The Community Health Care Association of New York State (CHCANYS) is a 501(c)3 membership association of community health centers serving community, homeless, and migrant populations. CHCANYS is a dynamic, team-oriented non-profit association and provides support and technical assistance to federally qualified health centers (FQHC’s) and other safety-net primary care providers across New York State. CHCANYS has offices in New York City and Albany.

HCNNY is comprised of nine member health centers throughout upstate New York and CHCANYS. The network’s strategic plan through 2012 includes incremental, manageable growth in membership and aggressive implementation of additional EHR tools to ensure that members remain at the leading-edge of HIT adoption and use.

**POSITION SUMMARY:**

The Health Information Technology (HIT) Implementation Specialist/Trainer will have responsibility for managing integrated practice management and electronic health record system implementations and ongoing support on behalf of Health Center Network of New York (HCNNY) member health centers. This includes but is not limited to performing workflow analysis, working closely with the vendor-assigned project manager to coordinate implementation activities, assisting health centers with set-up decisions based on product knowledge and network experience, organizing and conducting regular workgroup meetings throughout implementation and post go-live, and serving as lead or assistant trainer in all staff training sessions on all product features. In addition to system implementation, position will be responsible for developing and performing on-going training programs customized to fit the needs of each member center, and coordinating network level training programs as needed. Regional travel within NYS is required and may include over night stays.
ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Coordinate all aspects of system implementation, working closely with the vendor and health center project team.
- Perform business and clinical workflow analysis for implementing health centers and make informed recommendations regarding the most effective, efficient use of product features to fit their needs within the confines of any network standards that are established.
- Provide Electronic Health Record implementation guidance and support for other contracted clients.
- Organize and convene regular workgroup meetings throughout implementation and post go-live to present and review project activities, establish deadlines and keep project on track.
- Develop job specific training manuals to be used during staff training for each health center implementation and ongoing support.
- Staff training:
  - Perform super-user and all staff training for implementations.
  - Develop and perform on-going training support programs customized for individual health centers to assist with new staff training and/or refresher training for existing staff.
  - Develop and coordinate network level training sessions for new module and upgrade rollouts and for other training needs as expressed by network members.
- Regularly attend HCNNY Clinical, Finance and IT committee meetings.
- Attend HCNNY Steering committee meetings as requested.
- Serve as staff support to Clinical, Finance and IT committees.
- Maintain knowledge base for government based CHC and FQHC specific billing and reporting requirements and regulations.
- Maintain knowledge base for State and Federal incentive programs that CHC and FQHC are eligible to apply for.
- Maintain knowledge base of recent and planned product development and communicate such to members regularly.
- Perform all assignments within the deadlines set and regularly communicate the status of various projects to the Project Director and other staff members.
- Assist in coordinating and maintaining a record of product deficiencies and development requests at the network level.
- Perform all other duties as assigned or required.

REPORTS TO: Project Director, HCNNY

SUPERVISES: NA

KEY ORGANIZATIONAL RELATIONSHIPS:
This position works in close collaboration with:

- All HCNNY staff, members and clients
- CHCANYs management and staff
MINIMUM REQUIREMENTS:

- Software training and/or implementation experience in a primary health care services environment.
- Experience with CHC/FQHC clinical operations, billing and reporting requirements preferred.
- Experience with Electronic Health Records and Practice Management applications
- Experience with developing and providing technical training
- A minimum of five years experience in health information technology or a graduate of an accredited college with a Bachelors Degree in education, computer or health care related field.
- Ability to learn new systems and programs quickly.
- Excellent verbal and written communication skills.
- Excellent customer service skills.
- Dynamic presentation skills.
- Ability to develop clear and presentable documentation.
- Willingness to establish and maintain effective working relationships with others as a team.
- Must be willing to travel outside of home base of employment, specifically to the member centers to provide support an average of 50% to include overnight travel.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

The physical requirements and work environment 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.

This position requires the manual dexterity sufficient to operate phones, computers and other office equipment. The position requires the physical ability to kneel, bend and perform light lifting. This person must have the ability to write and speak clearly using the English language to convey information and be able to hear at normal speaking levels both in person and over the telephone. Specific vision abilities required by this job include close vision, depth perception and the ability to adjust focus. Generally, the working conditions are good with little or no exposure to extremes in health, safety hazards and/or hazardous materials. This person must have the ability to travel as required to work with staff.

CATEGORY: Full-Time, Exempt

OFFICE LOCATION: Home

JOB DESCRIPTION EFFECTIVE DATE: August 5, 2011

CHCANYS and HCNNY provide equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, status as a Vietnam-era or disabled veteran or any other characteristic protected by law. CHCANYS and HCNNY comply with all applicable federal, state, and local laws, regulations and ordinances prohibiting employment discrimination.