UW HEALTH JOB DESCRIPTION

HIM Analyst- Enterprise Content Management

Job Code: 300033  FLSA Status: Non-Exempt
Mgt. Approval: D. Paulson Date: 7-16  HR Approval: MJG  Date: 7-16

JOB SUMMARY

Under the supervision of the HIM Supervisor – Enterprise Content Management (ECM), this position is responsible for review, development, and approval of all documentation tools used/displayed within the medical record, up to and including paper, computer generated, EHR direct entry documentation (including Smart Phrases, Smart Text, Smart Links, Smart Forms, Doc Flowsheets, Smart Sets, Order Sets, and Letters), and ancillary documentation systems that feed into the UW Health EHR. This position is the key contact and works closely with the EHR Implementation Teams, clinical, technical, physicians, and administrative personnel across UW Health while participating in the building and testing of the system content development. This position is responsible for ensuring smooth functionality between all systems. It is also the role of the ECM Analyst to determine what paper elements are not good candidates for the EHR and then to work closely with the Document Imaging Workgroup to set up scanning for those developed paper documents. As paper forms are eliminated, the ECM Analyst works with all clinical sites to develop downtime documentation tools as well as to maintain the Medical Records Forms Library on the organizational intranet. Ongoing/regularly scheduled review and update of paper documentation tools is required.

The role of this employee is to research and conduct analysis of state and federal laws, CMS and other regulatory requirements with regards to documentation in the medical record. Errors in documentation within the medical record can result in a negative legal/ risk management, patient safety, state and federal as well as regulatory accreditation outcome. The role of the ECM Analyst is to ensure all standards are followed, and it’s this position’s role to identify and bring forward compliance issues. Conducting thorough analysis of build and bringing noncompliant elements to the attention of the HIM Supervisor – ECM and Legal Medical Record Committees, when warranted. The incumbent is responsible for documentation, implementation and communication of system changes. This position is a resource to clinicians for the build and ongoing maintenance of system-level and personal documentation smart tools, working in close collaboration with the Senior Business Systems Analyst - ECM. In addition, this position is responsible for the ongoing management of the UW Health Forms and Electronic Content Database, quality assurance processes, addressing database problems, and serve as a resource to staff with regards to all review/approval and build of documentation tools via paper or any electronic method.

This position also coordinates, schedules and maintains minutes for the Legal Medical Record Committee, which is a subcommittee of the Medical Record Committee and includes members from Legal, Risk Management, Quality, IS and HIM, and meets on a monthly (or more frequently when needed) basis.

MAJOR RESPONSIBILITIES

Understand and incorporate HIM practices into system design, build, implementation of all forms of documentation

- Evaluate current research and literature as it applies to HIM/electronic health record and incorporate into electronic and paper documentation development and implementation
- Participate in needs analysis activities to identify departmental/hospital needs as it relates to documentation requirements and content building electronic medical record documentation tools as well as paper.
- Provide thorough application testing and direct communication with software vendor(s) to resolve functionality, build, and process issues
- Participate in, and lead efforts to build content in close collaboration with Senior Business Systems Analyst – ECM, other Health Link team members as well as paper forms vendor, working closely with the content owners (clinic/unit managers, physicians, administrative staff)
- Actively participate in ongoing maintenance as well as full upgrade of the UW Health EHR content – including Ambulatory, HOD (Hospital Outpatient Department), Inpatient, Radiant, Oncology, Transplant and HIM teams
- Monitor weekly Change Management reports/PRN notices – addresses unapproved changes with appropriate IS contacts to coordinate approval process and re-education
- Test all build prior to go live to ensure smooth workflow for users
- Provide support to staff in implementing Health Link through staff training and educational meetings
- Provide HIM leadership to Health Link committees including the development of new processes and policies
- Evaluate current interventions and technologies and ensure implementation of strategies that promote cost and quality outcomes
- Work closely with IS staff to understand system programming requirements, capabilities and limitations, as well as to implement new decision support tools in Epic Systems
- Cooperate with Epic team members to identify and conduct project outcomes studies
- Attend training session in order to keep up on build functionality and limitations of the electronic health record
- Attend yearly Epic HIM forum as well as Epic User Group sessions to remain current with system functionality and upgrades
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- Identify opportunities for downtime forms development, create and maintain the UW Health intranet Medical Record Forms Library
- Serves as a critical role in the understanding, documentation, maintenance, control, and planning.
- A subject matter expert and performs tasks that contribute to UW Health’s mission and vision.
- Participate and contribute in meetings, subcommittees, work groups and/or projects as needed
- Leverage cross-functional relationships and requirements gathering expertise to partner with IS, Clinicians and EPIC, etc. as necessary

