

## UW HEALTH JOB DESCRIPTION

### Data Quality Specialist

Job Code: 440004	FLSA Status: Exempt	Mgt. Approval: C. Williams	Date: February 2020
Department: HIM		HR Approval: J. Tokarski	Date: February 2020

### JOB SUMMARY

The Data Quality Specialist is responsible for the electronic medical record including routing of documentation, assisting others in finding needed routing information for specified providers, tracking failed faxes and documenting any breaches regarding patient documentation.

This position is responsible for accurate and timely routing of paper documents and electronically routed documents that have in-basket or fax failures. This can include quality monitoring, correction, and reporting of breaches to HIM management. This position provides support to both internal and external customers in management and routing of patient documentation.

### MAJOR RESPONSIBILITIES

1. Review electronic medical record documentation for accuracy and mail/fax to appropriate CC'd persons.
2. Communicate with other departments internally and with external organizations to update provider routing information
3. Research missing provider and/or facility contact information and follow up accordingly
4. Monitor EMR for failed documentation and research accordingly for appropriate routing
5. Monitor failed faxes in Right Fax, research and re-send appropriately ensuring a breach does not occur
6. Monitor fax machine for incoming faxes and triage accordingly and reporting breaches per policy and regulatory requirements.
7. Monitor assigned voice mail and email boxes for the department to update the provider phone book
8. Monitor and research any returned faxes or USPS mail and re-send appropriately, ensuring on
9. Maintain printer & fax machine paper to ensure it remains full
10. Research and document breaches of patient documentation (PHI)
11. Answer and triage phone calls appropriately
12. Actively participate in process improvement, engagement, department, staff and other work meetings/teams.
13. Submit Service Now tickets as needed to maintain optimal system processing
14. Maintain knowledge of and adhere to all HIPPA, confidentiality and compliance regulations, rules, guidelines, policies and procedures.

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

### JOB REQUIREMENTS

Education	Minimum	General Equivalency Diploma (GED)
	Preferred	High School Diploma
Work Experience	Minimum	
	Preferred	<ul style="list-style-type: none"> <li>Six months of work experience in a records-oriented setting</li> <li>One-year experience in a clinical or Health Information Management Department of a large health care facility</li> </ul>
Licenses & Certifications	Minimum	
	Preferred	RHIT or RHIA preferred
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>Excellent verbal and written communication skills</li> <li>Knowledge of indices and filing systems necessary to file, store, and retrieve information from paper and electronic record systems preferred (terminal digit filing preferred)</li> <li>Ability to examine the record and verify patient identification</li> <li>Ability to examine a document and determine its proper placement within the paper or electronic record</li> <li>Knowledge of standard medical terminology, basic human anatomy and medical record format, content and medical documentation order preferred.</li> <li>Detail orientated and ability to be self-motivated to prioritize and make decisions to complete duties in a timely manner.</li> <li>Ability to work under pressure of deadlines.</li> </ul>

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	<ul style="list-style-type: none"> <li>Excellent interpersonal communication and team skills in a complex organizational setting.</li> <li></li> </ul>
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### AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)

### JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

### 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
<b>Sedentary:</b> 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.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<b>Light:</b> Ability to lift up 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.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
X	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>
<b>Other</b> - 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.