

Health Information Management Application Coordinator
Statement of Difference
GS-669-09

The duty of this position are essentially the same as those on the attached position description, but is established at one grade lower to accommodate recruitment, career develop or other purposes. Under this state of differences, the incumbent receives closer supervision, along with more detail instructions. Work is routinely checked for accuracy and overall quality.

When the incumbent of this position meets or exceeds work performance requirements as defined in reference position and otherwise satisfies the qualifications, time-in-grade requirements and restrictions, and other administrative requirements, a career-ladder promotion action on a non-competitive basis may be initiated by management.

Health Information Management Application Coordinator
GS-669-11
PX-

INTRODUCTION

This position is located in the Health Information Management Department of the Phoenix Indian Medical Center located in Phoenix, Arizona.

The purpose of this position is to support the Health Information Management with its multi-service applications that support the Indian Health Service Electronic Health Record (EHR). These applications include but are limited to Patient Care Component (PCC), Text-Integration Utility (TIU), Admission, Discharge and Transfer (ADT), RPMS Network, PIMS – patient tracking, Release of Information, Vista Imaging-Scanning, etc.

MAJOR DUTIES AND RESPONSIBILITIES:

Clinical Applications Coordinator Duties- 50%

Incumbent maintains the Electronic Health Record (EHR) and serves as a trainer for the staff of the entire range of application packages needed for implementation and ongoing support of the EHR.

Provides training to all employees on current computer software applications along with new features and updates while emphasizing timeliness, accuracy, privacy, security and the overall importance of every clinical application function.

Incumbent works closely with Information Technology services and support, other application coordinators, as well as clinical staff to implement integrated packages, to resolve conflicts, and to ensure a smooth operation in areas where computer packages overlap or are integrated with another services' functions.

The Incumbent is responsible for the support and customization of the multi-service software packages that automate the capture of clinical encounter information and its subsequent retrieval. The application specialist periodically reviews site parameters and local table maintenance with each service for accuracy and completeness. The Incumbent supports the Implementation of new software products obtained by the facility.

The position also works with other application coordinators with responsibility for a broad range of activities surrounding the implementation of a comprehensive, standardized integrated health care information system.

Incumbent promotes an awareness of the importance of data validity, privacy and security. Participates and assists in correcting deficiencies and errors that occur with the use of the electronic record. Incomplete progress notes and visits are reported to each individual medical provider via the EHR notification system. A physician notification status report is completed

and reported to the clinical director on a weekly and monthly basis to ensure EHR visits are completed timely and accurately.

Ensures PCC data exports are set up and transmitted to the National Data Warehouse on a biweekly basis.

Ensures ICD-9, ICD-10, CPT, HCPCS and transaction (Charge master) codes are updated continuously to allow coding assignments to be completed accurately and to the highest level of specificity.

Incumbent serves as a Contract Officer Representative for the HIM department.

OTHER MEDICAL RECORDS DUTIES:

FACTORS

Factor 1- Knowledge Required by the Position:

Comprehensive knowledge of IT systems development life cycle management concepts, knowledge of performance monitoring principles and methods, knowledge of quality assurance principles, knowledge of technical documentation methods and procedures, knowledge of systems security methods and procedures, and knowledge of analytical methods.

Knowledge of database applications, database management software, web based applications, graphics software, source code control software, and word processing packages.

Knowledge of and skill in applying Information Technology concepts, principles, methods, and practices to manage and troubleshoot clinic applications programs to support the electronic health record system.

Knowledge of system software and system development life cycles to include system documentation, design, development, configuration management, data administration, system integration and testing. Uses skills in applying policy and data processing standards to evaluate alternative approaches to problem solutions.

Knowledge of quality assurance and/or performance improvement concepts, principles, and operating principles as they relate to an IHS medical facility and considerable skill in applying this knowledge to the planning and accomplishment of automated work situations with specific emphasis upon an Electronic Health Record.

Experience in clinical applications support in the healthcare industry or a degree in Health Information Management (HIM). Extensive knowledge of a broad range of patient care activities, working knowledge of the hospital environment and how the different services and functions interact to coordinate the implementation of the electronic health record.

Working knowledge of current Indian Health Service RPMS clinical software application is required. Must demonstrate knowledge and skill in RPMS clinical software application.

The employee has knowledge and understanding of recognized reference standards, medical and legal requirements, and regulatory and accrediting agency requirements to perform medical records analysis and evaluate the adequacy of a medical records program.

Positions with this level of knowledge require skill in applying established principles, concepts, and techniques of medical records administration to perform recurring medical records administration assignments of a procedural and factual nature for which there are standard methods and practices.

Demonstrated ability to communicate effectively with peers and superiors, to speak in front of groups and to communicate in writing policies, procedures, memoranda and training materials. Ability to operate and communicate effectively while under pressure is essential.

Experience serving as a liaison between groups within an organization, as an effective member of organizational teams and in coordinating software implementation projects.

