

I. DESCRIPTION OF WORK

Positions in this banded class manage a medical record program by establishing and maintaining a system for organizing health information. Duties performed include: directing data collection and entry activities; ensuring quality control; providing data analysis and statistics; coordinating retention and disposition of records; and processing data/information requests. Work includes training and supervising others.

II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
<p>Positions at this level have responsibility for the maintenance, quality control, collection of statistical data, and quantitative analysis of medical record activities. Work includes performance of technical records functions and may include supervision of clerical staff. Positions at this level may serve as consultants to professional staff and management in medical record matters.</p>	<p>Positions at this level have responsibility for the analysis of statistical data developed from medical records and for monitoring the release of information program. They assist in the development of policies relative to utilization review, record procedures and systems, information release, and accreditation. Positions at this level may have responsibility for specific studies in program evaluation. They have full management and budgetary responsibility.</p>	<p>Positions at this level play a key role in planning for and ensuring accreditation, licensure, and certification. They have responsibility for human resources management and budget preparation and management.</p>

III. COMPETENCIES

Competency	Definition
Knowledge - Professional	Possession of a designated level of professional skill and/or knowledge in specific area(s) and to keep current with developments and trends in area(s) of expertise, usually acquired through post-secondary education.
Information/Records Administration	Ability to apply appropriate data collection policy and procedures, filing systems, data management systems, and programs. Ability to compile, assimilate, organize, and store printed and electronic information. Ability to review, compile and analyze information to prepare reports.
Managing Work and Performance	Ability to assign work and to establish work rules and acceptable levels of quality and quantity or work. Ability to review work and evaluate performance of others, and to develop individuals' competencies.
Human Resources Management	Knowledge of appropriate policies and procedures for recruiting, selecting, developing, counseling, disciplining, and evaluation performance of employees to retain a diverse workforce. Ability to administer and ensure compliance with human resources policies and procedures. Ability to observe and assess work. Ability to provide feedback. Ability to provide technical supervision of staff. Ability to develop plans for employees to gain necessary knowledge, skills, and abilities. Ability to plan for and support employees in career development opportunities.
Budgeting	Ability to plan and monitor the use of expenditures to meet organizational objectives and compliance; ability to prepare budget documents and reports.

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive.

IV. COMPETENCY STATEMENTS BY LEVEL

Knowledge – Professional

Possession of a designated level of professional skill and/or knowledge in specific area(s) and to keep current with developments and trends in area(s) of expertise, usually acquired through post-secondary education.

Contributing	Journey	Advanced
<p>Basic knowledge of principles and practices of medical record science.</p> <p>Basic knowledge of medical terminology and medical coding standards.</p> <p>Basic knowledge of North Carolina laws, pertinent federal, State, and local regulations governing records and reports of medical care, vital statistics, and diseases including the Health Insurance Portability and Accountability Act (HIPAA).</p> <p>Basic knowledge of health information technology including electronic medical record systems and health information data management systems.</p>	<p>Full knowledge of principles and practices of medical record science.</p> <p>Full knowledge of medical terminology and medical coding standards.</p> <p>Full knowledge of North Carolina laws, pertinent federal, State, and local regulations governing records and reports of medical care, vital statistics, and diseases including the Health Insurance Portability and Accountability Act (HIPAA).</p> <p>Full knowledge of health information technology including electronic medical record systems and health information data management systems.</p>	<p>Extensive knowledge of principles and practices of medical record science.</p> <p>Extensive knowledge of medical terminology and medical coding standards.</p> <p>Extensive knowledge of North Carolina laws, pertinent federal, State, and local regulations governing records and reports of medical care, vital statistics, and diseases including the Health Insurance Portability and Accountability Act (HIPAA).</p> <p>Extensive knowledge of health information technology including electronic medical record systems and health information data management systems.</p>

Information/Records Administration

Ability to apply appropriate data collection policy and procedures, filing systems, data management systems, and programs. Ability to compile, assimilate, organize, and store printed and electronic information. Ability to review, compile and analyze information to prepare reports.

