

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Health Information/Records Specialist

Class Code: 50527

Pay Grade: GH

A. Purpose:

Develops and oversees medical and associated records, information practices, and data collection and utilization processes associated with those records at a human services institution to ensure compliance with federal regulations, state statutes, administrative rules and institution policies.

B. Distinguishing Feature:

The Health Information/Records Specialist develops and oversees medical and associated records and data collection and utilization processes at a human service institution.

The Medical Records/Quality Improvement Officer supervises the medical records department and admissions office, and develops and oversees a quality improvement program at a human services institution.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Designs, coordinates, and manages information management processes to meet the needs of the facility.
 - a. Evaluates documents and data collection forms and recommends changes.
 - b. Develops and recommends standards for record keeping and corrective action plans for process improvement.
 - c. Coordinates with various disciplines to create consistent documentation and reduce duplication.
 - d. Creates and maintains documentation manuals.
 - e. Reviews policies and procedures and evaluates related forms and processes.
 - f. Provides in-service training and education on accepted practices in maintenance and utilization of information.
 - g. Analyzes and implements technology changes into the information management process.
 - h. Manages technical projects.
2. Monitors and maintains medical and associated records and processes to ensure accuracy, security, privacy and confidentiality.
 - a. Monitors records for consistency, confidentiality, integrity and accuracy.
 - b. Works with appropriate staff to implement necessary changes to improve the records and related processes.
 - c. Develops, implements and maintains proper record and information process security and ensures release of information meets ethical and legal guidelines.
 - d. Reviews various types of requests for information and determines what information is released to the requestor.
3. Assigns diagnosis and procedure codes to ensure documentation of services provided and to ensure billing of billable services.
 - a. Researches the medical records of patients to determine the appropriate coding.

- b. Interprets Medicare rules and regulations.
 - c. Determines and establishes processes and format used to gather and report billing information from medical records in the most timely and efficient manner.
 - d. Ensures proper documentation exists to support the medical necessity of billable services.
4. Reviews Psychiatrist and Physician's Assistant/Certified Nurse Practitioner's documentation to ensure quality and accurate legal medical record
 - a. Interprets HCFA (Medicare) criteria.
 - b. Trains and educates medical staff on the importance of appropriate documentation.
 5. Performs other work as assigned.

D. Reporting Relationships:

The incumbent does not typically supervise, but may provide work direction to staff in regards to medical records and information.

E. Challenges and Problems:

Challenged to establish and maintain consistent procedures for medical and associated records, and related information processes. This is difficult because of the wide variety of staff and disciplines that record data and utilize information. Other challenges include monitoring the integrity, confidentiality, and security of all data; evaluating the effectiveness of the record process; understanding and evaluating the fiscal, legal, historical, and administrative value of records; organizing and storing data in an easily retrievable form; maximizing reimbursement through insurance companies and Medicare for medical services provided to patients; and determining the proper retention and destruction of records data. Further challenged to maintain technical skills and adapt experience and knowledge of medical record practice to provide guidance and serve as a resource to medical and professional staff.

Typical problems resolved include reducing duplication of information gathered, forms, etc.; educating staff on procedural changes; and attaining staff support for changes in records processes.

F. Decision-making Authority:

Decisions made include identifying record-keeping, communication, and documentation processes that need to be improved; establishing priorities and time schedules for implementation of objectives; determining appropriate diagnosis and procedure codes; and application and implementation of solutions to problems that arise with records or data collection and utilization processes.

Decisions referred include final approval of policies, procedures, and guidelines; and personnel issues in regards to records and documentation.

G. Contact with Others:

Incumbent has daily contact with staff to identify issues and improve current procedures, processes guidelines, communications and documentation standards; weekly contact with BIT staff to work on information technology and security issues, and weekly and monthly contact with various committees working on information management projects.

H. Working Conditions:

The incumbent works in a typical office environment located in a human service institution.

I. Knowledge, Skills, and Abilities:

Knowledge of:

- information management processes and medical records and associated record practices, policies, and procedures;
- ethical and legal requirements of medical records, associated records, and related documents;
- medical terminology and diagnoses as they relate to medical records and associated documentation.

Ability to:

- interpret, analyze, and implement standards, regulatory requirements, and best practices to address issues, resolve problems, and develop effective solutions, processes, and systems;
- coordinate information flows among various disciplines and organizational groups;
- evaluate information and record-keeping systems and identify deficiencies;
- establish effective working relationships and communicate effectively with staff and administration;
- develop framework and assist in designing and maintaining the functionality of technology system to meet and manage compliance requirements of records and information.