

## UW HEALTH JOB DESCRIPTION

### HIM Coordinator Senior

Job Code: 450019	FLSA Status: Non-Exempt	Mgt. Approval: C. Cunningham	Date: August 2022
Department: Revenue Cycle		HR Approval: B. Haak	Date: August 2022

### JOB SUMMARY

The HIM Coordinator Senior leads the day-to-day management of operations within the Health Information Management (HIM) department. The Senior Coordinator will provide general support to Revenue cycle which aims to advance UW Health's strategies in support of our vision and mission. The incumbent, in conjunction with their leader, shall be accountable for HIM Coordinator duties in addition to the development and maintenance of programs, projects, and department documentation (meeting materials, timelines, action items, workflow diagrams, etc.).

The incumbent will routinely draft communications and presentations, day-to-day management of tracking tools, and prepare data for presentation. Time management, organization, and communication skills are essential to this position. With an emphasis on innovation, the HIM Coordinator Senior will be expected to learn and improve upon current processes and create efficiencies in the project delivery model. This position will be empowered and expected to make decisions on projects and team members with the input of their leader and will also need to possess the judgment and initiative to act independently within clear guidelines.

### MAJOR RESPONSIBILITIES

#### Perform Staffing and Workflow Analysis

- Provide input on staff performance including providing feedback for performance evaluations and quality assurance of workflows.
- Deploy staff to ensure that HIM guidelines and SLA are met in conjunction with regulatory, departmental and organizational needs.
- Ensure HIM staff consistently meet productivity, timeliness, and quality standards established by department administration and provide timely training as needed.
- Assist with the preparation of status reports, materials, and/or required documentation to senior management, committees, and the Board of Directors, as needed.
- Promote and facilitate efficiency and effectiveness of Revenue Cycle related systems, including documentation.
- Responsible for managing certain components HIM budget within the department.

#### Provide Support for Internal and External Contacts

- Develop training materials for the HIM department and across the organization.
- Ensure that Epic system HIM work queues are worked timely and accurately.
- Serve as resource and educator to faculty, midlevel providers, and staff, which require in-depth knowledge of HIM best practices that span across multiple specialties.
- Ensure rule logic and assigned users for Epic's work queues are appropriate for department, requesting changes and updates as needed.
- Assist with third party follow-up.
- Ensure HIM/provider communication/feedback occurs timely, consistently, and in accordance with organization-wide standards and departmental needs/requests.
- Act as a liaison to specific customers including initial point of contact for questions regarding provider activity, process lags, and accuracy.
- Perform other duties as assigned.

#### Participate in Project Planning

- Maintain business planning and development of UConnect site data related to the HIM department.
- Serve as admin role for any project SharePoint sites.
- Assist with department special projects as requested.
- Draft project communications and PowerPoint presentations as assigned.

#### Provide Support for Regulatory Needs

- Research and apply federal, state, and voluntary regulatory standards that relate to privacy and security.
- Assist with the planning for implementation of new state and federal government requirements within the department and across the organization as necessary.

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- Lead Revenue Cycle and Compliance with educating staff and physicians, ensuring they receive regular updates on regulatory changes.
- Provide oversight of ongoing department-specific training needs with respect to HIM compliance and reimbursement, including (i) conducting follow-up training programs and making recommendations for continuing education endeavors for clinical staff and physicians to carry out all components of department HIM programs, and (ii) developing training methods.

### Portfolio and Project Support

- Develop and maintain comprehensive project documentation, plans, tools, and reports.
- In coordination with the Revenue Cycle leader, effectively plan and facilitate meetings of varied participants using standard meeting management tools and techniques (e.g., agendas, meeting roles, ground rules, minutes, action item and decision tracking).
- Organize project files with standard file naming conventions and folder structures.
- Create complex Microsoft Excel visual management dashboards to track and analyze data to inform key decisions.
- Other duties as assigned.

### General Department and Process Improvement Support

- Partner with the Director and Manager to advance internal improvement efforts and ensure they align with organization and department standards.
- Develop, implement, and maintain advanced Microsoft Excel visual management tools to track and analyze data that inform decisions and processes to support the growth and maturity of the department.
- Support the implementation of UW Health Way lean management concepts at the organization and internal level. Modify processes and tools as needed.
- Identify, support, and sustain department Standard Operating Procedures (SOP).
- Provide basic virtual technology and communication tool support for the department.
- Manage the department U-Connect site and Shared sites.
- Assist Administrative Operations Assistant(s) with new employee onboarding, meeting coordination, and other departmental tasks.
- Work with the Director and Manager to ensure department processes incorporate a diversity, equity, and inclusion (DEI) lens.
- Assist in advancing DEI learning within the department.

### Continuous Learning and Professional Development

- Maintain current knowledge about organizational policies and procedures, governance structures, regulatory requirements, and applicable technologies.
- Develop and maintain professional relationships with stakeholders and continuously seek to build new positive relationships.
- Continuously seek new learning opportunities, advancing knowledge and skills to better support the department.

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

### JOB REQUIREMENTS

Education	Minimum	Associate degree in health-related field. Two (2) years of relevant experience may be considered in lieu of the degree in addition to the required experience below.
	Preferred	Bachelor's degree in health-related field.
Work Experience	Minimum	Three (3) years relevant experience in health-related field.
	Preferred	Five (5) or more years lead level or trainer experience.
Licenses & Certifications	Minimum	
	Preferred	Registered Health Information Technician (RHIT) or Registered Health Information Administrator (RHIA)
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Knowledge of healthcare administrative processes such as reimbursement policies, compliance, and procedures, operations, and billing regulations</li> <li>• Extensive experience in PC Software including e-mail, word processing, database and spreadsheet programs.</li> <li>• Knowledge of medical documentation requirements</li> <li>• Excellent organizational skills</li> <li>• Effective communication skills, both written and verbal as well as ability to formally present to both large and small groups</li> </ul>

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	<ul style="list-style-type: none"> <li>Ability to work independently and self-motivate as well as motivate others</li> <li>Ability to meet deadlines</li> <li>Strong analytical skills with ability to manipulate and interpret complex data</li> <li>Ability to problem solve</li> <li>Ability to multi-task</li> </ul>		
<b>AGE SPECIFIC COMPETENCY (Clinical jobs only)</b>			
Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.			
<b>Instructions:</b> 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)
<b>JOB FUNCTIONS</b>			
Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.			
<b>PHYSICAL REQUIREMENTS</b>			
Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
<b>Physical Demand Level</b>		<b>Occasional</b> Up to 33% of the time	<b>Frequent</b> 34%-66% of the time
		<b>Constant</b> 67%-100% of the time	
<b>X</b>	<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, 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>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>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.