

# Shared Service Center

## Health Information Management Job Description

**JOB TITLE:** HSC Incomplete Record Analyst

**GENERAL SUMMARY OF DUTIES** – Responsible for analysis, re-analysis, and management of deficiencies post patient discharge to ensure that all required documentation is present and that all entries have been properly authenticated before the medical record is filed as complete.

**SUPERVISOR** – Operations Manager

**SUPERVISES** – None

**DUTIES INCLUDE BUT ARE NOT LIMITED TO:**

- Reviews medical record documentation in Horizon Patient Folder, and when appropriate, creates and assigns to the necessary provider(s) dictation, signature and missing text deficiencies for completion
- As determined by established work queue prioritization, actively manages the various analysis specific work queues to update deficiency information following physician completion or document update activities
- Adheres to documented and established workflow guidelines as it relates to adding and re-assigning accounts to work queues
- Identifies document(s) needing to be re-scanned when image quality is poor and routes the account to the appropriate work queue for processing
- Contacts physicians and their office staff to facilitate the medical record completion activities
- Address physician and other providers with questions related to medical record completion
- Assists in the execution of physician notification processes regarding medical record documentation deficiency, delinquency and suspension
- Maintains or exceeds established quality standards
- Maintains or exceeds the following productivity standards:
  - Inpatient: 16 charts per hour
  - SDC: 30 charts per hour
  - OBV: 30 charts per hour
  - ED: 60 charts per hour
  - CLI: 120 charts per hour
  - RCR: 120 charts per hour
- Assists in maintaining all equipment and supplies required in the provision of services in optimum operational status
- Promptly reports issues or trends to the Operations Manager
- Assists in cross-training other employees as necessary
- Practice and adhere to the “Code of Conduct” philosophy and “Mission and Value Statement”
- Other duties as assigned

**KNOWLEDGE, SKILLS & ABILITIES**

- PC Skills – demonstrates proficiency in keyboard operations, Microsoft Office applications and others as required
- Communication – communicates clearly, proactively and concisely with all key stakeholders
- Customer Orientation – establishes and maintains long term customer relationships, building trust and respect by consistently meeting and exceeding expectations
- Organization – establishing courses of action to ensure that work is completed efficiently; proactively prioritizes assignments and keen ability to multi-task

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- Quality Orientation – accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time
- Work Independently – is self-supporting; not needing to rely on others to complete a job

## EDUCATION

- High school diploma or equivalency

## EXPERIENCE

- 1 year experience in an office environment required, previous HIM experience strongly preferred

**CERTIFICATE/LICENSE:** None

**PHYSICAL DEMANDS/WORKING CONDITIONS** – Requires prolonged sitting, some bending, stooping and stretching. Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator and other office equipment. Requires normal range of hearing and eyesight to record, prepare and communicate appropriate reports. Requires lifting papers or boxes up to 25 pounds occasionally. Work is performed in an office environment. Work may be stressful at times. Contact may involve dealing with angry or upset people. Staff must remain flexible and available to provide staffing assistance for any/all disaster or emergency situations.

**OSHA CATEGORY** – The normal work routine involves no exposure to blood, body fluids, or tissues (although situations can be imagined or hypothesized under which anyone, anywhere, might encounter potential exposure to body fluids). Persons who perform these duties are not called upon as part of their employment to perform or assist in emergency care or first aid, or to be potentially exposed in some other way.

## SIGNATURE

My signature below acknowledges that I have read the above job description and agree that I can perform the responsibilities and meet the requirements as presented. I understand this job description provides a general outline of job responsibilities and requirements and is not intended to be all-inclusive. I also understand that job responsibilities and requirements may change at any given time based on organizational or departmental needs.

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Signature

Date