**Cayuga Medical Associates**

**Job Description**

**Job Title:** Medent Optimization Specialist

**Purpose:** The Medent Optimization Specialist serves as an informational guide and educator to CMA providers navigating Medent. The Medent Optimization Specialist will work directly with providers to ensure knowledge of the program as well as efficiency in daily use. The primary responsibility of the Medent Optimization Specialist will be to observe provider workflows, assess Medent utilization, and help implement process improvements aimed at making providers more efficient. This person will also be responsible for educating on new processes/Medent features and conducting group education sessions (outside of new provider training).

**Reports to: Chief Operating Officer and Assigned Designee**

**CMA Pledge to Service Excellence**

All CMA employees are required to display the following cornerstones in representing themselves as an employee of Cayuga Medical Associates:

* *Patient- Centered Excellence*: We will provide exceptional and compassionate care, one patient at a time.
* *Teamwork*: We will work together as a cohesive team.
* *Safety:* We will maintain a safe, clean, and welcoming environment.
* *Respect:* We will maintain a respectful and peaceful atmosphere.
* *Professionalism*: We will act in a professional and positive manner.
* *Workplace Excellence and Wellness:* We will develop a contagiously positive workplace focused on wellness, where team members are proud to be employed.

**Essential Job Functions:**

* Acts as a key interface between Medent users and daily processes to gain efficiency in workflow between providers and staff.
* Serves as an interface between MEDENT Company as well as CHS IT
* Uses strong knowledge of Medent to collaborate with providers on developing their skills navigating Medent. Understands the various ways to navigate Medent specific processes but recommends a best practice approach based on achievement of results and efficiency. Individual should also have a basic understanding of outpatient practice processes.
* Possesses an intimate knowledge of building progress note templates, care plan packages, and Medent shortcuts available to providers to increase efficiency in workflow.
* Anticipates requirements, uncovers areas of improvement, and works to develop and implement solutions.
* Works to proactively engage providers and staff, and provides ongoing support and training upon request by Medent users
* Stays up to date on the latest processes and Medent advancements to automate and modernize provider workflow
* Keeps management informed of area activities and of any significant problems.
* Attends and participates in meetings as required.
* Develops, implements, and refines a Medent Provider Assessment tool to evaluate Medent Utilization and quantify efficiencies/opportunities (e.g., time saved per patient, reduction in clicks). A report card/summary of findings would be shared back to providers.
* As a result of assessments, the Medent Optimization Specialist will collaborate with providers to update Medent/optimize customizations available in the program (e.g., development of care plans for top diagnoses, development of templates, development of ‘smart phrases’, customization of favorites bar) to facilitate high provider performance with the medical record.
* Engage in ongoing group and individualized quality improvement initiatives as they relate to barriers in efficiency and utilization of Medent with applicable data metric analysis and reporting to administrative team and applicable users.

**Knowledge, skills, and requirements**

* Medent system super-user
* Microsoft Office Products
* Ability to communicate effectively, both orally and in writing.
* High degree of professionalism and confidentiality required.
* Considerable knowledge of IT practices, technology, techniques, and terminology.
* Considerable knowledge of Ambulatory Patient Care settings
* Individual must be detail oriented, organized, and able to adapt to a rapidly growing organization.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list of responsibilities, duties and skills required for successful performance of this role.

**Education and Experience:**

* Associate degree in a related field preferred
* At least 3 years of Electronic Medical Record experience at the IS level
* Medent experience/superuser experience preferred
* Experience working in an Ambulatory Patient Care setting preferred
* Experience working directly with providers

**Physical requirements:**

* Standing – 20%
* Sitting – 60%
* Reaching—10%
* Bending – 10%
* Lifting – must be able to lift 40 lb.

**Working environment:**

* Pleasant conditions: comfortable indoor climate with suitable equipment and tools to carry out the responsibilities of the job.
* Persons in this job may be exposed to communicable disease through patient care and interaction.

I have reviewed the above job description and accept this position with the acknowledgement that I am willing and able to meet all requirements and expectations.

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Employee Signature Date

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Print Name