

HEALTH INFORMATION MANAGEMENT SUPERVISOR

FUNCTION OF THE JOB

Under direction, to plan, coordinate, implement, and maintain records management information systems and health information systems for the Department of Health and Human Services; ensures compliance with federal and state laws, and generally accepted health information best practices; and to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Analyzes department business systems, operations, relevant State and Federal regulations, and advancements in information technologies with regard to records, data integrity, information governance, privacy and security, and health information management; makes recommendations for improvements or modifications; coordinates the implementation of needed changes.
2. Establishes, implements, and coordinates medical record policies and procedures on release of information, confidentiality, information security, information storage and retrieval, and record retention that are in compliance with HIPAA and HITECH, including appropriate privacy and security practices.
3. Establishes, directs, and maintains a system of managing client, administrative, and fiscal files; ensures file system security and confidentiality.
4. Researches, analyzes, reviews, and evaluates state and federal privacy, security and confidentiality laws and coordinates with county legal counsel and other key departments and divisions to ensure the development, implementation, and maintenance of appropriate policies, procedures, and privacy and security practices.
5. Researches and analyzes department records management needs, practices and workflow processing; analyzes, identifies and recommends appropriate records management options including box storage, microfilming, imaging, or other electronic and/or automated records management software/solutions.
6. Participates in cost/benefit analysis of program impact evaluation and, project planning and evaluation.
7. Assists in determining rates/charges for service, developing, and monitoring the division's budget; developing and evaluating requests for proposals; and administering and monitoring vendor contracts.
8. Works closely with the Department of Health and Human Services HIPAA Privacy and Security Coordinator and participates in compliance reviews or investigations.
9. Develops and administers the records management policies and procedures for the storage, retrieval, release, and destruction of records and related forms.
10. Coordinates ongoing record audits to ensure accuracy, completeness, and compliance with applicable regulations, standards and statutes, and participates in compliance monitoring and enforcement of medical records privacy and security practices.
11. Supervises, coordinates, and monitors daily operations of the Health Information Division.
12. Develops and administers a department critical records security and business continuity records program; or assists departments in this task.
13. Establishes and maintains effective working relationships with employees, staff, representatives of other agencies, and vendors.
14. Collaborates with the Revenue Cycle Coordinator to ensure appropriate clinical classification and coding.
15. Interviews and makes hiring recommendations; supervises, assigns, coordinates, trains, and evaluates employees; handles personnel concerns and may recommend disciplinary action up to and including discharge.
16. Develops and oversees training programs for staff to ensure standardization of records management, security and confidentiality practices throughout the department and/or county.
17. Performs emergency government duties as assigned in event of Waukesha County Emergency Government declaration.
18. Prepares and presents comprehensive written and oral reports and recommendations to committees, boards, and staff.
19. Works closely with the Department of Administration Information Technology Division to implement systems that allow for better security and data governance of electronic information; provides consultation and ongoing quality review to ensure proper record keeping, accessibility, and retrievability of information in electronic systems.
20. Organizes, directs, develops, and maintains an Electronic Health Record (EHR) system; coordinates ongoing implementation of EHR ancillary services, including training and documentation updates, and oversight and ongoing maintenance of the patient portal.
21. Responsible for reviewing and coordinating efforts in response to public records requests; consults with

CHARACTERISTIC DUTIES AND RESPONSIBILITIES (continued)

- Corporation Counsel and management on records eligible for release and appropriate response.
22. Applies proper laws, standards, and regulations for medical/psychiatric/AODA information; informs staff of changes affecting their positions.
 23. Participates in the development and oversight of the Quality Assurance (QA/PI) plan for the department and monitors production outcome for compliance.
 24. Works with patients, clients, and other requestors for timely paper and electronic records, including electronic medical records, following all necessary release of information and information blocking rules, statutes, and standards.
 25. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Thorough knowledge of the principles, practices, equipment, and technologies of records management including microfilm, imaging, and automated records management systems.
2. Thorough knowledge of principles, theories, practices, and techniques of medical records and health information system management.
3. Comprehensive knowledge of state and federal confidentiality rules and regulations, (including the Health Insurance Portability and Accountability Act (HIPAA) of 1996), related to health and human services programs and records.
4. Comprehensive knowledge of county and state laws, rules, and regulations regarding the creation, retention, preservation, and disposition of public documents.
5. Comprehensive knowledge of the use of computers in the indexing, storage and retrieval of documents.
6. Comprehensive knowledge of Wisconsin Public Records law and compliance standards.
7. Working knowledge of various coding procedures.
8. Working knowledge of project management methods and practices.
9. Working knowledge of electronic health record, Internet access, database, spreadsheet, and word processing programs.
10. Working knowledge of administrative, supervisory, and managerial principles, practices, and procedures.
11. Ability to plan, develop, and implement multiple assignments and projects, including evaluation, design, communication, and training.
12. Ability to effectively supervise, assign, train, coordinate, and evaluate the work of other employees.
13. Ability to utilize word processing, database, and spreadsheet programs.
14. Ability to research, analyze and evaluate federal and state statutes and recommend necessary policy changes.
15. Ability to prepare and present clear and concise oral and written communications, reports, and recommendations.
16. Ability to establish and maintain effective working relationships with employees, staff, representatives of other agencies, and vendors.
17. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic and professional backgrounds, and persons of all ages and lifestyles.

Training and Experience

1. Graduation from a recognized college or university with a bachelor's degree in records management, health information management, information systems, human services, or a closely related field.
2. Three (3) years of responsible work experience in administering records management systems or a closely related field.
3. A master's degree in an area listed above may substitute for one (1) year of the work experience requirement.
4. Certification as a Registered Health Information Administrator (RHIA), or enrollment in a RHIA certification program within one (1) year of hire.
5. Valid Driver's License.