

Draft Job Description - Computer Concierge

General

The person in this role (along with staff member(s) cross trained to cover during the absence of the 'Computer Concierge' and/or during off hours surveys (LARA is required to conduct 10% of the State's annual surveys during off hours) that are required to be conducted) will act as an ambassador between the survey team and the facility throughout the survey process. The person will assist surveyors with the initial setup and training on the facility's specific software; including the provision of detailed written instructions for accessing and navigating the electronic medical records' system and all required usernames and passwords. Surveyor Request Forms may be provided to surveyors to assist both the facility and surveyors with requests for hard copies of information maintained in the facility's medical records. The 'Computer Concierge' will assist with the retrieval of all needed information, including the retrieval of information that is inaccessible through the facility's electronic medical records and information technology systems. The 'Computer Concierge' will be responsible for ongoing continuous quality improvement efforts aimed at continually improving the facility's usage of the electronic medical record system. The person will have excellent communication skills, an understanding of both the survey process and survey requirements and a high level of access to information on the computer system.

Skills/Qualifications

- knowledge of and training in basic survey process
- strong communication and collaboration ability
- friendly customer service
- handles pressure well and with a calm demeanor and tone
- possesses leadership ability
- proficient in the facility's computer systems and clinical software
- ability to teach or educate at all electronic medical records and information technology skill levels
- excellent listener

Duties

- available to the survey team throughout the survey
- surveyor orientation to computer system
- included in providing initial documentation on access, names, locations of key staff
- setting up computer access for surveyors
- informs surveyors of the facility's current status in terms of electronic versus hard copy/paper medical records
- assist surveyors in obtaining documentation as needed
- facilitate contact with appropriate staff members (the 'Computer Concierge' is not expected to personally respond to all inquiries)