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Berwyn, IL 60402

### Blue Island

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Blue Island, IL 60406

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4327 S Archer Ave  
Chicago, IL 60632

### Bronzeville

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Chicago, IL 60609

### Chicago Ave

18 Chicago Ave  
Oak Park, IL 60302

### Edgewater

1541 W Devon Ave  
Chicago, IL 60660

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850 W 63rd St  
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### Gary

4900 Broadway  
Gary, IN 46408

### Hammond

5818 Columbia Ave  
Hammond, IN 46320

### Joliet

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Joliet, IL 60436

### Madison Street

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### Portage Park

4848 W Irving Park Rd  
Chicago, IL 60641

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301 E State St  
Rockford, IL 61104

### Waukegan

3210 Grand Ave  
Waukegan, IL 60085

## INDIANAPOLIS

### Irvington

6401 E Washington  
Indianapolis, IN 46219

### Speedway

5926 Crawfordsville Rd, Unit B  
Speedway, IN 46224

### University Heights

4200 S East St  
Indianapolis, IN 46227

## FORT WAYNE

### Fort Wayne

436 E Washington Blvd  
Fort Wayne, IN 46802

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27155 Cherry Hill Rd  
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### Hazel Park

1142 E 9 Mile Rd  
Hazel Park, MI 48030

### Jefferson Village

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Detroit, MI 48214

### Rosedale Park

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### Southgate

13667 Eureka Rd  
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Coming 2018

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Oak Street Health is an equal opportunity employer.  
We embrace diversity and encourage all interested readers to apply.

# Clinical Informatics Specialist



**OAK  
STREET  
HEALTH**

# Clinical Informatics Specialists

## PROGRAM OVERVIEW

### TRADITIONAL MEDICAL SCRIBE ROLE

A traditional medical scribe (also referred to as a medical transcriptionist, a hospital scribe, etc.) accompanies the provider into the patient exam room to assist with recording the patient's history in the Electronic Medical Records (EMR) system. Other duties include transcribing proper diagnoses into the patient's chart and recording procedures, results, evaluations and discharge/follow up instructions, as directed by the provider.

### OSH APPROACH TO PRIMARY CARE & THE CIS PROGRAM

Oak Street Health is an innovative network of primary care clinics focused on providing excellent care for older adults. We practice team-based, preventive medicine with a focus on population health, and we use high-powered analytics to guide our care. We are quality-focused, meaning we judge our success on the value of our patient experience and the health outcomes of our patients. In 2014, we developed the Clinical Informatics Specialist program precisely to improve these elements of our practice. What other practices call "scribes," we call Clinical Informatics Specialists ("CISs"). CISs are vital to their care team through their expertise in:

- EMR workflows
- Real-time diagnostic coding and billing
- Population health dashboards

We extend offers to individuals who seek challenges. An ideal candidate is energetic, clever, and detail-oriented with a strong interest in gaining clinical experience prior to health professional school. Our team is comprised of applicants who proved themselves academically in their respective undergraduate institutions or post-baccalaureate programs and have compelling relevant experiences.

Other accepted applicants pursue careers in areas of health care such as data analysis, health administration, or social work. After 1-2 years of experience at Oak Street Health, CISs are greatly prepared to continue advancing professionally.

### CIS TRAINING PROCESS

CISs go through two weeks of rigorous, standardized training, including over 80 hours of classroom and scenario based training, shadowing, and 1:1 coaching in-clinic. They then receive frequent ongoing training, including 1:1 coaching, monthly regional training, and quarterly company-wide CIS education sessions. Furthermore, we have Certified Professional Coders (CPCs) work with our CIS program to ensure we are billing and coding at today's standards.

### PATIENT PERSPECTIVE ON CLINICAL INFORMATICS SPECIALISTS

There's lots of data showing scribes improve the patient experience because it removes the computer from the middle of the physician-patient relationship. Our patient feedback scores have remained unchanged at 90%+ patient satisfaction since implementation of CIS.\* Plus, we've talked with patients in interviews about this program, and they appreciate knowing the information isn't getting lost:

*"I like having her in the room; it means my doctor focuses on me, and I know the team is getting the information they need."*

### PROVIDER PERSPECTIVE ON CLINICAL INFORMATICS SPECIALISTS

*"I can never work anywhere else now that I have my CIS!"*

*"I would have never had time to be innovative and pilot new programs while increasing patient load without my CIS."*

\*Statistics are based on Oak Street internal admissions, appointment, and patient data; and on patient surveys in 2015.



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# Benefits of Participation in the CIS Program

## PROVIDER MENTORSHIP

Our model of one CIS to one provider ensures there is opportunity for development in a personal manner from industry experts on a daily basis. Our provider mentors at Oak Street Health have elite training backgrounds from Harvard University, the University of Chicago, and Northwestern University, among other great institutions.

## EXPOSURE TO VARIETY OF MEDICAL PROFESSIONALS

- Physicians
- Nurse Practitioners
- Physician Assistants
- Social workers
- Registered nurses
- Population health associates

## ONGOING LEARNING OPPORTUNITIES

Scenario based training exercises  
Medical terminology and medication education  
Scholastic lecture series from our Chief Medical Officer and his academic colleagues from around the country

## CAREER DEVELOPMENT IN AN INNOVATIVE CARE MODEL

CISs are truly on the forefront of innovation through constant observation of the logic behind medical decision making that promotes preventive care. This unprecedented level of exposure to real-time medical practice is unique to the scribe field. The experience gained as CIS, matched by a close relationship with OSH medical professionals, creates a definitive career advantage in the progression to becoming a healthcare professional.

## CAREER ADVANCEMENT AND APPLICATION ASSISTANCE

Oak Street Health leadership recognizes the CIS experience as unique and offers lucrative advancement opportunities within the organization, from positions as a Sr. CIS, and for a select few, clinic or central leadership positions.

CISs are provided assistance from a professional advisor and former medical school dean with over two decades in the business. There are opportunities for 1:1 mentorship sessions for every stage in the application cycle, from choosing the right program to writing a personal statement and interview practice.



## Apply Today!

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-or-

Contact [kelsey.nibbelin@oakstreethealth.com](mailto:kelsey.nibbelin@oakstreethealth.com) for more info.