



Career Service Authority
Health Information Supervisor

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GENERAL STATEMENT OF CLASS DUTIES

Supervises the work of technical, clerical and support personnel performing health data retention and retrieval, statistical reporting, quality control and coding of medical records for the Department of Health and Hospitals.

DISTINGUISHING CHARACTERISTICS

This classification is located at Denver Health Medical Center and is being maintained for promotional purposes.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

Supervises two or more employees who do not supervise.

ESSENTIAL DUTIES

Supervises medical records staff involved in health data retention, retrieval, coding and classification which includes the indexing of Diagnosis Related Groupings (DRG).

Plans, schedules, coordinates, and assigns work and establishes goals and priorities for subordinate employees.

Reviews work upon completion for adherence to guidelines and standards.

Resolves problems encountered by employees during the course of the assignment.

Supervises and assists employees preparing reports and conducting special studies and projects to ensure they meet mandatory deadlines for regulatory agencies.

Directs the compilation of statistical data from medical records.

Works with physicians and others to clarify or complete medical records information.

Determines the appropriate release of medical records information.

Ensures quality control and compliance of medical records with work instructions, departmental policy, accreditation, legal and other regulatory requirements.

Develops the performance evaluation program for functions within the unit, monitors and documents employee performance, provides ongoing feedback regarding levels of performance and formally evaluates employees in relation to performance.

Prepares and initiates correspondence.

Trains employees in day to day procedures.

Develops and implements staff training and development plans to provide cross training of employees, specific job related training and other approaches to provide opportunities for staff flexibility and development.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Integrity/Honesty – Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

Leadership - Inspires, motivates, guides others toward goals; coaches, mentors, challenges staff; adapts leadership styles to various situations; models high standards of honesty, integrity, trust, openness, and respect for individuals by applying these values daily.

Problem Solving - Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

Interpersonal Skills - Considers and responds appropriately to the needs, feelings, and capabilities of others; adjusts approaches to suit different people and situations.

Conflict Management - Minimizes confrontations, disagreements, complaints, and grievances and resolves them in a constructive manner. Works with staff, higher-level managers, peers, and administrative staff of other organizations, internal and external customers of a localized functional and/or operational area, and local stakeholder groups to generate areas of agreement and joint action.

Flexibility - Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with pressure and ambiguity.

Oral Communication - Expresses ideas and facts to individuals or groups effectively; makes clear and convincing oral presentations; listens to others; facilitates an open exchange of ideas.

Managing Diverse Workforce - Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce; manages workforce diversity.

Planning and Evaluating - Determines objectives and strategies; coordinates with other parts of the organization to accomplish goals; monitors and evaluates the progress and outcomes of operational plans; anticipates potential threats or opportunities.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

Knowledge of medical records practices and techniques sufficient to be able to direct the retrieval, statistical reporting, quality control, assessment, coding classification and indexing of medical records.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

Knowledge of quality control measures sufficient to be able to ensure departmental compliance with stated requirements.

Knowledge of supervisory principles and practices sufficient to be able to establish and implement subordinates' performance evaluation programs.

Skill in reviewing work for accuracy and completeness.

Skill in analyzing and resolving problems related to the work assignment.

Skill in establishing and maintaining effective working relationships with other employees, organizations, and the public.

Skill in using the principles and practices of effective and persuasive communications to elicit and/or present explanatory or interpretive information.

Skill in coordinating and directing activities related to the division.

Skill in exercising initiative, judgment and decision making in solving problems and meeting organizational objectives.

Skill in independently adapting, interpreting, and applying written guidelines, precedents, and standardized work practices to a variety of unprecedented and problematic situations.

Skill in preparing professional reports that clearly express and convey ideas and concepts.

Skill in training others to perform the duties of the work assignment.

Skill in applying the principles of staff development to provide staff training and cross training.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

Standing: remaining on one's feet in an upright position.

Sitting: remaining in the normal seated position.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Handling: seizing, holding, grasping, or otherwise working with hands.

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: Making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Near acuity: ability to see clearly at 20 inches or less.

Accommodation: ability to adjust vision to bring objects into focus.

Color Vision: ability to distinguish and identify different colors.

Working Environment:

Handles absentee replacement on short notice

Pressure due to multiple calls and inquiries

Subject to many interruptions

Education Requirement:

Graduation from high school or the possession of a GED Certificate.

Experience Requirement:

Three years of quality control or quality assessment experience in a large medical records section.

Education/Experience Equivalency:

Additional appropriate education may be substituted for two years of the minimum experience requirement.

Licensure and/or Certification:

Must be certified by the American Health Information Management Association (AHIMA) as an Accredited Record Technician (ART) or a Registered Records Administrator (RRA).

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/95

ESTABLISHED BY: Monika MacRossie

REVISED DATE: 11/08/09

REVISED BY: Paul Wiberg

CLASS HISTORY 11/08/09: Competencies added. Put into a new format.