



521 4<sup>th</sup> Street Havre, Montana 59501 • Phone: 406-395-4305 • Fax: 406-395-5643 • [www.bullhook.com](http://www.bullhook.com)

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*Bullhook Community Health Center (BCHC) is an equal opportunity employer. BCHC shall, upon request, provide reasonable accommodation to otherwise qualified individuals with disabilities.*

**Job Title:** Quality Specialist/Health Informatics Technician (HIT)    **Department:** Quality Improvement/HIT  
**Supervisor:** Director of Quality and Revenue    **Supervises:** None  
**Salary Range:** \$53,605 - \$78,750

**Job Overview:** The Quality Specialist/ HIT is the technical point of contact for eClinicalWorks at Bullhook Community Health Center (BCHC). You will analyze problems and errors produced by eClinicalWorks, submit support tickets, and make the recommended corrections. Provides EHR help, desk support and end-user training as needed. Assists the Director of Quality and Revenue by creating and running monthly reports within eCW and DRVS, assisting with value-based care, and performing patient outreach and quality projects as needed.

**Essential Functions (Major Duties or Responsibilities):** Working collaboratively with the Director of Quality and Revenue, Chief Medical Officer, Clinic Operations Manager, and the Dental Operations Manager to ensure compliance with NCQA as a Patient Centered Medical Home (PCMH), and with HRSA for our Uniform Data System (UDS) information. Will assist in the creation and submission of reports for UDS, PCMH, and value-based care measures. Perform data analysis, monitor improvement processes, and track/report data. Perform patient outreach to patients at BCHC based on identified gaps in care. Attend quality and value-based care meetings as determined by the Director of Quality and Revenue. Identify issues that require intervention by eClinicalWorks and coordinate those tickets accordingly. Other duties as assigned.

**Team Approach:** Managing patient care is a team effort that involves clinical and nonclinical staff interacting with patients and working as a team to achieve stated objectives. Emphasis is on ongoing interactions of team members to discuss roles, responsibilities, communication, and patient hand-off, working together to provide and enhance the care provided to patients. All staff are members of the team. Patient/family/caregiver involvement with care team members is critical to patient-centeredness.

**Minimum Qualifications (Education and Experience):** Graduation from an accredited college or university of recognized standing with an associate or bachelor's degree in computer science or a related field. A combination of education/experience will be considered. Valid driver's license in the State of Montana. Experience in a primary health care setting or equivalent is preferred.

**Knowledge, Skills, and Abilities (KSAs):** Knowledge and experience with eClinicalWorks. Must be proficient in Excel. Demonstrated skills with troubleshooting and problem-solving. Strong knowledge of other Microsoft 365 products (e.g., Outlook, Word, PowerPoint). Ability to present complex ideas to people at all levels. Strong time-management skills and willingness to take responsibility for meeting goals, objectives, and project deadlines. Ability to become eCW superuser.

**Supervision:** N/A



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**Physical and Environmental Demands:** Work is performed in an office and clinic setting; stands, walks with intermittent sitting; reaches for and uses writing instruments and keyboard; reads reports and other written materials; extensive use of telephone and oral communication with the public and coworkers; stoops; bends; kneels; reaches for; picks up; and pushes or pulls; ability to lift up to 30 pounds.

**Special Requirements:** N/A

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.

### Signatures

My signature below indicates the statements in the job description are accurate and complete.

Immediate Supervisor	Title	Date
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CEO Review	Title	Date
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My signature below indicates that I have read this job description.

Employee	Title	Date
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*Bullhook Community Health Center truly believes that each employee makes a significant contribution to the exceptional care of our patients and the health of our community. That contribution is not limited by assigned responsibilities.*

*This position description is designed only to outline primary duties, qualifications, and scope, but not limit employees or BCHC to the work identified. It is our expectation that each employee will work together as a team treating one another with respect as well as offer his/her services wherever and whenever necessary and continually contribute to ensure the integrity of our team and provide the best possible care for our patients.*