



Lassen Medical Clinic - Red Bluff
2450 Sister Mary Columba Drive
Red Bluff, CA 96080
Direct 530.527.0414
lassenmedical.com



Clinical Support Specialist I

Lassen Medical Clinic
Red Bluff, CA

Full-time / Monday – Friday

Wage: Starts at \$23.00 per hour

Job Summary:

The Clinical Support Specialist I is expected to perform clinical application support duties with the clinicians and staff who are providing patient care in the ambulatory clinic setting. These responsibilities include the initial computer-based training and orientation of physicians and staff as well as the on-going computer skills, improvement, and enhanced competency training associated with the clinical applications.

The CSS I will participate in workflow design, development, and re-engineering as upgrades, enhancement requests, and new regulations are presented. The CSS I will participate as assigned on project implementation teams, workflow documentation initiatives, and clinical enhancement/optimization efforts.

This position will have primary responsibility for initial problem triage and assignment, first call issue resolution, critical problem solving, and collaborating/escalation with other IT/CI support teams.

Performance Requirements;

Knowledge;

1. Knowledge of ambulatory/outpatient care environments and workflow processes.

Skills;

1. Skill in effective use of quality and outcomes management tools.
2. Skill in producing a variety of outcome reports.
3. Strong oral, written, and presentation skills
4. Skills in critical thinking and problem solving

Abilities;

1. Ability to work in a complex and matrixed team environment
2. Ability to communicate with tact and professionalism
3. Ability to handle multiple tasks, and to set priorities, schedule, and meet deadlines.
4. Ability to recognize, locate, evaluate, and use information appropriately
5. Ability to effectively train others in the use of computers and related technologies
6. Ability to create effective interpersonal relationships

Major Duties and Accountabilities:

1. Acts as assigned resource to the various project teams assisting in the design and development of the continually improving ambulatory applications suite of solutions.
2. Performs the delivery of services and resolves any conflicts that may arise between matrix teams, project teams, team members, facilities, and ambulatory clinics.
3. Utilizes the knowledge and skills of clinical practice to recommend clinical functions that are suitable for computer applications and ensure the clinical applications are consistent with professional standards of clinical practice.
4. Contributes as assigned in ambulatory governance meetings, department meetings, and staff meetings.
5. Supports the clinic integration planning process; including assessment, regulatory requirements, and new clinical service requirements involving key stakeholders and utilizing structured analysis methods for planning.

6. Delivers consistent clinical support services both within and outside the defined Service Level Agreements.
7. Assists in the development of process and operational redesign recommendations leading to a solution and/or functional system requirements.
8. Provides clinical support in all phases of a project plan including system testing, conversion planning, and training material development.
9. Works in cooperation with Quality Assurance department to assure proper training and compliance of documenting preventative health and clinical quality incentive measures.
10. Promotes the continuity of the ambulatory computing environment and the application functionality in accordance with the intended design as deployed from clinic to clinic, market to market.
11. Monitors application use, system performance, hardware reliability, and software stability. Captures, defines, and prioritizes pre- and post-implementation issues. Reports and participates in the problem solving of issues that impact local and enterprise performance.
12. Takes immediate action to meet customer/user requests or needs.
13. Participates in the orientation and training of new Clinicians and staff. Provides on going assistance to ensure technical skill sets of Clinicians and staff maintain a standard minimum competency.
14. Provides assistance relative to technical skill sets for staff and incorporates them into the associated training.
15. Constantly evaluates training materials ensuring content is in alignment with application versions and appropriately provides end users with appropriate skills to be successful.
16. Demonstrates extraordinary customer relations, quality service, and dedication to providing the highest quality of service to our clinicians, staff, and patients.
17. Supports the efficient and effective operations of Ambulatory Clinical Information Systems, the promotion of effective user adoption, and success in deployment of these systems.
18. Travel may be required within the assigned outpatient clinics of SECH and to events both locally and nationally. Travel may occupy up to 20% of the time spent in this position.

Position Competencies:

1. Take responsibility for his/her own actions
2. Know and comply with applicable laws and rules, including applicable Federal health care program requirements, the Dignity Health Standards of Conduct and Dignity Health policies and procedures as they apply to his/her particular job responsibilities
3. Seek guidance as provided in the Dignity Health Standards of Conduct and/or policies when in doubt about his/her responsibilities
4. Refrain from involvement in illegal, unethical or otherwise improper acts
5. Promptly report any potential or suspected violation of Dignity Health Standards of Conduct, Dignity Health policy or applicable laws or regulations
6. As requested, assist Dignity Health personnel and authorized outside personnel in investigating all allegations of violations
7. Meet training requirements within designated timelines assigned
8. Understand and accept consequences for failure to comply with Dignity Health Standards of Conduct
9. Exhibits consistently high verbal and written communication skills that demonstrate cooperation, collaboration and integration of divergent ideas, consensus building, cooperation and knowledge generation and also result in clear and accurate exchange of information and knowledge among team members.
10. Communicate in a responsive and responsible manner that supports a team approach to problem solving, issue resolution, and innovation
11. Demonstrates the ability to be an effective team leader and team member
12. Maintains confidentiality of all patient and employer information, communications, and documents.



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13. Ability to coordinate activities of team members ensuring team actions are understood, changes in information are shared, and team members have the necessary resources
14. Actively assesses situational elements to gain information, understanding and maintain awareness to support functioning of the team (intra-departmental, workgroups, etc).
15. Demonstrates the ability to anticipate and support other team members needs through accurate knowledge about their responsibilities and workloads
16. Successfully applies relationship-building values and the principles of team dynamics to perform effectively in different team roles that is timely, efficient, effective, and equitable.

Job Qualifications:

Equipment operated; standard office equipment including computers, faxes, copiers, printers, telephones, etc.

Education/Experience: MA, LPN, LVN, RN license or other clinical degree desired. Clinical licensure is desired, but a combination of experience and education can be considered in lieu of a clinical licensure. 2+ years of experience providing system support to clinical staff, or working in a clinical setting with daily use of an electronic health record. Candidate is expected to have 2+ years of experience working with clinical workflows within an electronic health record. Candidate is expected to have 2+ years of proven knowledge of clinical workflows and documented ability to provide excellent support to clinical staff. Experience with Athena preferred.

Physical: Primarily sitting, with some standing during classroom presentations. Employee may need to lift/carry/move audiovisual training equipment weighing up to 50 pounds. Some stress related to the need for accuracy.

To Apply:

For more information and to apply visit: www.LassenMedical.com