



**Job Title:** EPIC Credentialed Trainer  
**Department:** Medical  
**Reports to:** Clinical Services Administrator  
**FLSA Status:** Non-Exempt  
**Salary Grade:** \$24.29 – \$34.01  
**Location:** Coos Bay/North Bend

This position is a covered position as defined in the Coquille Indian Tribe Chapter 185 Child Protection Ordinance. Candidate must pass a pre-employment drug screen and Criminal and Character Background Check.

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### **SUMMARY OF MAJOR FUNCTIONS**

Under the direct supervision of the Clinical Services Administrator, the EPIC Credentialed Trainer is responsible for all aspects of clinical applications and interfaces for the Ko-Kwel Wellness Centers. They also will backfill or assist with Medical Assistant duties as needed. This role includes mentoring and training KWC staff to function effectively within Ochin-EPIC and the Opioid Treatment Program (OTP) EMR. This role will develop trainings, building workflows for clinical staff to optimize EHR utilization, onboard new providers and staff with elbow support of the EPIC system specific to provider or staff roles, assist in building smart phrases, smart sets and templates for end users in EPIC. This role will also be responsible for oversight of quality improvement metrics within the EHR and training staff how to capture the correct data for metrics. This position requires occasional travel to support KWC facilities in other counties.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Serves as the subject-matter expert with a deep knowledge of the core EPIC application, related non-EPIC products/applications and the supported operational processes.
2. Engages internal clinical staff to help understand current and anticipated operational needs. Identifies challenges, develops solutions and assesses the best option among many. Presents recommendations to management as appropriate.
3. Onboarding with elbow support as needed for new providers. Available virtually to support Eugene providers.
4. Understands workflows in medical, dental and behavioral health departments to provide training and support.
5. Responsible for the overall training and support of EPIC to end users.
6. Maintain a comprehensive understanding of EHR system workflows.
7. Participates in upgrades by reviewing and understanding release notes that impact multiple areas within the supported applications that require coordination across teams. Assist in communicating upgrade changes to users.
8. Must work collaboratively with the IT department to achieve mutual goals.
9. Collaborate with clinical leadership and users, identifying efficiency-enhancing opportunities in clinic operations and practice support to help improve health outcomes.
10. Regularly monitor and produce quarterly reports on the proficiency and efficiency of all end users. Utilize reports and staff feedback to develop ongoing system efficiencies.
11. Develop training materials and conduct training programs for staff; including one-on-one support, lunch & learn sessions and staff huddles. Training should be scheduled as needed and quarterly at a minimum.
12. Develops and implements efficient clinical reporting. Assists with overall development, implementation, and maintenance of EHR reporting, information, and decision support systems.

13. Provides recommendations for improved operations and implements changes in the EHR in accordance with organizational standards and best practices.
14. Provide quality metric reports quarterly and as requested.
15. Must have the ability and willingness to perform back-up medical assistant duties and responsibilities as needed.
16. Some travel required for this position
17. Other duties as assigned.

The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified and shall not be considered a detailed description of all the work requirements that may be inherent in the job.

### **PHYSICAL REQUIREMENTS**

Requires the ability to communicate orally, repetitive movement of the wrists, hands and/or fingers, often requires sitting for extended periods of time, raising or lowering objects, and occasionally requires lifting up to 50 pounds. Requires occasional standing and walking. Work is generally performed in an office setting. Evening and weekend work may be required. Work involves occasional exposure to infectious disease. Will often be required to travel by automobile, commercial or private carrier. Local travel is frequently required, statewide and national travel is occasionally required. The individual must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Excellent oral and written communication skills with strengths in team building, and cooperative problem solving. Ability to consistently convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to control sometimes stressful and emotional situations.
2. Ability to foster an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the Coquille Indian Tribe.
3. Ability to make decisions independently in accordance with established policy and procedures.
4. Ability to exercise excellent organization, time management, analytical and problem-solving skills.
5. Must have acute attention to detail and demonstrate effectiveness in managing multiple work assignments simultaneously, often under strict deadlines. Work accuracy is essential. Works independently, shows initiative and takes ownership of all projects and assignments to achieve positive results.
6. Knowledge of Epic (preferably Ochin Epic) and previous ESA work, or a similar practice management system.
7. Strong understanding of health system workflows, and developing clinic workflows to optimize patient experience and provider efficiency
8. Requires Epic EHR/EPM certification within 6 months of employment. Training will be provided.
9. Knowledge of regulations on the confidentiality of medical records (HIPAA). Part 2 HIPAA knowledge preferred.
10. Knowledge of the procedures, rules, operations, sequence of steps, documentation requirements, time requirements, functions, and workflow to process medical records, to review records for accuracy and completeness, and to keep track of processing deadlines.
11. Ability to maintain professionalism, confidentiality, and objectivity under pressure.
12. Be computer literate. Exhibit a level of computer literacy sufficient to use software such as word processing, spreadsheets, and databases to produce correspondence, documents, and reports.
13. Ability to work cooperatively with other departments to accomplish assigned tasks; ability to develop good working relationships with other departments in the organization.

## **QUALIFICATIONS**

1. High school diploma or equivalent required.
2. Minimum 3 years of full-time work experience assisting providers as a Medical Assistant or a title that has a similar scope of work.
3. Two years of experience and proficiency using EPIC required. Experience in OCHIN-EPIC strongly preferred.
4. Background and understanding of the medical records/EHR flow and ICD-9/ICD-10 coding systems preferred.
5. Ability to communicate technical concepts to technical and non-technical audiences.
6. Certified Clinical Medical Assistant (CCMA) or Certified Medical Assistance licensure required within a year of hire.
7. EPIC Certified Trainer required within a year of hire.
8. Experience with Clinical Quality Metrics and understanding of Quality Improvement Projects preferred.
9. Current and valid Oregon driver's license in good standing is required with no insurability restrictions from the Tribe's insurance carrier.