effectively.
9. Work as the member of a larger team including analysts working on the required interfaces which may include, community hospital interfaces, reference lab interfaces, and transcription interfaces.
10. Responsible for training practice staff on the application during the initial implementation as well as training new staff and/or physicians that may join the practice after the implementation.
11. Support users during and after implementation of the EHR. This may be in the form of responding to pages received by users, direct escalation of helpdesk phone calls and onsite visits to practice if necessary. Report calls received directly back to the help desk to maintain reporting and trending integrity.
12. Demonstrate excellent team skills, a positive attitude and a sense of humor.
13. Deliver excellent customer service to all client interactions and projects.
14. Maintains collaborative, team relationships with peers and colleagues in order to effectively contribute to the working group's achievement of goals, and to help foster a positive work environment.
15. Performs other similar and related duties as required or directed.

Travel to other local practices, hospitals, payers and health care service providers as required.
Ability to work non-standard hours (e.g. early morning or evening meetings) as needed.

Desired Skills & Experience

JOB KNOWLEDGE AND SKILLS

- Strong understanding of EMR/EHR software and /or physician practice management applications required. This should be combined with a strong understanding of physician practice operations including charge capture and clinical documentation.
- Familiarity with various methods of clinical documentation and how these methods affect workflow.
- Outstanding listening and interpersonal skills with the ability to effectively work and communicate with providers and practice staff.
- Demonstrates excellent written and verbal communication skills.
- Ability to work in an unstructured environment, effective time management skills, logical problem solving and analytical skills with demonstrated attention to detail.
- Ability to understand importance of and respect for the confidentiality of patient and provider information in accordance with applicable contractual obligations, standards and regulations.
- Ability to troubleshoot applications issues and products as required.
- Highly self-motivated and self-directed.
- Strong organizational skills.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Experience with and enjoyment of working in a team-oriented, collaborative environment. Strong customer service orientation.
- Proficiency in Microsoft Office applications, including Access, Excel, Powerpoint, and Word.
- Valid Massachusetts diver's license and own transportation for travel to network sites, as needed, is required.

EDUCATION: Bachelors Degree

EXPERIENCE: 3 or more years progressive experience in similar healthcare environment

An equivalent combination of education and experience, which provides proficiency in the areas of responsibility listed above, may be substituted for the above education and experience requirements.

Company Description

The organization we are recruiting for is a dynamic organization with a workforce of talented employees who work in areas such as health plan contracting, network operations, health care quality improvement, medical management, and finance and information technology. The firm offers full benefits and is an equal opportunity employer and complies with all applicable laws concerning hiring and employment practices.