Job Title: Population Health Platform Training and Support Specialist  
Department: Enterprise Analytics and Population Health  
Hours: Full Time  
FLSA: Exempt  
Reporting: Directly reports to the Assistant Director of Population Health

About Suffolk Care Collaborative and its Central Services Organization
The Suffolk Care Collaborative (SCC) is a newly formed collaborative administered by the Office of Population Health (OPH) at Stony Brook Medicine. The vision for OPH is to improve county-wide health by addressing a wide range of challenges to health, to focus on building strategy and programs that will identify and stratify the risk in our population, and to improve clinical outcomes and financial results.

The OPH is comprised of three key functional areas, (1) project management office, (2) care management program and (3) network development office. Our central service organization design is currently engaged to support the initiatives of the SCC as the Suffolk Performing Provider System (PPS) under the Delivery System Reform Incentive Payment (DSRIP) program. Through DSRIP, a grant waiver administered by the NYS DOH, allocated $6.42 Billion Medicaid dollars to fundamentally restructure the health care delivery system to transition care delivery from a largely inpatient-focused system to a community-facing system that addresses both medical needs and social determinants of health. DSRIP is a 5-year, performance payment-based program with a primary goal of reducing avoidable hospital use by 25% over 5 years. At the end of program life, the aim is for the newly-transformed system to be sustainable. Program efforts are focused on achieving improved overall health through integration of behavioral health and primary care, provision of appropriate levels of care management, and care delivery models designed to improve chronic disease prevention and outcomes. Po

Position Description:
The Population Health Platform Training and Support Specialist will be a member of the Delivery System Reform Incentive Payment Program (DSRIP) IT support team. This individual will be responsible for the education, training, and continued frontline support in the use of Cerner’s Population Health Management suite of products. End-users will include physicians, nurse practitioners, physician assistants, and all levels of clinical and operational support staff. The Training and Support Specialist will be responsible for ensuring all DSRIP end-users have the knowledge and ability to successfully navigate the entire suite of Cerner’s Population Management products in a manner that enhances efficiency and promotes quality in patient care.
**Job Duties and Essential Functions:**
- Organize, prepare, and conduct individual and group training sessions.
- Implement, and revise as needed, the training curriculum and supporting materials.
- Triage, troubleshoot, diagnose and resolve problems through to resolution.
- Provide technical assistance and support for all incoming queries and issues.
- Travel to various physician practice sites to provide on-site support.
- Identify opportunities for process and quality improvement.
- Perform related duties as assigned or requested.
- Provide excellent customer service.

**Qualifications:**
- Excellent Computer Skills
- Proficient in Microsoft Office Software
- Working knowledge of the Electronic Health Record and/or other clinical information support systems
- Experience as a Product Trainer or Consultant
- Practical knowledge and/or experience in an ambulatory, urgent care, or primary care setting including a demonstrated understanding of clinical work flows
- Excellent communication, decision making, and problem solving skills
- Highly detail oriented and organized with the ability to work in a fast paced, team based environment
- Advanced trouble shooting and multi-tasking skills

All SCC employees are expected to demonstrate commitment to ethical behavior and the organization’s compliance program, including:
- Abiding by the Code of Conduct, Compliance and HIPAA Privacy and Procedures, and reporting obligations.
- Participating in all required education/training about organizational compliance, ethics, and information privacy and security (for example: annual compliance training).
- Contributing to the operationalization of compliance with applicable regulations, laws, policies and procedures in your business unit (for example, identifying opportunities for ongoing monitoring for quality and integrity of operations; designing and using checklists; consulting the Compliance Officer or Privacy and Security Officer for guidance when needed)

**Preferred Qualifications:**
- Minimum 2 years clinical experience, preferably in a physician practice setting.
- Project management experience

**Salary:** Commensurate with experience