TITLE: Process Improvement Specialist
DEPARTMENT: Surgical Services
REPORTS TO: OR Manager
FLSA: Nonexempt

SUMMARY OF JOB:
The Process Improvement Specialist assists in the identification, evaluation and implementation of opportunities for process improvement. Educates team members on LEAN methodology and other process improvement approaches in order to improve customer satisfaction, care coordination, cost reduction and revenue maximization.
The Process Improvement Specialist will identify potential DRG (diagnosis related groups) assignment based on documentation and clinical indicators to improve the quality of documentation ensuring compliance with State and Federal regulations. The data obtained from health record review and analysis is utilized for reimbursement purposes, in the assessment of clinical care, and to support the ongoing education of the health care team, including physicians, allied health professionals, and nursing management. The Process Improvement Specialist facilitates and obtains documentation for any clinical conditions or procedures to support the Material’s Department and the accrual of accurate information. The Process Improvement Specialist supports timely, accurate, and complete documentation of clinical information used for measuring and reporting cost outcomes.

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.)

- Review and analysis of health records to identify transparent revenue maximization
- Able to collaborate extensively with physicians, nurses, other care givers, and medical records coding staff to improve quality and completeness of documentation of care and coding. Queries nursing staff to clarify ambiguous, conflicting, or incomplete documentation.
- Provides direction for concurrent modification to clinical documentation to ensure appropriate coding for reimbursement for clinical severity and services provided to patients with a DRG-based payer (Medicare/Medicaid).
- Maintains accurate and complete documentation of clinical information used to measure stock and implant usage.
- Facilitates modifications to clinical documentation to ensure that the medical record presents an accurate patient clinical picture and intent of the provider.
- Ensures the accuracy and completeness of clinical information used for measuring and reporting hospital outcomes.
- Conducts concurrent review of the medical records to increase the accuracy, clarity and specificity of provider documentation.

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 management preferred.
At least two (2) or more years of experience in a hospital setting preferably within the operating room environment.
Understanding of ICD-10 coding and utilization review and/or coding experience,
OR
Equivalent combination of education and experience.

CERTIFICATES/LICENSES:
RHIA Certification (preferred)

LANGUAGE SKILLS:
Must be able to speak, read and write English. Ability to read and interpret documents such as 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 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.

HIPAA:
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 this facility can change wages, benefits, and conditions of employment at any time.

___________________________________________________   _________________

___________________________________________________   ____________________
Employee Name & Signature                        Date

___________________________________________________   ________ _________________

Supervisor Name & Signature                        Date

___________________________________________________   ___________________