



SENECA HEALTHCARE DISTRICT JOB DESCRIPTION

JOB TITLE: DIRECTOR, HEALTH INFORMATION MANAGEMENT

POSITION SUMMARY: Responsible for the maintenance of patient records and the organizational and administrative operation of the HIM/Admissions Department. Serves as resource for staff regarding medical record content and regulatory requirements. Assures availability of the medical records and compliance with all State and Federal standards at all times. Codes diagnoses and treatments and interfaces with patient accounting, medical staff and other hospital departments. Under direction of CEO, also serves as the hospital's Chief Privacy Officer in complying with HIPAA.

EXPERIENCE, EDUCATION AND LICENSURE REQUIRED:

1. Degree in Health Information Management or equivalent experience and education.
2. RHIA or RHIT Certification
3. Five (5) years of hospital experience in all aspects of health information management functions, including two (2) years in a supervisory capacity.
4. Thorough knowledge of Federal and State regulations for acute facilities, including patient safety standards.

ESSENTIAL FUNCTIONS:

SKILLS AND ABILITIES REQUIRED:

1. Computer skills including Electronic Health Record.
2. Ability to work with managers and physicians in a collaborative manner.
3. Ability to maintain compliance with all HIPAA regulations concerning patient medical privacy.
4. Good judgment and problem-solving ability.

DEMONSTRATES COMPETENCY IN THE FOLLOWING AREAS:

1. Improves HIM Department's performance by establishing expectations and plans, setting priorities, and managing processes to measure, systematically assess, and implement improvements consistent with the hospital's governance, management, clinical and support services.
2. Coordinates and integrates services with the HIM Department and with other departments.
3. Plans and recommends a sufficient number of qualified and competent persons to provide services and determines the qualifications and competence of department personnel.
4. Prepares operating budget and capital expenditures for the department, evaluates spending practices and recommends adjustments to budget through the effective use of staff and resources.
5. Continuously assesses and improves the HIM Department's performance.
6. Prepares and administers orientation, in-service training, and continuing education of all persons in the department.
7. Establishes and maintains policies and procedures necessary for effective and efficient systems and management of human resources. Establishes and monitors standards of performance among all subordinates and ensures that standards are being consistently met.
8. Demonstrates ability to reach decisions, take appropriate action, and follow-through within the scope of job responsibility.
9. Plans the development and implementation of record management policies intended to standardize filing, protection, confidentiality, security, and retrieving records, reports and other information contained on paper, computer or other media to meet the needs of the facility and regulatory requirements.
10. Supervise all release of information from medical records.
11. Responsible for data collection as it pertains to incomplete medical records and implementing physician notification procedures, delinquency reports, and physician suspensions.
12. Responsible for overall clinical data collection to meet the demands of the facility and regulatory agencies.

13. Administer ongoing HIPAA compliance monitoring and responsible for investigating all HIPAA complaints.
14. Ensure accurate and timely transcription of medical reports.
15. Ensure ICD-10-CM coding and DRG assignments are timely, accurate, and complete.

PROFESSIONAL REQUIREMENTS:

1. Adheres to SHD's dress code, including ID badge. Appearance is neat and clean. Represents the organization in a positive and professional manner.
2. Complies with regulatory requirements, Federal and State regulations and professional standards.
3. Demonstrates knowledge of Environment of Care requirements.
4. Demonstrates knowledge of Infection Prevention policies and procedures.
5. Demonstrates awareness of requirements for patient safety.
6. Attends, volunteers for and actively participates in committees, meetings, performance improvement and in-service education as appropriate to the job.
7. Fulfills work schedule. Reports to work on time as scheduled.
8. Produces high quality, accurate and thorough work. Consistently pays attention to detail and takes pride in work. Follows all hospital and departmental written policies, procedures and protocols (no shortcuts).
9. Demonstrates teamwork by maintaining good rapport and a cooperative and collaborative working relationship with others. Offers assistance.
10. Effectively organizes and prioritizes time and work. Demonstrates sufficient work capacity, production and results.
11. Demonstrates reliability and dependability. Follows through to ensure desired outcomes. Reports problems or obstacles to the supervisor.
12. Demonstrates positive patient relations and/or customer service. Anticipates and responds to the needs of others with a positive attitude. Meets or exceeds peoples' expectations of helpfulness.

