



Senior EPM Administrator (SPMA)

We are a community health center located in majestic Waimanalo, where **our mission** is to provide the highest level of primary and preventative health care services, with special attention to the needs of Native Hawaiians and the medically underserved, and improving the health and wellness of individuals and their `ohana (family) regardless of their ability to pay. We are committed to improving the quality of life for the people of Hawaii.

Our Values

Mālama (stewardship) - We listen to people with our full attention, seeking to know them and understand their healthcare and wellness needs and aspirations for themselves, their family and the Waimānalo community. We will respond, to the best of our abilities, as caring, compassionate, engaged and professional partners in healthcare.

`Ohana (family) - We believe that wellness embraces the whole family and we welcome their participation in the healthcare of their loved ones. Our belief extends to the Waimānalo community-at-large where we build the foundation of good health and wellness for everyone, and we seek collaborative partners who share our values and vision.

Pono(rightness and balance) - We know that quality healthcare starts with people's trust in our services and the excellence of our care for them and the resources entrusted to us to meet their needs. We are committed to maintaining their trust by treating people with respect and confidentiality, and by being open about our organizational practices and results, seeking to continuously improve our work.

We are seeking a dedicated, talented and team-oriented Senior EPM Administrator to join our `ohana to support our mission and values. We offer competitive wages, excellent benefits and a great working environment.

SUMMARY

The Senior PM (Practice Management) Administrator (SPMA) is the primary administrator for WHC's EMR Electronic Practice Management (EPM) system. The SPMA manages the EPM and associate systems, assesses, designs, and provides workflow analysis and makes recommendations to create more efficient workflow patterns for the administrative departments (Finance, Front Office, Customer Service, etc.) in WHC using EMR PA. The SPMA provides the analytic lead role in investigating, understanding, and addressing data issues. This position is responsible for building and modifying the EPM system, documents, and generating standard EPM reports.

The SPMA complies with required policies and regulations including but not limited to WHC, HITECH, HIPAA, HRSA, FAR, State of Hawaii, CDC, OSHA, and NCQA. The SPMA develops project/program specifications, written policies/procedures and coordinates system changes with high level of attention to detail and record keeping

The SPMA maintains special attention to the Patient Centered Health Care Home (PCHCH) philosophy addressing the needs of patients, clients, providers and staff. The SPMA conducts business at all times in professional, safe, legal, and ethical manner, which is non-disruptive to patient care.

QUALIFICATIONS/CERTIFICATION

- Minimum Bachelor's degree from an accredited college or university in the area of Information Technology, Computer Science, Health Informatics, or related field. 5+ years of work experience may be substituted for this requirement.

- Relevant experience in health care data and analysis, health information technology, relational databases, or data mining
- Some experience with relational databases
- Ability to analyze healthcare data, understand issues and problems, relate them to customers' needs, and propose appropriate solutions
- Technical knowledge of healthcare data
- Excellent verbal and written communication skills
- Experience handling multiple projects while successfully meeting deliverable due dates
- Experience working collaboratively as well as independently within multidisciplinary teams
- Knowledge of computer applications
- Ability to write reports, procedure manuals; training tools, and effectively present information.
- Regularly uses MS Office products requiring advanced understanding of programs.
- Uses MS Outlook for scheduling internal/external meetings and project work.

CERTIFICATES, LICENSES, REGISTRATIONS

Two-Step Tuberculosis clearance is required

BENEFITS

- Health Benefits (Medical, Dental Drug, Vision) – Employee coverage paid by WHC
- Discounted Medical and Dental services provided by WHC
- Paid Holidays – 10 Full days and 2 Half Days
- Paid Time Off (PTO)
- Paid Wellness Hours
- Wellness Bucks - \$200 annually
- Group Term Life Insurance
- Supplemental Group-term Life Insurance & AD&D Insurance
- Employee Retirement Savings Plan 403(b) – Employer match 50% of employee contribution up to a maximum of 3% of employee wages
- Flexible Spending Program
- Employee Assistance Program (EAP)
- Longevity Benefit – After 10 or more years of service
- Tuition Assistance Program
- Free Parking
- and more.....