



CLASS SPECIFICATION FOR:

MH/DS Records Coordinator

General Statement of Duties:

Develops, implements and oversees the handling, maintenance, auditing, storage and retention, and regulatory compliance of the medical/client records/files system in MH/DS; supervises assigned staff at multiple locations Countywide; does related work as required.

Distinguishing Features of Class:

This single position classification is responsible for coordinating the establishment, maintenance, retention, storage, and archival of all medical and client-related records in the Department. Incumbent coordinates the monthly review and audits, all required regulatory audits, quality assurance activities, record related compliance efforts, and ensures the required confidentiality of all medical and client-related records in the Department. Critical emphasis is placed on ensuring the Department's ongoing compliance with all State and Federal regulations regarding medical and client records. The incumbent is responsible for the development of related forms as well as related policies and procedures. Responsibilities also include training the Department's clinical and clerical staff, new and existing, in the proper completion of forms and in the handling and maintenance of medical and client files. Supervision is exercised over assigned support staff who handle records on a daily basis and assist in audit, reporting and compliance efforts. Responsibilities routinely afford opportunity for independent judgment initiative in planning work and making technical determinations. The incumbent works independently and receives general supervision with difficult or unusual problems discussed with the supervisor.

Examples of Assigned Duties (*illustrative of the types and scope of duties and responsibilities assigned to positions in this class*):

- Supervises the medical/client records unit of MH/DS, to include staff and operations, at multiple locations Countywide to ensure departmental medical and clients' records are handled and maintained in compliance with all applicable State and Federal requirements as well as all programmatic and funding requirements;
- Oversees the case openings, transfers and closings for paper-based and electronic records for all program clients in all MH/DS facilities;
- Oversees the scanning process for converting paper-based documents into electronic health records in the Department's current electronic health records (EHR) software/system;
- Serves as the Department's Privacy Officer overseeing all ongoing activities related to the development, implementation and maintenance of the Department's privacy policies in accordance with applicable State and Federal laws;
- Serves as Privacy Officer establishing and overseeing processes for creating, receiving, documenting, tracking, and storing medical and client records, and for investigating and taking action on complaints concerning the handling of records, including collaborating with the County Attorney's Office staff as needed;
- Chairs and directs the agency committee charged with revising and updating client record forms for compliance with State regulations;
- Develops/revises all forms relating to client records and the capturing of client data;
- Oversees the printing, stocking and distribution of client record forms;
- Plans and presents staff in-service training sessions relating to the client records, paper and the electronic records system, and the proper completion, handling and storage of client files;
- Oversees the archiving of closed records;
- Oversees ad hoc reviews and/or audits and related reporting required during the year by funding, programmatic and regulatory agencies, State and Federal audit requirements, and applicable Medicaid and accreditation requirements;
- Plans, supervises and conducts an annual chart audit for client records system quality assurance in all facilities;
- Serves as liaison to State DBHDS licensure and evaluation coordinators and handles all records compliance audits and evaluations;
- In cooperation with designated managers, develops, maintains, reviews and revises policies and procedures for the maintenance, storage, retrieval and disposition of medical and client record contents;
- Coordinates agency responses to subpoenas for client information and other requests from legal sources;
- Supervises the semiannual human rights notification to agency clients and their families;
- Performs qualitative and quantitative data analysis, identifies areas of opportunity for improvement, and coordinates the development and implementation of improvement plans based on this analysis (as approved);
- Completes all required annual training as defined by the agency;
- Performs related work as assigned.



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Required Knowledge, Skills and Abilities:

Considerable knowledge of paper-based and electronic records management, including related local, State and Federal laws governing medical records and privacy; ability to solve problems in response to a variety of operation and management issues; ability to work independently; ability to accurately and consistently interpret and apply complex laws, regulations and policies; ability to lead, manage and partner effectively; excellent negotiation skill; critical thinking and problem solving skills with the ability to cost effectively and appropriately solve problems; strong oral and written communication skills; ability to express ideas clearly and concisely, orally and in writing; ability to research, collect and maintain data, consider and weigh a variety of factors in making decisions or recommendations; ability to synthesize multiple types of complex data and produce easily understood reports and other materials; knowledge of auditing and compliance best practices with the ability to develop cost effective remediation solutions to ensure ongoing compliance; ability to establish and maintain a good working relationship with department staff as well as other stakeholders and regulatory agencies; good supervisory skills including good training skills and the ability to effectively manage workloads and/or projects and to foster and maintain high morale and engagement; ability to systematically compile data and provide detailed program and financial reports; strong computer skills with ability to use computer and typical business software, proprietary software, and electronic health records software/systems; physical condition that permits the activities necessary in and inherent to the job related duties and activities; personal accountability including teamwork and establishing and maintaining positive relationships with stakeholders, customers and colleagues; ability to work independently; excellent customer service skills; tact; and courtesy. Must be able to positively and appropriately represent the department at the local, State and Federal levels. Requires ability to travel to all assigned locations and required meetings.

Minimum Education and Experience:

Education: Four (4) year degree in medical records administration or other relevant field;

Experience: Two (2) years of experience in directing a medical records program, including one (1) year of supervisory experience;

OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

- Valid driver's license to provide support service and program activities at assigned locations;
- May require registration with the American Medical Records Association.