

UW HEALTH JOB DESCRIPTION

HIM ANALYST – DOCUMENT INTEGRITY MANAGEMENT

Job Code: 300033	FLSA Status: Non-Exempt	Mgt. Approval: C. Williams	Date: February 2020
Department: HIM – Document Integrity		HR Approval: J. Theisen	Date: February 2020

JOB SUMMARY

Under the general direction of the Health Information Management Leadership, the HIM Analyst is responsible for workflow development, dictation system configuration and development, reporting development and implementation, innovative application deployment and support, change documentation, education for providers on dictation functionality, and front-end-speech training, optimization, issue resolution and quality audits. The HIM Analyst is responsible for the functional processing of the department databases and includes process identification, redesign, user training, documentation, queries, reports and macro development. This position is responsible for working with patients for amendments and providers of UW Health for any corrections or administrative closures of incomplete documentation. The completion of the electronic medical record is identified through hospital policy and monitored through the EMR software supplied by UW Health ensuring all state, federal and hospital regulations are met. Significant technical skills are required for staff to perform the function of analyzing and monitoring incomplete documentation for active and inactive UW Health providers.

The incumbent routinely works with other support services, patient care unit manager and physician leadership to problem-solve and coordinate an accurate and complete electronic medical record, with Information Services in the technical management of hardware and any software. This position is responsible for the coordination of training and quality assurance for activities performed within this section, providing training to new staff, assisting in the planning and development of training materials, assisting in the development and implementation of quality assurance processes, serving as a resource to staff and assuming responsibility for staff coverage in the absence of the HIM Supervisor.

The individual will anticipate business owner needs with a mind-set based on fundamental knowledge of the system and the organizational infrastructure (UWHealth) to recommend solutions that enable enterprise goal achievement. The individual will retain current certifications in the primary systems and applications as well as providing coordination across multiple teams to deliver solutions for the enterprise.

The incumbent will support and collaborate with medical faculty, clinical staff and administrative support staff in patient care, day-to-day business operations, revenue cycle as well as teaching and research activities. The individual will collaborate with a wide variety of members throughout the enterprise, including new partners as identified. Developing and maintaining excellent rapport with these contacts through written and verbal communication and collaboration is essential to accomplishing the objectives of this position and the goals/strategic plan of the UW Health enterprise.

Data analysis provides information and support to departments both internal and external to HIM concerning quality documentation, dictation, self-editing optimization and integration of the electronic medical record, and is expected to identify strategies to enhance the contribution of HIM services to the organization. The incumbent is responsible for dictation system management, setup and maintenance of management portal, and establishment of new processes to obtain information. The incumbent will ensure quality documentation using front-end-speech by completing quality audits of the entire narrative and associated data to protect patients, caregivers and organizational integrity consistently.

The incumbent will work with the Management and ITS technical teams to develop and implement process improvements to work flow and to software programs. The incumbent is responsible for database creation and maintenance, tracking reports and spreadsheets and other software updates as determined by ITS technical teams. The HIM Analyst may participate in a 24X7 on-call support rotation to meet the critical clinical and business needs of the organization.

MAJOR RESPONSIBILITIES

Application Development and Support

- Serve as the technical expert for the application which includes
 - Coordinates and supports full cycle implementation, testing, application development, ongoing optimization and stabilization of applications for UW Health and contracted partners. Assists in ensuring timely deliverables of high quality work.
 - Acquisition and application of new technical skills as driven by the business needs or technology advancements
- Coordinate Information Services resources across numerous teams to support application implementation, upgrades and maintenance/support.
- Educate providers at various level of the organization to determine documentation needs, analyzing their documentation

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practices and provide education regarding the best documentation tool for the individual.

- Perform documentation quality audits for providers utilizing front-end speech recognition.
- Address front-end-speech technical issues and concerns as they arise and determine global solutions.
- Leverage cross-functional relationships and requirements gathering expertise to partner with vendors, such as electronic health record, dictation system, and electronic dictionary application and technology solutions and associated proposals inclusive of technology and application design.
- Business System Analysis including working with operational partners, collaborate with users at varying levels of the organization, perform continual assessment of available application enhancements and new functionality, remain current on literature, attend meetings/conferences, participate in list serves and stay abreast of current research, applications and technologies.
- Provide support to internal and external contracts for all departments as required, act as a liaison between business stakeholders and development teams. Work closely with Information Services and HIM support staff, along with faculty and management staff in the analysis of information and HIM system options to meet business needs.
- Provide a single point of contact for bi-directional communication concerning operational issues involving supported applications. Cross-train with others on the HIM and IS business systems teams to provide maximum flexibility.
- Provide support and assist with the development of training materials, educational opportunities and upgrade/testing communications.
- Respond to requests from the Support Center, investigate issues/errors and find solutions.
- Provide system demonstrations for visiting groups.
- Lead small to mid-scale projects, providing project management and completing projects on time and within budget.
- Maintain current knowledge of UW Health and The Joint Commission (TJC) medical records requirements.
- Assist with the creation of documentation utilized by UW Health to include; Chart Corrections Guidelines, Terminating Provider Guidelines, Incomplete Orders Guidelines and any information posted on the UW Health intranet site
- Determine workload priorities to ensure deadlines (routine and specialized) are met.
 - Monitor productivity and backlogs of inpatient records, ServiceNow Requests, patient amendments, corrections, and report to supervisor.
 - Adjust available resources as needed operationally as dictated per supervisor's direction
 - Participate and/or lead re-engineer processes to gain efficiencies.

