

## UW HEALTH JOB DESCRIPTION

### HIM Manager, System and Support

Job Code: 113002	FLSA Status: Exempt	Mgt. Approval: C. Cunningham	Date: August 2022
Department: Rev Cycle - HIM		HR Approval: B. Haak	Date: August 2022

#### JOB SUMMARY

The HIM Manager, System and Support functions as a leader in the Health Information Management (HIM) Department, ensuring effective operation of the team as a customer-focused, service-oriented unit providing the highest quality services to UW Health. The Manager assists with the development of departmental and administrative policies and procedures.

The Manager functions as an expert resource in UW Health and HIM specific systems and operational analysis and design for business partners, staff, and users to assist. The manager is involved in complex problem troubleshooting, resolution and communication plans. In conjunction with the HIM Director, the Manager coordinates all projects, assigning sections or entire projects to members of the team for coordination and implementation. The incumbent is responsible for ensuring all staff members receive the necessary training to function at their assigned level.

This position requires the ability to independently evaluate and analyze requirements and develop creative solutions to best support the business needs of UW Health. The incumbent works with users and within appropriate governance structures to determine system requirements, process re-engineering issues, solution design, and implementation strategies. The Manager must have the ability to justify system design, operational workflows and concepts to stakeholders in a manner that is easily understood. The incumbent must possess organizational skills that lead to the effective management of projects, tasks, applications, and employees. These skills include analysis, problem definition and solution, conflict resolution, team/project management, planning, and consulting.

Problems encountered are of a high degree of complexity and difficulty and require exceptional analytical skills, innovation and creativity to formulate and implement the mechanisms to identify and solve problems. Plans for new systems platforms and applications are often developed using only broad guidelines and require a high degree of independence, decision-making, and coordination.

A wide variety of internal and external relationships are involved to perform the duties in this position. Internal contacts include representatives from all UW Health entities including Northern Illinois, and all affiliate partners UW Health HIM supports as a Service provider. External contact is primarily with hardware and software vendors and industry peers. Developing and maintaining good communication and collaboration with these contacts is essential to accomplishing the objectives of this position and the goals of the UW Health enterprise.

#### MAJOR RESPONSIBILITIES

- Directs and organizes operations; develops and implements procedures and user guides; plans equipment usage and work measurement programs to secure optimum efficiency and effectiveness
- Develops, revises and implements policies, procedures and operator documentation
- Works directly and independently with documenting care providers to establish documenting standards and procedures and to train users of the solutions to the standards.
- Manages supply/equipment inventory for designated sections; purchases supplies/equipment as necessary while staying within budget:
  - Allocate costs to appropriate expense accounts.
  - Approves payment of invoices for services/purchases for designated sections.
- Independently hires, discharges, transfers, suspends, lays-off, promotes, evaluates and disciplines employees within hospital policies and procedures.
- Conducts staff meetings to obtain ideas, suggestions and concerns as they relate to specific operations and make changes resulting in system improvements as necessary.
- Develops training programs for new employees and performs appropriate follow-up to assure adequate performance.
- Documents performance at designated intervals to assist in evaluation during the probation period and annual performance evaluations.
- Establishes performance guidelines and conducts annual performance evaluations for section employees; produces additional supervision and/or disciplinary action as needed. These determinations are made independently.
- Prepares position descriptions in coordination with Human Resources for new, vacant or changed positions. Identifies and justifies staffing changes for the Director, HIM.

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- Independently conducts interviews, evaluates potential and makes selection of employees for positions.
- Coordinates activities with external contract vendor(s) to assure quality and quantity provisions of the contract are satisfied on a regular basis.
- Responds to problems/issues raised by the external vendors and resolves issues as they occur.
- Audits billing statements submitted by the external vendors to ensure charges are appropriate to services performed.
- Assists in preparation of contracts for outsourced services or software.
- Determine priorities and timelines for team projects and adjust as necessary to ensure projects are completed in a timely manner
- Ensure processes and documentation of systems analysis and project management is conducted at the level appropriate for the project

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

### JOB REQUIREMENTS

Education	Minimum	Bachelor's Degree. Four (4) years of relevant experience in Healthcare may be considered in lieu of a degree, in addition to the required experience below.
	Preferred	Bachelor's or Master's degree in Healthcare, Information Technology, Business, or related field
Work Experience	Minimum	Three (3) to five (5) years' experience in planning and implementing mid to large scale projects, including two (2) years supervisory or management experience.
	Preferred	Extensive project management experience. Five (5) years supervisory or management experience.
Licenses & Certifications	Minimum	
	Preferred	Epic Certification Registered Health Information Technician (RHIT) or Registered Health Information Administrator (RHIA)
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Understanding of the software development lifecycle and development methodologies.</li> <li>• Excellent communication, problem-solving and organizational abilities.</li> <li>• Ability to work independently and be result oriented.</li> <li>• Strong analytical skills to include the understanding and documentation of business/clinical processes and the ability to identify opportunities to improve processes through technology.</li> <li>• Excellent communication skills in both written and verbal presentation.</li> <li>• Demonstrates effective communication with senior management, clinical, administrative, revenue cycle and operational customers, vendors, and external healthcare organizations.</li> <li>• Ability to work well with people from different disciplines with varying degrees of technical experience.</li> <li>• Ability to provide leadership and promote teamwork.</li> <li>• Ability to manage project implementation teams and individuals and monitor the deliverables of each team to ensure milestone and on-budget completion.</li> <li>• Demonstrates ability to mentor staff and assist them in attaining desired results based on individual goals and objectives.</li> <li>• Effective interpersonal skills.</li> <li>• Consultative approach to working with users in assessing needs and requirements.</li> <li>• Ability to manage multiple tasks with ease and efficiency.</li> <li>• Ability to effectively manage change.</li> </ul>

### AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input type="checkbox"/>	Older Adult (Over 65 years)

### JOB FUNCTIONS

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Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.			
<b>PHYSICAL REQUIREMENTS</b>			
<b>Indicate the appropriate physical requirements of this job in the course of a shift.</b> <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
<b>Physical Demand Level</b>	<b>Occasional</b> Up to 33% of the time	<b>Frequent</b> 34%-66% of the time	<b>Constant</b> 67%-100% of the time
<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
<b>Other</b> - list any other physical requirements or bona fide occupational qualifications not indicated above:			

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.