



Job Description

Position Title:	Health Information Management (HIM) Manager
Status:	Fulltime, non-exempt
Department:	Operations
Position Reports to:	Operations Director

Summary: Clinica Msr. Oscar A. Romero (Clinica Romero) seeks an HIM Manager to develop, implement, and manage efficiency management practices, inter-departmental communication, and health information innovations for the HIM department. Supervises the daily operations of the Referrals Department and Medical Records Department, ensuring requests are logged and processed appropriately within expected time-frames. With the support, guidance, and direction of the Operations Director, the HIM Manager will be responsible for four overarching goals: (1) Create Policies and Procedures for the HIM Department; (2) Identify current departmental gaps and barriers to efficient care and create the solutions to address them; (3) Establish benchmarks for department performance and goals; and (4) Create and communicate performance through an HIM dashboard. The ideal candidate is creative, results oriented, and has a strong background in program management.

Areas of Responsibility:

- Strictly adhere to HIPAA guidelines and requirements
- Manage timely and accurate processing of all referrals and medical records requests
- Work closely with Operations, Medical, Quality, and Informatics to identify efficiency workflows and systemic improvements for department
- Establish Policies, Protocols, and Procedures for the Referrals Department and Medical Records Department
- Establish clear performance standards for staff, with clearly articulated deliverables and timelines
- Identify and provide the tools, training, and support to help staff achieve these goals, and hold staff accountable
- Ensure the delivery of high quality customer service by staff through training, feedback, and support
- Represents facility as Privacy Officer and responds appropriately to reported HIPAA Privacy violations as per facility guidelines.
- Oversees implementation and adherence to the HIM compliance and clinical documentation improvement programs.
- Monitors key performance indicators on a routine basis (daily, weekly, and monthly).
- Reports key performance indicators on a routine basis as requested by management.
- Receives, investigates, and reports HIM compliance violations to the Compliance Coordinator



- Ensures the appropriate dissemination and communication of all regulation, policy and guideline changes to affected personnel.
- Serves as a subject matter expert for department managers, staff, physicians and administration for obtaining information or clarification on documentation standards, state and federal law and regulatory requirements relating to HIM.
- Develops specific departmental performance improvement plans.
- Facilitate activities to meet identified learning needs of staff.
- Facilitate involvement on project/PI teams.
- Strives to maintain adequate staffing to ensure accurate and timely processing of records.
- Identify, communicate and coordinate activities to address opportunities to improve processes.
- Initiate process improvement in collaboration with leaders of affected unit(s)/dept(s).
- Monitor process improvements in the department.
- Facilitate collaboration with other departments or disciplines to achieve desired outcomes.
- Responsible for periodic review and revision of the departmental guidelines.
- Supportive of the Healthcare Organization compliance program demonstrated by:
 - Upholds the Code of Ethics and Corporate Compliance
- Other duties as assigned

Observes CMOAR policy/procedures regarding conduct in the work place:

- Observe regulations on time card use and reporting
- Maintain attendance as per policy
- Maintain a clean and safe work area
- Observe general Safety/Employee Health policies and procedures including fire regulations
- Maintain a current annual health screening
- Maintain the privacy and confidentiality of patients and clients with respect to personal and health records and program issues development
- Display clearly visible identification
- Treats all employees, clients, neighborhood committee members with respect, dignity and in a courteous and professional manner in accordance to non-discriminatory policies and procedures and Union Agreement
- Conduct only work related conversations when clients are waiting for service
- Do not discuss other staff members, policies, problems or medical care in clinic public areas

Qualifications/Requirements:

- BA preferred or the equivalent work experience
- Valid California driver license, good driving record and proof of car insurance



- Accuracy, timeliness and strong organizational skills essential
- Excellent communication (written and verbal), training and coaching skills
- Demonstrated ability in the development, writing, and maintenance of policies, standardized operating procedures, and workflow analysis
- Must be proficient, self-supporting, and capable of coaching in the use of various computer programs and technology, including but not limited to EMR's, database(s), and graphics technology.
- Must have skills in organization, prioritizing, work performance, and completing a variety of duties and projects simultaneously, working alone or with various teams, under occasionally shifting deadlines and limited resources.
- Must possess and demonstrate the skills necessary to analyze information, problems, procedures and situations to identify relevant factors, patterns and relationships, formulate logical and objective conclusions, and recognize and evaluate alternatives.
- Must have an understanding of Windows computer systems, e.g., Word and Excel.
- Must have current knowledge of JCAHO, HIPAA, federal and state legal requirements as they relate to Release of Information.
- Ability to manage multiple tasks in a responsible and dedicated manner with excellent attention to detail
- Strong communication skills (both written and verbal) with ability to connect across multiple audiences (i.e. community members, patients, administrators, etc.)
- Bilingual Spanish desired
- Knowledge of Microsoft Office 2000
- Available to work evenings and weekends if needed, although a Monday – Friday schedule will be standard
- Must provide proof of up-to-date COVID-19 vaccinations including recommended doses in the primary series AND booster dose when eligible.

CLINICA MSR. OSCAR A ROMERO IS AN EQUAL OPPORTUNITY EMPLOYER

Employee Signature _____ Date _____

Print Name: _____