HIM Data Coordination and Analysis

- Acquire and evaluate information to provide effective data retrieval and systems reporting.
- Create common information definitions to ensure data consistency throughout HIM.
- Develop queries and processes to consistently generate reports required for organizational and operational needs.
- Retrieve data utilizing system and database applications and import/export tools.
- Develop, modify and maintain MS Access tables, queries, forms, reports and macros as well as SQL and Visual Basic code modules, develop and generate reports as needed.
- Design and create the architecture of databases and bring disparate systems together.
- Create effective data entry forms to documents performance, assist in evaluations, daily tracking and for use as training tools.
- Be an active member of Fluency Direct and HIM teams, problem solves opportunities for quality documentation and reduction in overall volume of transcription.
- Provides education/training to UW Health staff, or its business affiliates.
- Develop, implement and maintain new and on-going reporting systems.
- Assist in the development of marketing strategies for utilization and optimization services, front-end speech application tips/tricks and upgrade/enhancements, including cutting edge automated voice commands.
- Create and maintain educational and optimization aids.
- Technical build of templates in the electronic health record with the ability to analyze and determine patterns for building commands.

Management Related Duties

- In the absence of the supervisor and/or manager.
 - Accept daily sick calls and reassign work tasks.
 - Adjust the daily schedule to ensure all departmental work is completed in a timely and accurate manner.
 - Facilitate conflict resolution techniques when needed.
 - Provide written documentation of daily events to the supervisor and/or manager.
 - Update payroll as needed.
- In conjunction with the supervisor and/or manager

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- Schedule meetings with internal and external customers using various on-line calendar functions.
- Serve as note taker during employee counseling sessions and formal pre-disciplinary investigations.
- Provide timely input to the supervisor and or manager regarding employee's job performance and professional interactions.

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

JOB REQUIREMENTS

Education	Minimum	Training in areas of health information technology, medical terminology, personnel management, and records management normally acquired through two years of college level study.
	Preferred	Associate degree or college level study leading to a Registered Health Information Technician (RHIT) certification by the American Health Information Management Association or an associate degree in information technology.
Work Experience	Minimum	<ul style="list-style-type: none"> • 2 years' experience in technical computer related support/analysis or application support/analysis, design and problem resolution. • Additional years of education such as Registered Health Information Administrator (RHIA), may be substituted for years of experience.
	Preferred	<ul style="list-style-type: none"> • More than one year of project management experience. • Experience in health care environment and EMR management. • More than one-year experience with Electronic Medical Record (EMR) technology work in support of the healthcare environment, and chart review workflows and processes. • 2 years' transcription experience.
Licenses & Certifications	Minimum	
	Preferred	<ul style="list-style-type: none"> • Registered Health Information Technician (RHIT) or Registered Health Information Administrator (RHIA). • Epic Care Ambulatory certification. • Chart Deficiency Tracking Epic Certification. • Chart Corrections Epic Certification.
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Advanced knowledge of medical terminology, anatomy, physiology and disease processes sufficient to clearly understand the content of medical records, understand the information needs of care providers and to translate these needs into operational systems. • Extensive knowledge of inpatient and outpatient medical chart order. • Advanced skills in information technology experience with demonstrated application knowledge to build/develop new content within the EHR, as well as to communicate with other technical professionals. • Ability to identify documentation and medical record form(s) problems and make independent decisions within the scope of one's job responsibilities. • Effective leadership skills with ability to communicate in a clear and concise manner. • Effective organizational, planning, controlling, scheduling and project management activities. • Demonstrated success in developing and providing training programs. • Strong oral and written communication skills with ability to maintain composure in difficult and complex communications with physicians and other professionals. • Strong analytical skills to translate current system set-up and procedures into Health Link effectively. • Knowledge of State and Federal (HIPAA) laws pertaining to confidentiality of protected health information. • Advanced knowledge of and ability to use computers including various software programs such as word processing, spreadsheets and databases. • Operational knowledge of information systems to include paper-based medical records, computer supported clinical information, knowledge of chart

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	<p>tracking, incomplete chart processing and database applications.</p> <ul style="list-style-type: none"> • Knowledge of TJC standards, federal and state regulations and UWHC hospital policies and procedures governing and completeness, accuracy and timeliness of medical record documentation. • Knowledge of indices and filing systems necessary to file, store, and retrieve records and information from paper and electronic record systems. • Effective human relations abilities: <ul style="list-style-type: none"> ○ Ability to collaborate within alliances and promote teamwork. ○ Ability to ensure a high level of customer satisfaction including employees, patients, visitors, faculty, referring physicians and external stakeholders. • Detail oriented and ability to be self-motivated to complete duties in a timely manner. • Ability to work in a team environment and to collaborate with a variety of professionals. • Techniques and problem analysis/resolution skills. • Ability to instruct and motivate employees and identify areas in need of improvement. • Ability to work occasional off-hours schedules as required. • Critical thinking: looking at documents and or electronic information • Attention to detail with strong organizational skills. • Work on multiple tasks at any one time while maintaining high quality standards.
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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,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, 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.	Up to 10#	Negligible	Negligible
X Light: 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.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#

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	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - 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.