Contributing	Journey	Advanced
<p>Ability to perform daily record keeping procedures; ability to provide consultation to others.</p> <p>Ability to perform quantitative reviews and audits.</p> <p>Ability to collect and maintain basic statistics; ability to prepare and analyze some data; prepare non-routine data for analysis.</p> <p>Ability to process requests for information following regulations and policies including subpoenas and depositions.</p>	<p>Ability to consult with clinical/ professional staff regarding medical record questions and/or problems; ability to assist in development of new health information systems.</p> <p>Ability to assist in development and implementation of audit procedures.</p> <p>Ability to prepare and analyze a variety of data; ability to assist clinical/professional staff in design of studies and necessary data collection methods; ability to provide data for surveys and various licensing and accrediting agencies.</p> <p>Ability to process special requests for information; ability to recommend revisions to information release policies; ability to attend court and/or depositions responding to requests for information.</p>	<p>Ability to participate in development of clinical data processing systems; ability to develop and implement new health information systems.</p> <p>Ability to develop and implement audit procedures.</p> <p>Ability to perform analysis of complex data; ability to oversee preparation of data for surveys and various licensing and accrediting agencies.</p> <p>Ability to revise information release policies.</p>

Managing Work and Performance

Ability to assign work and to establish work rules and acceptable levels of quality and quantity of work. Ability to review work and evaluate performance of others, and to develop individuals' competencies.

Contributing	Journey	Advanced
<p>Ability to assign and maintain workload balance to enhance productivity; ability to review work of others; ability to review effectiveness of procedures and workflow.</p> <p>Ability to understand and comply with quality control procedures.</p> <p>Ability to provide training for others.</p> <p>Ability to research and recommend new procedures and systems.</p>	<p>Ability to establish new procedures and workflows; ability to coordinate work with other medical services.</p> <p>Ability to evaluate and modify quality control procedures; ability to develop new techniques for quality record systems.</p> <p>Ability to design and plan for training.</p> <p>Ability to evaluate the feasibility of new procedures and systems; ability to recommend establishment and modification of procedures.</p>	<p>Ability to assess long term needs; ability to make changes in procedures, workflow and assignments.</p> <p>Ability to assist in developing and monitoring the quality control program.</p> <p>Ability to determine training needs; ability to develop training programs. Ability to evaluate and counsel others on training skills and techniques.</p> <p>Ability to plan for and implement new procedures and systems; ability to participate in long range planning and organizational problem-solving.</p>

Human Resources Management

Knowledge of appropriate policies and procedures for recruiting, selecting, developing, counseling, disciplining, and evaluation performance of employees to retain a diverse workforce. Ability to administer and ensure compliance with human resources policies and procedures. Ability to observe and assess work. Ability to provide feedback. Ability to provide technical supervision of staff. Ability to develop plans for employees to gain necessary knowledge, skills, and abilities. Ability to plan for and support employees in career development opportunities.

Contributing	Journey	Advanced
<p>Ability to develop and implement work plans; may require ability to conduct performance reviews; ability to participate in the disciplinary and grievance processes, as needed.</p> <p>Ability to assist in the recruitment and selection process.</p> <p>Ability to identify and recommend career development opportunities with employees.</p> <p>Ability to ensure human resources policies and related information is shared with employees.</p>	<p>Ability to conduct performance reviews; ability to recommend resolution of disciplinary and grievance issues, as needed.</p> <p>Ability to recruit and select employees.</p> <p>Ability to ensure employees have access to tools and information for career development opportunities.</p> <p>Ability to review and approve routine human resources policies questions and requests.</p>	<p>Ability to ensure compliance with performance management policies and procedures; ability to resolve disciplinary and grievance issues.</p> <p>Ability to plan and implement recruiting strategies.</p> <p>Ability to plan and coordinate career development opportunities.</p> <p>Ability to ensure compliance with human resources policies and procedures.</p>

Budgeting

Ability to plan and monitor the use of expenditures to meet organizational objectives and compliance; ability to prepare budget documents and reports.

Contributing	Journey	Advanced
Ability to operate within assigned budget; tracks expenditures; ability to identify potential cost savings.	Ability to monitor expenditures and identify potential budget issues; ability to recommend needed expenditures and revisions to the budget; ability to assess staffing needs and makes recommendations to senior management.	Ability to research, recommend, and approve major expenditures; ability to prepare budget.

V. MINIMUM TRAINING & EXPERIENCE

Bachelor’s in medical record administration or related discipline; or completion of a accredited medical record technician program and two years of experience in medical record work; or equivalent combination of training and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.