

UW HEALTH POSITION DESCRIPTION

Senior Document Integrity Specialist

Job Code: 440009	FLSA Status: Non-Exempt	Mgt. Approval: C. Williams	Date: January 2020
Department/Number: 1011523		HR Approval: J. Theisen	Date: January 2020

POSITION SUMMARY

The Senior Document Integrity Specialist is responsible for advanced knowledge of departmental workflows as well as advanced level problem solving, organizing, training, and communicating within the department and organization. This position is in charge of evaluating and completing their day-to-day activities and assigned work in an independent and team atmosphere.

This position is responsible for performing quality documentation audits, assisting management in creating and updating workflow and training materials within the department as well as enforcing these policies and procedures at all times. The Senior Document Integrity Specialist is responsible for tracking incomplete documentation to be included in the electronic medical record (EMR), providing liaison communication between staff and management as well as between clinical and clinical support staff and HIM staff. This position also documents and facilitates corrections needed within the EMR. The Senior also assists in backing up Document Integrity Specialist employees as needed and may be required to perform these duties in backlog situations.

MAJOR RESPONSIBILITIES

- Evaluate the EMR for both completeness and quality of documentation.
- Provide training and direction to health care staff regarding medical record completion, management and confidentiality requirements.
- Monitor, maintain and update multiple systems and work queues to ensure the completion of the EMR
- Contact physicians and other health care staff as needed to remedy identified deficiencies and corrections within the EMR.
- Follow statutory guidelines and other regulations to independently evaluate documentation for the release of patient health information.
- Receives incoming phone calls and acts according to needs of callers.
- Provide workflow training to staff as needed
- Documentation and workflow review for accuracies and educational opportunities
- Daily logging of data and providing reports to management
- Excellent written and verbal communication skills
- Actively participate in process improvement, engagement, department, staff and other work meetings/teams.
- Submit Service Now tickets as needed to maintain optimal system processing
- Maintain knowledge of and adhere to all HIPPA, confidentiality and compliance regulations, rules, guidelines, policies and procedures.
- Monitoring of the departmental email mailbox, triaging and responding to the team and other customers appropriately and timely

All duties and requirements must be performed consistent with the UW Health Performance Standards.

POSITION REQUIREMENTS

Education	Minimum	High school diploma or equivalent
	Preferred	
Work Experience	Minimum	Two years of progressively responsible records management experience. Education in Health Information Management may be substituted for years of experience.
	Preferred	
Licenses & Certifications	Minimum	
	Preferred	RHIT or RHIA preferred
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Excellent verbal and written communication skills • Knowledge of EMR documentation necessary to retrieve and review information from electronic record systems preferred (Epic experience preferred) • Ability to locate, read, interpret State and Federal Statutes/Regulations regarding using and disclosing protected health information, advance medical directives, declaration to physicians, and other miscellaneous legal

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	<p>documents</p> <ul style="list-style-type: none"> • Know how to respond to such documents and identify when urgent action is required • Ability to examine the record and verify patient identification • Ability to examine a form and determine its proper placement within the electronic record • Ability to identify nonstandard forms and determine action required • Knowledge of standard medical terminology, basic human anatomy and medical record format, content and medical documentation preferred • Detail orientated and ability to be self-motivated to complete duties in a timely manner • Excellent interpersonal communication and team skills in a complex organizational setting • Excellent internal and external customer service skills with the ability to remain calm, be patient and respond professionally to all requests • Ability to work in a team environment and to collaborate with a variety of professionals • Knowledge of and experience with conflict resolution techniques and problem analysis/resolution skills preferred • Knowledge of UW Health and SwedishAmerican organizational structure preferred • Excellent technological skills sufficient to work on computers including various software programs such as Epic, Microsoft Suite and Adobe Acrobat • Ability to maintain patient and employee confidentiality
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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 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.	Up to 10#	Negligible	Negligible
	Light: 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.	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#
List any other physical requirements or bona fide occupational qualifications:		•		

Work/Environmental: Moderate noise level consistent with an office environment

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.