

UW HEALTH JOB DESCRIPTION

AMBULATORY DOCUMENTATION SERVICES ANALYST

Job Code: 440086	FLSA Status: Non-exempt	Mgt. Approval: M. Key	Date: March 2023
Department: Clinical Documentation Services		HR Approval: B. Haak	Date: March 2023

JOB SUMMARY

Under the supervision of Health Link Operations Management, the Ambulatory Documentation Services Analyst works independently to serve as liaison between Clinical Documentation Services (CDS), Laboratory Management, Information Services, Ambulatory Operations and Care/Quality Innovations teams across the UW Health Enterprise in addition to designated staff members of other organizations. The Analyst is responsible for collaborative development of new processes, workflow analysis and innovation, process mapping, facilitating and/or conducting meetings, agenda development and tracking progress of various projects. This position could also be responsible for any number of components relating to an assigned project including report development and review, needs analysis, definition of requirements, Health Link (Epic) or other software task prioritization, testing, training, post implementation evaluation and maintenance.

The analyst will be able to provide training and support to the Clinical Documentation Services staff, ambulatory clinic and/or medical staff in the documentation/abstraction of patient health data, including but not limited to LabDe, On Base and Health Link. In addition, this position will be responsible for system testing of software upgrades, with assistance from I.S., to assure efficiencies and clinical documentation/abstraction is not compromised. Other responsibilities may include documentation-related technical support (working with Support Center), review of provider and/or clinical staff documentation, abstraction of health data into the EHR, related tasks such as On Base and other documentation-related tasks as assigned. This position is responsible for project supervision, including timelines, training, documentation of workflows and successful implementation while maintaining integrity of the electronic health record.

MAJOR RESPONSIBILITIES

1. Ability to multi-task and work in a production-based environment.
2. Ability to work independently with minimal or no supervision.
3. Demonstrates an understanding of area systems, priorities, timelines, and goals that contribute to the mission of UW Health and the CDS department.
4. Adhere and uphold the UW Health Mission, Vision, and Values and UW Health Service and Performance Standards.
5. Provide individual or group assistance with clinical documentation and abstraction of data as needed.
6. Assist in developing training and workflows for implementation of projects or roles.
7. Provide training on workflows and software programs to new Clinical Documentation Services staff.
8. Provide back-up support on daily operational needs of the department – i.e., daily schedules, workflows, staffing needs, adjustments and prioritization of work.
9. Excellent understanding of departmental technology.
10. Knowledge of UW Health electronic record documentation expectations, policies, and procedures.
11. Assist various UW Health teams as requested regarding the development, implementation, configuration, facilitation and/or training and support for both commercial and in-house developed systems.
12. Knowledge of medical documentation/abstraction guidelines (UW Health Style Guide, Abstraction Guidelines) and practices.
13. Proficient in referencing and researching with full library of references.
14. Recognize, interpret, and evaluate inconsistencies, discrepancies, and inaccuracies in clinical documentation/abstraction appropriately to clarify, flag, or report them, as needed.
15. Adhere to policies and procedures to contribute to the efficiency of the department.
16. Communicate and interact productively with management personnel with objective feedback as needed.
17. Meet regularly with the manager and supervisor to provide ongoing improvement and assure quality of documentation/abstraction.
18. Develop agendas, provide meeting notes, participate in and/or lead meetings or conference calls as appropriate.
19. Develop and maintain data collection/reports and project plans as requested using Microsoft Excel or appropriate substitute to provide mechanism to manage project timelines, resources and change management.
20. Review and/or develop system documentation, flow mapping, operational guidelines and/or policies and procedures related to projects.
21. Communicate with departments or project team about documentation/abstraction-related projects, assigning tasks as necessary to ensure accurate and timely project or change management completion.
22. Work closely with management to ensure efficient use of resources, accuracy, and provider satisfaction.
23. Strong technical proficiency in computer applications, such as optical character recognition, so those measurable gains through system efficiencies are continually maximized.
24. Continually develop understanding of various computer applications and documentation/abstraction management programs to effectively contribute and adapt to the changing healthcare environment
25. Coordinate post-implementation review of project goals, outstanding questions or issues and work with operational leaders and management as requested to help sustain goals (i.e., analysis to help ensure that project delivered savings or improvement that was projected).

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

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Education		Minimum	Associate degree in healthcare and/or related field	
		Preferred	Bachelor degree in healthcare or related field	
Work Experience		Minimum	Two (2) to three (3) years in the healthcare industry. Experience with Epic and Microsoft Excel required.	
		Preferred	Three (3) years prior healthcare-related experience with analytical, critical thinking and problem-solving skills.	
Licenses & Certifications		Minimum		
		Preferred	Certification in a healthcare-related field or 3 years prior healthcare experience.	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none">• Ability to collect, analyze and report department data.• Ability to analyze and perform quality assurance monitoring.• Ability to prioritize work sufficient to meet time constraints and deadlines.• Ability to fill in to support department leadership.• Knowledge of the medicolegal implications and responsibilities of the healthcare record, ensuring compliance with organizational, local, state, and federal policies, rules, and regulations, along with security standards and privacy practices.• Ability to clearly communicate technical and/or complex concepts.• Ability to acquire and assimilate new knowledge and skills quickly.• Ability to work independently and self-motivate in pursuit of broad objectives• Knowledge of medical terminology, anatomy and physiology, disease processes, signs and symptoms, medications, and laboratory components required.• Demonstrate high degree of professionalism and service excellence• Proficiency in use of Epic or UW Health Link required; MS Word and Microsoft Excel required.• Excellent knowledge of correct grammar, spelling, sentence structure.• Ability to work in a fast-paced, production –based environment with a high degree of accuracy• Ability to maintain confidentiality of patient health information.• Ability to proofread, verify, copy, edit and/or enter discrete data from one source to another (computer monitor) with a high degree of accuracy.• Ability to identify medical documentation problems and make independent decisions within the scope of one's job responsibility.• Ability to assist IS staff with testing new features of Health Link as requested.• Keyboarding skills as well as knowledge of and ability to use various types of computer software programs.• Excellent organization skills as well as strong oral and written communication skills.• Ability to work through various types of medical records and identify data elements depending on specialty services provided to the patient.• Ability to work independently and interpret clinical content, disease processes as well as to effectively communicate with clinical and management staff of all levels.• High degree of detail and accuracy required.• Knowledge of medical documentation/abstraction guidelines (Abstraction Guidelines) and practices.• Proficient in referencing and researching with full library of references and Internet access.• Communicate and interact productively with management personnel with objective feedback as needed.		
PHYSICAL REQUIREMENTS				
Indicate the appropriate physical requirements of this job in the course of a shift. Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.				
Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible

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	Light: Ability to lift to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.