



Job Code: 9243

Grade: 23

HCWR: N

Job Title

Certified Health Information Management Manager

Department

Health Information Management

This position is exempt from Career Service under the CCH Personnel Rules.

Job Summary

The Certified Health Information Management Manager is responsible for managing the Health Information Management (HIM) Analysis staff and HIM Analysis Supervisor(s). Performs various technical duties including physician support, audit support, master patient index maintenance, edit support, and other functions. Acts as liaison for hospital/medical staff in all areas related to clinical documentation completion. Facilitates comprehensive medical record review to ensure all records are completed in accordance with regulatory compliance to remediate risk adjustment and continuum of patient care.

General Administrative Responsibilities

Collective Bargaining

- Review applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participate in collective bargaining negotiations, caucus discussions and working meetings

Discipline

- Document, recommend and effectuate discipline at all levels
- Work closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiate, authorize and complete disciplinary action pursuant to CCH system rules, policies, procedures and provision of applicable collective bargaining agreements

Supervision

- Direct and effectuate CCH management policies and practices
- Access and proficiently navigate CCH records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements



General Administrative Responsibilities

Management

- Contribute to the management of CCH staff and CCH' systemic development and success
- Discuss and develop CCH system policies and procedures
- Consistently use independent judgment to identify operational staffing issues and needs and perform the following functions as necessary; hire, transfer, suspend, layoff, recall, promote, discharge, assign, direct or discipline employees pursuant to applicable Collective Bargaining Agreements
- Work with Labor Relations to discern past practice when necessary

Typical Duties

- Managed HIM staff and maintains staff scheduling and Time and Attendance records.
- Acts as liaison for hospital/medical staff in all areas related to clinical documentation completion.
- Distributes daily work assignments to staff per volumes and encounter type.
- Analyzes medical records for required content, signatures and searches for documentation required for record completion.
- Maintains Physician deficiency/delinquent reports for incomplete documentation for record completion, coding and reimbursement.
- Processes and compiles statistics for delinquency reporting.
- Reviews daily financial Discharge Not Final Billed (DNFB) and Discharge Not Final Coded (DNFC) bill hold report to ensure timely filing for insurance payer accounts.
- Prepares weekly Escalation List to Departmental/Divisional Chairs for adherence of complete documentation.
- Maintains Attestation Statement reporting Spreadsheet for work distribution and escalation.
- Maintains transcription interfaces and corrections of errors to prevent loss report interfaces, Cerner Physician document refusal pool, and Edit reporting related to non-code able accounts.
- Leads weekly staffing meetings for updates and education.
- Trains and re-educates all new and current employees on system changes and software updates.
- Reviews all quality and productivity standards for each staff.
- Creates and updates policies and procedures pertaining to analysis and documentation deficiencies as needed.
- Provides technical and administrative assistance for other health information service functions.
- Attends departmental required in-service and training in-service programs as requested or required.
- Attends the Hospital's annual in-service and training programs as requested or required.
- Meets the standard for compliance of Continuing Education (CE) as defined by AHIMA or other licensing/certification agency, if applicable.
- Performs other duties as assigned.



Minimum Qualifications

- Bachelor's degree from an accredited college or university
- Three (3) years of experience supervisory and/or management experience
- Three (3) years of experience in Health Information Management in a hospital environment
- Prior experience working with electronic health record systems
- Prior experience working with an Analysis Deficiency Software
- Credentialed by the American Health Information Management Associate (AHIMA) as a Registered Health Information Administrator (RHIA) or Registered Health Information Technician (RHIT)
- Proficiency with Microsoft Office applications (Excel, Word, and PowerPoint)

Preferred Qualifications

- Master's degree from an accredited college or university
- Five (5) years of experience in Health Information Management in a hospital environment

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge and proficiency in Microsoft Office Suite (Word and Excel).
- Knowledge and proficiency utilizing medical terminology.
- Knowledge and proficiency utilizing Cerner Power Chart EMR and Cerner Access Discern Database
- Knowledge and proficiency utilizing dictation-reporting system.
- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups.
- Excellent follow up skills.
- Ability to accept changes in job duties, responsibilities, and job location as requested/required.
- Ability to perform assignments as scheduled independently with or without supervision.
- Ability to adhere to department policies and standard utilizing best practices.
- Ability to meet quality and productivity standards.
- Ability to maintain confidentiality.
- Ability to maintain current RHIA and/or RHIT certification as defined by the American Health Information Management Association (AHIMA)

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.



The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.