13. Accepts responsibility for actions without making excuses or blaming others. Holds self to high performance and ethical standards. Meets commitments. Identifies and reports errors that impact, or may impact, the organization.
14. Demonstrates good judgment (critical thinking) and problem-solving skills.
15. Displays initiative and creativity in performing job functions. Looks for and makes suggestions for evidence-based improvements. Embraces and adapts to change and demonstrates flexibility.
16. Shows overall sensitivity to others. Respects difference in culture and beliefs and is always courteous, polite, sincere and tactful. Maintains confidentiality and privacy. Does not participate in gossip or other disruptive behavior.

LEADERSHIP SKILLS:

1. **Planning:** Sets meaningful goals and objectives. Prioritizes and organizes work activities in accordance with objectives. Effectively plans, coordinates and implements projects. Assesses and reports results in comparison to established metrics.
2. **Control:** Has command of department detail and key indicators. Monitors operations and takes corrective actions as necessary.
3. **Policy/Procedure:** Creates and maintains clear, comprehensive and consistent departmental policies and procedures that incorporate regulatory compliance and current community standards. Ensures that policies are being followed.
4. **Change Management:** Identifies needs and implements operational change to improve efficiency and/or service. Appropriately involves others and ensures understanding of rationale, components and impact. Promotes acceptance and inspires confidence. Innovates.
5. **Communication:** Communicates clearly and thoroughly. Ensures stakeholders are informed of important matters. Solicits input from others. Meets reporting requirements in an accurate and timely manner. Presents information in an organized, logical and accurate manner.
6. **Selection and Utilization of Staff:** Identifies number and types of staff needed. Demonstrates thoroughness and good judgment in staff selection. Orients and develops employees.
7. **Managing/Improving Staff Performance:** Conducts timely appraisals. Establishes and enforces performance expectations, and documents disciplinary

action. Coaches, counsels, motivate and recognize achievement. Creates a culture of safety and quality. Achieves subordinates' trust and respect.

8. **Effective Peer Relations:** Demonstrates effective teamwork. Responds quickly and correctly to requests for assistance. Honors commitments and promotes cooperation, trust. Respects others' time.
9. **Fiscal Management:** Prepares accurate and thorough forecast of department revenue and expense. Effectively manages within forecast. Follows financial policy, procedure and reporting needs.
10. **Quality/Process Improvement:** Maintains department quality standards, including customer service, patient safety and environmental. Analyzes operational and/or quality problems and takes corrective action. Independently initiates improvements.
11. **Accountability:** Takes responsibility for result of actions or inaction. Follows through reliably. Avoids excuses and procrastination. Manages area and is answerable for results. Models SHD values and incorporates the values into departmental activities.

PHYSICAL DEMANDS:

For physical demands of position, including vision, hearing, repetitive motion and environment, see following description.

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position without compromising client care.

PHYSICAL REQUIREMENTS AND BASIC SKILLS: See attached.

SAFETY:

Follows safe work practices, takes an active interest in preventing injury or illness and promoting a safe and healthful environment for self and others, and complies with Hospital and governmental safety regulations.

PROFESSIONAL DEVELOPMENT:

Promotes professional growth of self and co-workers by participating in on the job training, continuing education and assisting with training of new employees.

COMPLIANCE:

Assumes personal responsibility to comply with all Federal, State and local laws governing business conduct, conducts business in an ethical and trustworthy manner, and displays the qualities and characteristics of a professional at all times when dealing with patients, visitors, physicians, volunteers, and fellow employees.

SUPERVISED BY: Director of Finance

SUPERVISES: Admissions/HIM Department Employees

ORGANIZATIONAL POSITION: Health Information Management

WRITTEN BY:

DATE:

APPROVED BY:

DATE: