



## JOB DESCRIPTION

**TITLE:** HIM Director  
**DEPARTMENT:** HIM  
**REPORTS TO:** Chief Financial Officer  
**FLSA:** Exempt

### SUMMARY OF JOB:

This position is responsible for directing the operations of the Health Records Information Services of Colorado West HealthCare System dba Community Hospital. It oversees all functions within the department inclusive of diagnostic and professional services coding, documentation specialists, charge entry, quantitative/qualitative analytical staff, transcription, information release, and clerical support. The Director in conjunction with department protects patient confidentiality while maintaining a complete medical record which accurately reflects the services and care provided to the patients, and is responsible for coordinating health information management services across the healthcare system. Serves on committees as appointed, including Medical Records Committee, Utilization Management Committee, Privacy and Security Committee, Corporate Compliance Committee, Revenue Integrity Committee and other committees and task force groups as assigned. Serves the system as a subject matter expert in health records management and health information privacy. Maintains current knowledge in conditions of participation, accreditation standards, and applicable regulations and industry standards and appraises the organization of same.

### RESPONSIBILITIES:

Colorado West Healthcare System expects job performance to be consistent with its mission and believes that each Employee contributes to improve performance by continuously searching for ways to increase efficiencies and enhance fiscal performance and viability.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

(The following statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. Community Hospital reserves the right to modify or change the duties or essential functions of this job at any time. All responsibilities may not be performed by all incumbents.)

### HRIS:

Sets long and short range goals and implements strategies to meet desired objectives.  
Sets and manages the department budget.

Monitors health information management systems and sets the healthcare system's standards for data quality and ethical practice.

Develops, maintains, and educates staff in health information management policies and procedures.  
Elevates issues, as appropriate, to the CCO.

Provides established statistical information on provider performance as required to the Credentials

Committee.

Assists management in financial performance goals and determines plans, priorities, and work assignments to achieve them.

Handles in a professional and confidential manner all correspondence, documentation, and files. Manage key personnel activities, including the preparation of employee performance reviews, job interviewing and hiring; and determination of transfers and terminations.

Ensures ongoing training, productivity and accuracy of all staff.

Monitors local, state and national trends in health information management. Monitors changes in legislation and accreditation standards that affect health information management.

Establishes with management and operations a mechanism to track access to protected health information, within the purview of the organization and as required by law, and to allow qualified individuals to review or receive a report on such activity.

Works closely with the Chief Medical Officer, providing consultative services relating to records management and coding requirements and provider compliance statistics in records documentation.

Establishes and administers a process for receiving, documenting, tracking, investigating, and taking action on all complaints concerning the organization's privacy policies and procedures in coordination with the Chief Compliance Officer.

Coordinates all external audits/reviews of clinical information from insurers and providers, and provides a summary of findings.

Serves on the RAC coordination committee to assist with tracking and production of medical records, as well as providing coding expertise.

Serves as a member of the Utilization Review Committee and Performance Improvement team.

Serves as a resource to Case Management in helping to establish patient classification designation and documentation to support medical necessity of services provided to patients.

**PRIVACY OFFICER:**

Serves as the system's subject matter expert on the Privacy and Security rules at the federal and state levels.

Develops and maintains privacy and security policies and educates organization on same. Establishes and coordinates all requests for amendments.

Reports on a monthly basis all HIPAA activities inclusive of reviews, surveys, complaints, etc., to the Privacy and Security Committee and Compliance Committee.

Maintains HIPAA statistics and reports as required to the Department of Health and Human Services' Office of Civil Rights.

Performs initial and periodic information privacy risk assessments and conducts related ongoing compliance monitoring activities in coordination with the hospital's other compliance and operational assessment functions.

Investigates all privacy complaints and provides a written report of results of investigation in required format; recommends disciplinary action as needed based on the results of the investigation.

Works with Chief Compliance Officer and management, key departments, and committees to ensure the organization maintains appropriate privacy and confidentiality consent, authorization forms, and information notices and materials reflecting current organization and legal practices and requirements.

Ensures compliance with privacy practices and consistent application of sanctions for failure to comply with privacy policies for all individuals in the organization's workforce, extended workforce, and for all business associates, in cooperation with Human Resources, the information security officer, administration and CCO, as applicable.

Chairman for the Privacy Committee, and serves on the Corporate Compliance

**CUSTOMER SERVICE:**

Applies resolution to patient calls based on established standards and procedures.

Interprets medical record questions, and provides clarification.

Listens and responds to customer service needs with the appropriate level of urgency.

Develops and maintains rapport with physicians, outside agencies and Community Hospital.

Serves as a community resource for education/questions relating to privacy and coding rules.

Updates patient accounts based on verified information from patient/guarantor.

**COMMUNICATION:**

Organizes monthly Intra-Departmental Meetings, and other committee and task meetings as needed  
Promotes and contributes positively to the teamwork of the hospital by providing assistance as needed, contributing ideas and problem-solving in a collaborative atmosphere.

Other duties as assigned.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:**

Bachelor's Degree in Health Information Manager with at least five (5) years of HRIS experience and management/oversight of privacy function.

**SPECIAL SKILLS:**

Working knowledge of Joint Commission, American Osteopathic Association and the Centers for Medicare and Medicaid Services standards and regulations relating to HIM practices.

**LICENSES/REGISTRATIONS/CERTIFICATION:**

RHIA or RHIT required.

Additional American Health Information Management Association credentials preferred.

Certification in health care privacy (must be obtained within one year of hire date).

**LANGUAGE SKILLS:**

Must be able to speak, read and write English. Ability to read and interpret documents such as physician orders, medical charts, safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to supervisors, patients, patient's family and other employees of organization. Able to work in a team-oriented environment.

**MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

**REASONING ABILITY:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**INTERPERSONAL SKILLS:**

Demonstrates exceptional customer service skills using the "Whatever It Takes" philosophy; builds relationships and proactively respects others. Requires adaptability with regular interpersonal contact.

**DECISION MAKING ABILITY:**

Work limited by standards and procedures. Adapts to recurring operational situations using formal and informal channels. Unusual situations are reviewed with a manager.

**ANALYTICAL ABILITY:**

Apply basic business or technical principles to routine and moderately complex problems. Concentrates and pays close attention to detail.

**COMPUTER SKILLS:**

To perform this job successfully, an individual should be computer-literate and have working knowledge of Microsoft Office applications.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; have manual dexterity; handle or feel; talk and hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, risk of electrical shock, exposure to infectious diseases, and transmission of airborne disease. The noise level in the work environment is usually moderate.

**GENERAL COMPLIANCE REQUIREMENTS FOR ALL EMPLOYEES:**

- Attends annual compliance and privacy training.
- Responsible for complying with all federal, state and local rules and regulations.
- Must comply with the Code of Conduct Guide.
- Reports any observation of fraud, waste, abuse, and/or privacy violations to HR or CCO.
- Reports any conflict of interest or relationship immediately.

**HIPPA:**

Ensures and adheres to strict confidentiality when handling patient information, according to the HIPAA Privacy Act and hospital policy and procedure regarding confidentiality. Complies with all hospital information security practices.

Has knowledge of and adheres to all compliance regulations, policies and procedures.

**Final Section** I understand that my employment is for an indefinite period of time and that his facility can change wages, benefits, and conditions of employment at any time.

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Employee Name & Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Name & Signature

\_\_\_\_\_  
Date