Coordination of Testing and Educational Activities
- Ensure that content built within the UW Health EHR complies with standards set by organizational policy to follow all regulatory and accreditation standards.
- Develop appropriate implementation and testing and training plans; coordinate IS resources during and after implementation, and participate in the implementation process
- Organize, plan, schedule, perform all testing of content prior to go live
- Develop and implement educational materials regarding documentation requirements associated with new forms and electronic documentation tools
- Maintains section specific manual as related to forms and electronic documentation standards
- Adjust available resources as operational needs dictate
- Re-engineer processes to gain efficiencies
- Maintain records of testing and educational activities
- Ensures quality and data integrity of documentation and the systems the document exists in the EHR, including proofreading documentation for clear, concise and accurate information.
- Coordination of Testing and Educational Activities with the appropriate departments, including but not limited to testing, training and coordinating before and after implementation process
- Interpret information, analyze data and provide ongoing improvement suggestions based on feedback

Support electronic health record development
- Work closely with HIM Supervisor – ECM, Assistant Director and Medical Files Manager to develop EHR by determining forms that are replaced by direct entry tools into the organizational EHR, those that will be scanned, and those created via dictation
- Work in close collaboration with the Senior Business Systems Analyst – ECM in the overall management of EHR content management
- Develop process for maintaining minimum standards for content within the EHR and for paper forms which may need to remain on paper as part of the legal medical record - provide update to the Medical Records Committee as requested
- Active member of EHR Content Management Committee (ECMC)
- Primary contact for the administrative management of the Legal Medical Record Committee – develops agendas, takes minutes, schedules meetings, identifies agenda items from daily work with EHR build teams and operations
- Make recommendations for streamlining documentation process – participate in process improvement
- Recommendations for electronic smart tool build when performing monthly analysis of existing paper forms
- Manages, analyzes, and resolves data initiative issues through ServiceNow tickets, includes tracking, updating and resolving as appropriate
- Analyzes and evaluates data to ensure compliance. Identifies areas for improvement or adjusts based on guidelines.
- Acquire information from primary or secondary data sources and maintain databases/data systems
- Identify, analyze, and interpret consistencies with electronic information and/or paper documentation
- Import, transform, or validate the information that the user is looking for and work through the necessary adjustments with appropriate groups/users

Ongoing system support for HIM department
- Provide a single point of contact for bi-directional communication about operational issues involving content development, and advises department of impending system changes, upgrades, etc.
- Consult with HIM staff concerning electronic and paper content build issues
- Serve as a direct contact with departmental supervisors/staff to define and streamline workflow processes to integrate practice standards and ensure systems are used in the most efficient and effective manner
- Create an environment that ensures effective patient care as well as organizational compliance.
- Function within scope and standards of HIM and UW Health
- Contribute to HIM practice through presentations to organizational department meetings

Miscellaneous Duties
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- Respond to special requests from other HIM managers/supervisors, HIM Assistant Director, or HIM Director.
- Accomplishes other projects or process improvement activities and process improvement teams as assigned by Assistant Director.
- Be available to attend various scheduled meetings as requested by the ECM Supervisor, Assistant Director or Director of Health Information Management outside of normal business hours, with proper notice
- Ongoing/periodic review and update of paper documentation tools
- Other duties as assigned

