



The Sherwood Park Primary Care Network is a group of health care professionals and administrative staff who work with you and your Doctor to help you live well. Our caring team provides education and support for managing chronic diseases and mental health concerns, while providing access to specialists and services all within your local community.

The SPPCN is currently looking for an experienced Electronic Medical Records Coordinator (EMR) to join the quality improvement team. This is an exciting opportunity for the right individual to work with a variety of physicians and staff in implementing or updating quality improvement processes. The successful candidate will have excellent EMR experience, good communication and relationship building skills, and the ability to work with a variety of stakeholders. This role could be the right opportunity for an individual with a background in IT to work in the primary care environment.

Permanent 1.0 FTE - 38.75hrs/week

Schedule includes occasional evenings and work in both Sherwood Park and Fort Saskatchewan offices, as well as travel to member clinics in the SPPCN's region.

Salary is commensurate with experience. SPPCN provides a comprehensive compensation package which includes health, dental, vision benefits, flexible spending account, vacation, sick leave, education funding/days, employer matching group RRSP.

POSITION SUMMARY

The EMR Coordinator's role to provide Electronic Medical Record (EMR) expertise to clinics and the PCN central office, in order to support Patient Medical Home (PMH) processes. The EMR Coordinator shall function as a member of the quality improvement team including collaboration with the interdisciplinary health care team. The EMR Coordinator assists in building capacity in the clinic setting supporting PMH optimization including such activities as panel processes, PMH measurement as well as other priorities such as CII/CPAR.

KEY RESPONSIBILITIES

Include, but are not limited to the following:

- Develop professional, trusted relationships with team members (including physicians, clinic staff, office managers, PCN employees and management)
- Teaching and supporting clinics to identify, develop and maintain key PMH processes such as panel management, primary and secondary health screening.
- Develop and support clinics in PCN level reporting, including Schedule B indicators
- Compile data from multiple sources to support PCN level reporting.
- Super user of Electronic Medical Records to support clinics in EMR optimization needs, such as building templates and reports
- Liaison with EMR vendors and other external stakeholders (e.g. EHealth)
- Educate clinic and PCN staff on various elements of the PMH such as panel management and processes

EDUCATION & EXPERIENCE

- Medical Office Assistant certification, IT or related certification/training a benefit
- 3 years of primary care experience with an EMR platform (ie Healthquest, Wolf, Accuro, MedAccess) preferred
- Combination of experience, training and certifications will be considered
- Panel manager/patient care coordinator experience an asset
- Practice Facilitation training through AMA ACTT beneficial
- Change management training/certification a benefit
- Experience in working with clinic staff one-one or teams to facilitate implementing QI processes
- Knowledge and experience of QI principles and ability to utilize the model

SKILLS & ABILITIES

- Communication, problem solving, organizational and time management
- Independent and self directed
- Strong computer skills including Microsoft: Excel, Word, Teams, Power Point etc.
- Strong understanding of primary care clinic operations and the ability to support clinic staff in learning new skills

PERSONAL ATTRIBUTES AND COMPETENCIES

- Enthusiastic and positive, can-do attitude
- Flexible, creative and can manage numerous competing priorities
- Act ethically, responsibly and be accountable for actions
- Respect other views/opinions
- Ability to have difficult conversations and be comfortable asking questions.
- Understand and adhere to confidentiality and privacy
- Ability to identify sensitive information

OTHER OCCUPATIONAL REQUIREMENTS

- A current and clear Police Information Check and Vulnerable Sector Check is required
- A valid driver's license and access to a vehicle for travel to various stakeholder locations

Please send a Cover Letter and Resume to recruiting@sherwoodparkpcn.com. Closing Date: December 9, 2022. We thank all candidates who apply, however only those selected for an interview will be contacted.