

Premier Community HealthCare Group, Inc.
Job Description

Job Title: Health Information Management Manager
Department: Health Information Management (HIM)
Reports To: Director of Operations
FLSA Status: Exempt
Prepared Date: 4/2011 **Revised:** 12/2011, 9/2014, 2/2016, 8/2019
Approved By: Director of Operations

SUMMARY: Responsible for the daily operational management of the HIM Department and all related functions. This includes communicating and implementing department plans consistent with the organization's policy and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES: includes the following, other duties may be assigned

1. Oversees the daily functioning and responsive service delivery of the HIM department and assigned Care Team Members (CTM) by delegating, managing, and assisting with department duties and workflow of associates, including:
 - a. Scanning and import of all documents received (E-faxes, email, and original documents received by mail or delivered by courier).
 - b. Reviews subpoenas upon receipt and immediately notifies Risk Management and Compliance Director of any directly affecting Premier Community HealthCare Group (PCHG).
 - c. Ensures STAT Release of Information (ROI) requests are processed immediately.
 - d. Ensures subpoenas and ROI requests, other than STAT requests, are forwarded to outsourced servicer.
 - e. Ensures scanned documents are segregated and destroyed appropriately.
 - f. Responsible for effective use of Electronic Health Records (EHR) including oversight of CTM usage, coordination of training, and accurate documentation.
 - g. Provides measurable goals and expectations for CTM.
 - h. Provides ongoing feedback that recognizes, identifies, and supports when improvement is recommended and when excellence is achieved to CTM regarding productivity, quality of patient care, operational assessment, customer service and teamwork.
 - i. Coaches, redirects, and disciplines CTM as necessary per PCHG policy and procedure when behavior or performance does not meet expectations.
 - j. Ensures CTM training of processes in compliance with PCHG policies, Federal and State regulations.
2. Ensure patient confidentiality and EMR security at all times.
 - a. Monitors CTM for adherence to privacy policies.
 - b. Monitors CTM for adherence to Federal, State, accreditation and other regulatory requirements.
3. Attends regularly scheduled and other mandatory meetings
 - a. Managers' meetings.
 - b. Site meetings.
 - c. PCHG Committee meetings as assigned.
4. Coordinates communication of PCHG information with HIM associates:
 - a. Disseminates PCHG information timely and accurately to all CTM, and monitors for adherence when protocols are changed.
 - b. Informs CTM when unplanned situations occur that affect the department, workflow, and/or PCHG operations.
 - c. Monthly rounding for outcomes with each CTM and creates/posts stop light report.
5. Monitors and evaluates electronic systems and the EHR for errors and performance related to HIM department functions that may impede services and productivity:
 - a. Notifies IT of deficiencies.
 - b. Notifies supervisor of deficiencies.
 - c. Coordinates with IT to resolve deficiencies.

6. Coordinates with Human Resources in recruiting and retention of CTM:
 - a. Communicates staffing needs to fill vacancies or when situations require additional or temporary CTM.
 - b. Reviews applications of potential candidates and actively participates in the interview process.
 - c. Coordinates with HR when coaching, warning, or retraining of CTM is required.
 - d. Performs required evaluations.
7. Monitors and schedules CTM as appropriate:
 - a. Creates and monitors work schedules for optimum productivity and to ensure adequate coverage during hours of operation without the need for overtime (overtime requires justification).
 - b. Reviews requests for time off.
 - c. Arranges temporary coverage for approved time off requests, if needed.
 - d. Arranges coverage for unplanned absences, if needed.
 - e. Monitors CTM work hours and reviews timecards for accuracy prior to approval.
8. Consistently supports, promotes, and models PCHG patient care and patient experience expectations and assists with attaining identified goals:
 - a. PCHG Health Care Plans.
 - b. Quality Improvement/Quality Assurance (QI/QA) initiatives.
9. Assists other Office Managers:
 - a. Maintains “buddy” coverage for planned and unplanned absences.
 - b. HIM related training.
10. Supports PCHG’s mission and vision and sustainability:
 - a. Participates in daily monitoring of department budget and use of resource.
 - b. Ensures reports are completed accurately and in a timely manner.
 - c. Supports and actively participates to achieve established goals and objectives.
 - d. Maintains high professional and ethical standards.
 - e. Maintains a professional relationship and positive attitude with co-workers, patients, the public, and everybody encountered while representing PCHG.

SUPERVISORY RESPONSIBILITIES: Health Information Management Specialist and/or assigned office personnel.

GENERAL DEVELOPMENT:

Maintains a professional relationship and positive attitude with co-workers, the public, patients and the entire organization.

1. Maintains the highest professional and work ethics.
2. Displays enthusiasm toward the work, mission and vision of the organization.

PROFESSIONAL KNOWLEDGE, SKILLS AND ABILITIES:

1. High School Diploma or GED.
2. Advanced knowledge of privacy regulations or Registered Health Information Technician (RHIT) preferred.
3. Basic understanding of medical terminology and documentation.
4. Ability to use basic mathematical skills.
5. Able to perform repetitive tasks.

COMMUNICATIONS SKILLS:

1. Exceptional Customer Service skills.
2. Ability to communicate effectively, verbally and in writing.
3. Excellent grammar, spelling and interpersonal skills.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 1. Ability to lift 20 lbs. regularly and 30 lbs.-50 lbs. occasionally.
- 2. Ability to sit for long periods of time.
- 3. Direct exposure to computer screen.
- 4. May be exposed to contagious/infectious diseases.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) serving in this position. Employee(s) will be required to follow any other job-related instructions and to perform any job-related duties requested by any person authorized to give instructions or assignments.

I have received and read a copy of my job description and fully understand the requirements.

CARE TEAM MEMBER PRINT NAME

DEPARTMENT

CARE TEAM MEMBER SIGNATURE

DATE

SUPERVISOR'S SIGNATURE

DATE