



Job Title: EPIC Trainer
Department: KWC Medical
Reports to: Clinical Services Administrator
FLSA Status: Non-Exempt, Full-Time
Hiring Range: \$28.73- \$34.47
Location: Coos Bay or Eugene, Oregon

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.

JOB SUMMARY OF MAJOR FUNCTIONS

Under the direct supervision of the Clinical Services Administrator, the EPIC Trainer is responsible for all aspects of clinical applications and interfaces for the Ko-Kwel Wellness Centers (KWC) in collaboration with the EHRsAs and other EPIC Trainer(s). 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 training, 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 training staff on how to capture the correct data for metrics at the direction of the EPIC Report Writer and in collaboration with Clinical Services Administrators, EHRsAs, and other EPIC Trainer(s). This position will primarily support non-medical departments of the KWC, including but not limited to Behavioral Health, Dental, Pharmacy, and Allied Health Services programs. This position is also expected to learn and understand medical workflows and trainings to support and coordinate with other EPIC Trainer(s). 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. Provides role-specific onboarding, training, and at-the-elbow support to new providers and staff to promote effective and efficient use of clinical applications.
4. Understands workflows in dental, allied health, pharmacy, and behavioral health departments to provide training and support. Must also be able to support medical department as back up for other EPIC Trainer(s).
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 on a routine basis.
12. Support development of workflows and training that facilitate clinical reporting.
13. Provides recommendations for improved operations and implements changes in the EHR in accordance with organizational standards and best practices.
14. Some travel required for this position
15. 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 verbally, 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 policies 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. Knowledge of HIPAA requirements related to the privacy and confidentiality of protected health information.
9. Knowledge of 42 CFR Part 2 requirements 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. Proficiency with Microsoft Office applications, including Word, Excel, Outlook, and other software used to prepare correspondence, maintain records, communicate, and perform assigned duties.
13. Ability to work cooperatively with other departments to accomplish assigned tasks; ability to develop good working relationships with other departments in the organization.

PREFERRED KNOWLEDGE, SKILLS, AND ABILITIES

The following qualifications are preferred but not required. Candidates who do not meet all preferred qualifications are still encouraged to apply.

1. Experience with OCHIN EPIC in a Federally Qualified Health Center (FQHC), Tribal Health Program, or similar healthcare setting.
2. Previous experience serving as an Electronic Health Record Specialist Analyst (EHRSA), EPIC Super User, EPIC Trainer, or in a comparable healthcare informatics role.
3. Experience supporting Primary Care, Behavioral Health, Dental, Pharmacy, Allied Health, and Opioid Treatment Program (OTP) workflows.
4. Current EPIC credentialing, certification, or accreditation in a clinical application, training environment, or related EPIC module.
5. Experience designing and delivering adult learning programs, classroom instruction, one-on-one training, and workflow coaching.
6. Experience building EPIC SmartPhrases, SmartSets, templates, preference lists, and other end-user tools.
7. Knowledge of clinical quality measures, population health reporting, quality improvement initiatives, and healthcare data analytics.
8. Experience assisting with software upgrades, workflow optimization projects, testing, and change management activities.
9. Knowledge of 42 CFR Part 2 regulations and best practices for substance use disorder treatment documentation.
10. Experience onboarding new providers and clinical staff, including providing at-the-elbow support.

REQUIRED QUALIFICATIONS

1. High school diploma or equivalent required.
2. Minimum 3 years of full-time work experience assisting healthcare providers as a Medical Assistant or a position with a comparable scope of responsibilities required.
3. Two years of experience and proficiency using EPIC is required.
4. Ability to communicate technical concepts to technical and non-technical audiences is required.
5. Current and valid Oregon driver's license in good standing is required with no insurability restrictions from the Tribe's insurance carrier.

PREFERRED QUALIFICATIONS

1. Experience in OCHIN-EPIC is strongly preferred.
2. Background and understanding of the medical records/EHR flow and ICD-9/ICD-10 coding systems preferred.
3. Experience with Clinical Quality Metrics and understanding of Quality Improvement Projects preferred.
4. Knowledge of 42 CFR Part 2 requirements preferred.