

Health Records Supervisor

Job Title:	Health Records Supervisor
FLSA:	Exempt
Department:	Health Records
Supervisor:	Clinical Services Program Director

Job Summary

Under the supervision of the Clinical Services Program Director, the Health Records Supervisor is responsible for the development and efficiency of health records systems and activities. Responsible for developing and sustaining processes for the secure maintenance and transfer of participant health information across the PACE health system, external provider network and between external agencies and PACE. Ensures that health records system satisfies compliance standards, as set forth by state and federal regulatory agencies.

Essential Job Functions

- Supervises Health Records Clerks, providing training and ongoing development opportunities.
- Oversees the collection and maintenance of participant health records, including but not limited to test results, imaging records, medical records from referral offices, and health records from former providers.
- Resolves health records issues, while creating processes to mitigate repeat issues.
- Collaborates with case management leadership to ensure that participant Release of Information forms are updated in a timely manner.
- Responsible for coordinating the transfer of medical records across the PACE site to providers, Interdisciplinary Team (IDT) and other staff, following secure transfer and authorization protocols.
- Coordinates the transfer of medical records to external entities, following HIPAA practices and authorization protocols.
- Collaborates with PACE leadership and staff to ensure that PACE participants have complete medical records, following guidelines from regulatory agencies.
- Responsible for records retention processes, including the management of archived files and schedules for the disposal of obsolete medical records.
- Develops and maintains Health Records training manual, to include updated workflows and departmental policies and procedures.
- Monitors for compliance with Time and Attendance policies, ensuring that department payroll records are complete, that over time hours are requested in advance of utilization and that staff does not accrue meal penalties.
- Maintains current department staffing ratio reports and initiates timely recruitment activities, ensuring that department is fully staffed.

- Provides ongoing performance feedback to health records clerks and conducts annual appraisals, ensuring that department consistently works towards achieving department and organizational goals.
- Ensures that staff maintains current PPD, physicals, and CPR certifications.
- Collaborates with Clinical Program Director to establish department benchmarks for performance and to initiate innovative operational procedures and workflows that will improve organizational compliance, risk management and the participant experience.
- Timely responsiveness for Workers Compensation, Incident Reporting and Grievance activities.
- Participation on the leadership committee.
- Involved in the development and implementation of Quality Improvement activities.
- Promotes a positive and engaging workplace environment by fostering core values of respect, honesty and integrity, patient-centeredness, encouragement, quality care and respect.
- Other duties as assigned, including providing back-up support for Health Records Clerks.

Qualifications

- 2+ years of experience in health records
- 2+ years of leadership and training experience
- Knowledge of regulatory requirements, including HIPAA and Title 22 strongly preferred.
- 1 year of experience supporting frail and elderly persons.
- Extensive knowledge of medical terminology.

Education and Certification

- High school diploma or GED.
- Medically cleared for communicable diseases and has all immunizations up-to-date before engaging in direct participant contact.

Core Values

- **Respect** at the core of our interactions.
- **Honesty and Integrity** with every endeavor
- **Patient – Centered** care aligned with participant values, beliefs, and preferences.
- **Encouragement** that motivates and empowers others to be the best they can be.
- **Quality Care** that is efficient, transformative and innovative.

Acknowledgment

I have read the above Health Records Supervisor job description and fully understand the requirements set forth therein. I meet all the requirements of this position, and I can perform all essential functions of the job. I agree to abide by the requirements set forth in this document.

I understand the contents of this job description are presented as a matter of information only and as guidance as to the expectations of IIH for this position. This job description is not intended to give rise to contractual rights or obligations, or to be construed as a guarantee of employment for any specific period of time or for any specific type of work.



Furthermore, IIH reserves the right to interpret, amend, modify, or cancel or withdraw any or all sections or provisions of this job description at any time with or without notice.

I understand that employment at IIH is “at will”, meaning that employment is for no definite period of time and may be terminated by me or IIH at any time and for any reason.

Employee Print Name

Employee Signature

Date

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