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

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<thead>
<tr>
<th>JOB REQUIREMENTS</th>
<th>Minimum</th>
<th>Preferred</th>
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<tbody>
<tr>
<td><strong>Education</strong></td>
<td>- Training in areas of health information technology, medical terminology, personnel management, and records management normally acquired through two years of college level study.</td>
<td>- 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</td>
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<tr>
<td><strong>Work Experience</strong></td>
<td>- At least two year experience with Electronic Medical Record (EMR) technology, larger project management/prioritization</td>
<td>- Previous Information Governance and/or EHR Content management experience</td>
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<td>- Additional years of education such as Registered Health Information Administrator (RHIA), may be substituted for years of experience.</td>
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<tr>
<td><strong>Licenses &amp; Certifications</strong></td>
<td>- Registered Health Information Technician (RHIT) or Registered health Information Administrator (RHIA)</td>
<td>- Epic Care Ambulatory certification, Epic Care Inpatient certification, Epic Release of Information certification</td>
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<tr>
<td><strong>Required Skills, Knowledge, and Abilities</strong></td>
<td>- 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</td>
<td>- Effective leadership skills with ability to communicate in a clear and concise manner</td>
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<td>- Extensive knowledge of inpatient and outpatient medical chart order</td>
<td>- Effective organizational, planning, controlling, scheduling and project management activities</td>
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<td>- Advanced skills in information technology experience with demonstrated application knowledge in order to build/develop new content within the EHR, as well as to communicate with other technical professionals</td>
<td>- Demonstrated success in developing and providing training programs</td>
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<td>- Ability to identify documentation and medical record form(s) problems and make independent decisions within the scope of one’s job responsibilities</td>
<td>- Strong oral and written communication skills with ability to maintain composure in difficult and complex communications with physicians and other professionals</td>
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<td>- Effective leadership skills with ability to communicate in a clear and concise manner</td>
<td>- Strong analytical skills to translate current system set-up and procedures into Health Link effectively.</td>
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<td>- Effective organizational, planning, controlling, scheduling and project management activities</td>
<td>- Knowledge of State and Federal (HIPAA) laws pertaining to confidentiality of protected health information</td>
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<td>- Demonstrated success in developing and providing training programs</td>
<td>- Advanced knowledge of and ability to use computers including various software programs such as word processing, spreadsheets and databases</td>
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<tr>
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<td>- Strong oral and written communication skills with ability to maintain composure in difficult and complex communications with physicians and other professionals</td>
<td>- Operational knowledge of information systems to include paper-based medical records, computer supported clinical information, knowledge of chart tracking, incomplete chart processing and database applications</td>
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<tr>
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<td>- Strong analytical skills to translate current system set-up and procedures into Health Link effectively.</td>
<td>- Knowledge of TJC standards, federal and state regulations and UWHC hospital policies and procedures governing and completeness, accuracy and timeliness of medical record documentation</td>
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<tr>
<td></td>
<td>- Knowledge of State and Federal (HIPAA) laws pertaining to confidentiality of protected health information</td>
<td>- Knowledge of indices and filing systems necessary to file, store, and retrieve records and information from paper and electronic record systems</td>
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<tr>
<td></td>
<td>- Advanced knowledge of and ability to use computers including various software programs such as word processing, spreadsheets and databases</td>
<td>- Effective human relations abilities:</td>
</tr>
<tr>
<td></td>
<td>- Operational knowledge of information systems to include paper-based medical records, computer supported clinical information, knowledge of chart tracking, incomplete chart processing and database applications</td>
<td>- <strong>OTHER</strong></td>
</tr>
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<td>- Knowledge of TJC standards, federal and state regulations and UWHC hospital policies and procedures governing and completeness, accuracy and timeliness of medical record documentation</td>
<td>- Knowledge of indices and filing systems necessary to file, store, and retrieve records and information from paper and electronic record systems</td>
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- 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 – exceptional proofreading skills
- Work on multiple tasks at any one time while maintaining high quality standards

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,

<table>
<thead>
<tr>
<th></th>
<th>Infants (Birth – 11 months)</th>
<th>Toddlers (1 – 3 years)</th>
<th>Preschool (4 – 5 years)</th>
<th>School Age (6 – 12 years)</th>
<th>Adolescent (13 – 19 years)</th>
<th>Young Adult (20 – 40 years)</th>
<th>Middle Adult (41 – 65 years)</th>
<th>Older Adult (Over 65 years)</th>
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<tbody>
<tr>
<td>X</td>
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JOB FUNCTION
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.

<table>
<thead>
<tr>
<th>Physical Demand Level</th>
<th>Occasional</th>
<th>Frequent</th>
<th>Constant</th>
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</thead>
<tbody>
<tr>
<td>X 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.</td>
<td>Up to 10#</td>
<td>Negligible</td>
<td>Negligible</td>
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<td>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.</td>
<td>Up to 20#</td>
<td>Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls</td>
<td>Negligible or constant push/pull of items of negligible weight</td>
</tr>
<tr>
<td>Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying of objects weighing up to 25 pounds.</td>
<td>20-50#</td>
<td>10-25#</td>
<td>Negligible-10#</td>
</tr>
<tr>
<td>Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying of objects weighing up to 50 pounds.</td>
<td>50-100#</td>
<td>25-50#</td>
<td>10-20#</td>
</tr>
<tr>
<td>Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying of objects weighing over 50 pounds.</td>
<td>Over 100#</td>
<td>Over 50#</td>
<td>Over 20#</td>
</tr>
</tbody>
</table>

List any other physical requirements or bona fide occupational qualifications:

Work/Environmental: Moderate noise level consistent with an office environment.