This level requires knowledge of anatomy and physiology and a practical knowledge of medical procedures and diagnosis.

The employee uses knowledge of the basic functions, responsibilities, and relationships of the various areas within the medical records department to assess and correlate data and verify information.

Knowledge of IHS automated medical records system and requirements of the Freedom of Information Act, Privacy Act, and the Drug and Alcohol Abuse Act and the Agency policy about the release of information. Knowledge of HIPAA regulations, compliance issues, fraud and abuse, EMTALA requirements, health plan regulations and litigation. Knowledge of current healthcare industry standards for the Privacy Act of 1974 and the Health Insurance Portability & Accountability Act (HIPAA) privacy and security requirements.

Knowledge of regulatory and licensing, and accrediting agency requirements, and the medical-legal responsibilities.

Factor 2- Supervisory Controls:

The supervisor specifies the immediate goals, scope of the assignment, and deadlines. The supervisor also identifies limitations such as budgetary or policy constraints, and helps the employee with unusual situations which do not have clear precedents. The employee independently plans, coordinates, and carries out assignments in accordance with instructions, policies, previous training, or accepted practices in medical records administration. On assignments that may involve controversial matters the employee discusses issues and possible approaches with the supervisor before carrying out the assignment. The supervisor reviews completed work for technical soundness, accomplishment of specific goals, and for conformity to hospital policy and regulatory requirements.

Factor 3- Guidelines:

Guidelines consist of Indian Health Service directives, policies, regulations, circulars and other guidelines. Technical guidelines consist of RPMS policies, user and technical applications, manuals and clinical policies

and procedures. Guidelines related to clinical scheduling are vague. The Incumbent uses initiative and resourcefulness in researching and implementing techniques and technologies. In order to develop new and improved methods to cope with particular projects and exercises, considerable judgment in relating technical developments or requirements to the work of specific activities or projects.

Factor 4- Complexity:

The work involves providing support of software packages to automate the clinical functions of a multi-disciplinary health care delivery system and the training of health professionals to use this automation to provide clinical care to patients. It requires good teaching skills and an understanding of the dynamic relationships between clinical and administrative, non-technical and technical personnel. The incumbent must be able to understand organizations and procedures and integrate concepts that are often diametrically opposed and then be able to provide training to the end users to maximize the automation systems. The RPMS system is highly integrated and presents special requirements for organization and coordination.

Factor 5- Scope and Effect:

The primary purpose of the work is to improve patient care through the use of computerized scheduling; and to achieve the maximum effectiveness of automation implementation by integrating it as much as possible with the actual process of providing patient care. The computerization of clinical environment will reduce the workload and improve the efficiency. The work also involves investigating and analyzing a variety of unusual problems, questions, or conditions associated with automated health information management computer systems. Work results in mission enhancement and more efficient/effective processing of patient health information. The rapid processing of patient services and increasing the efficiency of clinical information handling directly supports the goals and objectives of management of automating the clinical record that will ultimately have a direct impact on the quality of patient care provided.

Factor 6- Personal Contacts:

Personal contacts are with supervisors, IT staff, health care providers and health professionals, administrative staff and other clinical personnel within the clinic, and HIM staff. Additional contacts are with RPMS programmers, support personnel and clinical expert members at area and the national level.

Factor 7- Purpose of Contacts:

The purpose of contacts is to give and receive information, provide advice, give training and coordinate, analyze and report data. Contacts with IT staff are to negotiate services and solutions,

solve problems and conflicts and assist in planning and implementing computer solutions and support activities in the work area. Other contacts are made for the purpose of completing work projects and to provide technical advice to resolve a wide range of complex information requirements. The ability to work cooperatively with these groups will dramatically affect the implementation of most projects.

Factor 8- Physical Demands:

The incumbent's work is mostly sedentary; however walking, standing, bending and carrying light items is required. The work requires travel for training and implementation purposes. Projects may demand the incumbent to work under stress, to meet short deadlines, or cope with changing priorities and multiple projects and tasks that are varied in nature. The computer work requires long periods of time using a keyboard, a computer and CRT.

Factor 9- Work Environment:

The majority of the duties will be performed in an office setting under non-stressful environmental conditions and with some walking within the hospital and under similar conditions. Incumbent may be required to work on a rotational basis for shift, weekend and holiday duties.

OTHER SIGNIFICANT FACTORS:

Incumbent may be required to work on a rotational basis for shift, weekend and holiday duty as needed and assigned.

The Privacy Act of 1974 and the Health Insurance Portability and Accountability Act (HIPAA) mandates that the incumbent shall maintain complete and confidentiality of all administrative, medical and personnel records and all other pertinent information that comes to his/her attention or knowledge. The Privacy Act and HIPAA carry both civil and criminal penalties for unlawful disclosure of records. Violations of such confidentiality may be cause for adverse action