

## Charles Blackburn III

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### EXPERIENCE

#### ***EHR Specialist***

##### **TridentUSA Mobile Clinical Services**

Remote Job - HQ in Rocky Mount, NC

May 2016 - Present

- I train Nurse Practitioners and other TridentUSA staff on clinical workflow and how to utilize our EHR system for charting and other data capture.
- I lead in-person as well as remote group trainings and develop and present continuing-education webinars on Meaningful Use EHR utilization, E&M coding and clinical workflow optimization. Also, I conduct follow up trainings and take support calls daily.
- I actively seek out opportunities for process improvement in everything I do—If there is a way to make our EHR more efficient, I find it. If one of our Physicians is struggling with our EHR, I make it my responsibility to turn the situation around.
- I try to never “fit a square peg in a round hole” if I don’t have to. When a provider comes on board who has never used the EHR that TridentUSA licenses, I find ways to emulate the workflows with which they’re already familiar. I can create and tailor encounter templates to match a user’s preferred charting style without sacrificing efficiency. I also create templates to match common patient problems in long-term post-acute care (i.e. GERD, Hypertension, CHF, etc.)
- I’m responsible for the implementation of our EHR into the existing technology ecosystems of the facilities we serve. I coordinate the abstraction of PHI from facility EHRs to Trident’s EHR and act as a point of contact to the facility if there are any issues.
- These responsibilities required me to develop a super-user level competency with of many long term-care EHR systems. As a result, I provide daily support to Trident staff on multiple EHRs, including *PointClickCare*, *MatrixCare*, *American Healthtech*, *Answers on Demand* and *Aprima PRM*.

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### EDUCATION

#### **Bachelors of Science in Integrated Studies**

Middle Tennessee State University

Murfreesboro, TN 2016

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### SKILLS

Deep knowledge of Long-Term Care EHRs (Training and Support, Process Improvement, Analytics)

**Expeditious learner of all types of EHR software**

Clear, effective and empathetic communicator

**Excels at training/support in both remote and “shoulder-to-shoulder” environments**

Consistently productive at home *and* on the road.