

## UW HEALTH JOB DESCRIPTION

### SENIOR HEALTH INFORMATION SPECIALIST

Job Code: 440007

FLSA Status: Non-Exempt

Mgt. Approval: T. Sentry

Date: November 2020

Department: Rev Cycle – HIM Document Imaging

HR Approval: J. Theisen

Date: November 2020

#### JOB SUMMARY

The Senior Health Information Specialist is responsible for advanced level problem solving, organizing, training, and communicating within the department and organization. This position is responsible for evaluating the day-to-day activities and task assignments in conjunction with leadership directing other staff members in the area and providing training/retraining for all staff.

The Senior Health Information Specialist is responsible for document imaging and paper chart training, auditing, mentoring, development of training materials, workflows and programs, assisting in change management and back-up support for all tasks during vacations, illnesses, and vacancies. The Senior Health Information Specialist will monitor day to day assignments to ensure work is completed in a timely manner. The incumbent is responsible for leading team meetings, monitoring and handling all scanning/indexing corrections, indexing and communication in senior level queues, reporting potential issues to the Identity team, monitoring inventory, providing reports, working reports/queues along with system/workflow testing.

The incumbent will have direct contact with UW Health staff including department heads, secretaries, physicians, nurses, unit clerks and other internal support staff as well as external customers including patients/representatives, attorneys, insurance companies, joint venture sites, community connect partners and other healthcare facilities (physicians/nurses), etc.

#### MAJOR RESPONSIBILITIES

##### Document Imaging

- Daily quality auditing of document sorting, look ups, prepping, scanning and indexing including recording of data and providing reports to management
- Quality monitoring of and communication with contracted vendors.
- Daily monitoring and tracking of inventory and assignment of work tasks, adjusting assignments based on priorities
- Daily review and processing of workflow management reports
- Assist leadership in review of new documents “to scan”, develop workflows and provide on-going training
- Audit and process all E-Submission/E-Index queues to ensure timely completion of all referrals, priority scanning and document corrections
- Index and communicate in senior level queues and portals
- Attend steering committee meetings and provide input as needed
- Review questionable documents, refer to leadership as needed
- Provide training and back up for the receptionist area, on-call if needed along with ensuring quality customer service
- Develop and maintain databases, spreadsheets and macros, provide reports to leadership
- Maintain Corgi, FROSTing, Kore and OnCore databases along with employee guides, PowerPoints, flow charts and training materials
- Assist in focused audits, training and re-training. Provide objective reports on individual training progress.
- Develop and assist in specific clinical scanning projects
- As needed, perform Health Information Specialist and Health Information Processing Specialist duties

##### Medical Files

- Direct and assist in pulling/procurement of medical files as requested, according to established procedures, search for all out-of-file medical records utilizing vendor databases. Conduct special searches as requested by leadership.
- Monitor daily reports, audits and inventory, ensuring all tasks are completed in a timely and accurate manner
- Provide accurate and timely maintenance and repair of medical record charts that have been requested
- Deconstruct and prepare paper charts for back scanning along with scanning and indexing following established protocols.

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### Lead worker duties

- Plans, assigns, and guides the work of a unit engaged in the technical support of document imaging and medical files functions.
- Develops and/or revises policies and procedures affecting the technical support of the document imaging and medical files functions
- Develops agendas, leads meetings records and publishes notes/WebEx meetings
- Trouble shoots and contacts appropriate areas for resolution during down time and system inoperability
- Function as Super Users for all systems used by HIM Document Imaging
- Coordinates special projects and provides follow up.

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

### JOB REQUIREMENTS

Education	Minimum	Associate degree in Health Information Management, Health Care Sciences, or related field. Two years of relevant experience may be considered in lieu of a degree.
	Preferred	Bachelor's degree in health information management, Health Care Sciences, or related field.
Work Experience	Minimum	
	Preferred	Two (2) years of Health Care, Insurance or Administrative Support related experience
Licenses & Certifications	Minimum	
	Preferred	Registered Health Information Technician (RHIT) or Registered Health Information Administrator (RHIA) preferred
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Understand and ability to work at a high technical level in Solarity, OnBase and Epic.</li> <li>• Excellent technological skills sufficient to work on computers and scanners including various software programs such as Epic, MS Word, Excel, Adobe Acrobat, OnBase</li> <li>• Ability to motivate, lead a team, and facilitate positive change utilizing the UW Health Way and the various tools</li> <li>• Lead the team in Respect for People principals, acting as a role model and mentor</li> <li>• Excellent verbal and written communication skills</li> <li>• Knowledge of indices and filing systems necessary to file, store, and retrieve information from paper and electronic record systems preferred (terminal digit filing preferred)</li> <li>• Ability to locate, read, interpret State and Federal Statutes/Regulations regarding using and disclosing protected health information, advance medical directives, declaration to physicians, and other miscellaneous legal documents</li> <li>• Know how to respond to such documents and identify when urgent action is required</li> <li>• Ability to examine the record and verify patient identification</li> <li>• Ability to examine a form and determine its proper placement within the paper or electronic record</li> <li>• Ability to identify nonstandard forms and determine action required</li> <li>• Knowledge of standard medical terminology, basic human anatomy and medical record format, content and medical documentation order preferred</li> <li>• Detail orientated and ability to be self-motivated to complete duties in a timely manner</li> <li>• Excellent interpersonal communication and team skills in a complex organizational setting</li> <li>• Excellent internal and external customer service skills with the ability to remain calm, be patient and respond professionally to all requests</li> <li>• Ability to work in a team environment and to collaborate with a variety of professionals</li> <li>• Knowledge of and experience with conflict resolution techniques and problem analysis/resolution skills preferred</li> <li>• Knowledge of UWHC organizational structure preferred</li> <li>• Ability to perform routine maintenance and adjust setting on the scanning equipment preferred</li> <li>• Ability to maintain patient and employee confidentiality</li> </ul>

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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,

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

<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
<input checked="" type="checkbox"/> <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>
<input type="checkbox"/> <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
<input type="checkbox"/> <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>
<input type="checkbox"/> <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>
<input type="checkbox"/> <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 - list any other physical requirements or bona fide occupational qualifications not indicated above:</b>			

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.