

## Job Description

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<b>Position Title:</b> Quality Trainer	<b>Department:</b> IT
<b>FLSA Status:</b> Non-exempt	<b>Supervisor:</b> Clinic Administrator
<b>Salary Range:</b>	<b>Effective Date:</b> 11/9/2022
<b>Approved By:</b> CEO	

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### Position Summary

The Quality Trainer is responsible for conducting ongoing end-user training to new and existing Mathiesen Memorial Health Center employees. The objective is to foster proficiency in department workflows and utilization of the EHR.

### Essential Duties

- Schedule, organize and conduct training and onboarding of new and existing employees.
- Training employees on NextGen, current use Practice and PM side
- Become knowledgeable regarding NextGen upgrades and its implementation to practice
- Regularly meets with and observes staff to learn details of MMHC workflows.
- Identify ongoing training needs and works with leadership to incorporate process and workflow improvements.
- Create and implement training and competency tools which support the education of MMHC staff.
- Annual Staff continuing education and competency training
- Responsible for ensuring staff is capturing necessary UDS, HEDIS, MIPS and Quality Measure data through the EHR.
- Prepare reports that capture the above information to ensure compliance.
- Working with leadership to monitor and track UDS and Quality Measure data compliance.
- Track other work flow and productivity data
- Participate in data collection for strategic planning
- Updates job knowledge by participating in educational opportunities.

### Education and Skills

- Three to five years' experience in training creation environment and support.
- Previous NextGen experience preferred.
- Knowledge of CRIHB (*company will provide*)
- Clinical experience and knowledge of medical practice flow and terminology preferred

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### Qualifications

- Critical thinking and problem-solving capabilities
- Demonstrates high degree of collaboration and diplomacy with all personnel
- Excellent communication skills.
- Experience in health care services.
- Thorough analytical skills to conduct analysis and develop recommendations, demonstrating organization and problem-solving skills.
- Strong analytical, verbal, written and interpersonal communication skills and strong collaboration and negotiation skills.
- Thorough knowledge of instructional design principles and learning strategies, including needs analysis, learning outcomes and instructional approaches.
- Thorough knowledge and skills with relevant software systems.

### Physical requirements

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

While performing the duties of the job, the employee is regularly required to use hands to finger, handle and feel; reach with hands and arms; stoop, kneel, crouch or crawl; and talk and hear within normal range. The employee is frequently required to stand, walk, sit, climb or balance. The employee must regularly be able to lift and/or move up to 25 pounds. Ability to deal with time constraints are essential functions of this job.

### Working conditions

While performing the duties of this job, employees are regularly exposed to odors and airborne particles. The noise level in the work environment is moderate.

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of the job.

*Reasonable accommodations will be given to qualified disabled applicants pursuant to Section 501 of the Rehabilitation Act of 1973, 29 U.S. Code 791, Title 29, and the Americans with Disabilities Act (ADA)*

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**Acknowledgement**

I certify that I fully understand and am fully capable of meeting the responsibilities documented herein and will comply with all company policies, procedures, and standards.

Accepted by  
(signature): \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

Manager Signature: \_\_\_\_\_

*This job description is not intended to be all-inclusive.*

*Mathiesen Memorial Health Clinic retains the right to change or modify job duties at any time. The above job description is not all- encompassing. Needs and requirements may vary according to business needs or necessity*