



North Eastman Health Association Inc.

Association de Santé du Nord Est Inc.

Job Description

Health Information Services Manager

POSITION SUMMARY:

The Health Information Services Manager is responsible for the management of all health records functions within the region and statistical information processes in relation to clinical service delivery within the North Eastman Health Association.

The Health Information Services Manager will facilitate collaborative relationships with all clinical information services within the region. Responsibilities also include the consolidation of statistical information for health services, participation on relevant regional and provincial teams and will support the planning and the development of standards, policies, and procedures to enhance program and service delivery. The incumbent will also assume responsibilities as the regional Privacy Officer and oversee activities related to the development of and adherence to the organizational policies and procedures covering privacy of, and access to, patient health information.

The incumbent will exercise initiative and independent judgment in determining work priorities, work methods to be employed and action to be taken on unusual matters. The position functions in a manner that is consistent with the mission, vision and values; and the policies of the North Eastman Health Association.

REPORTS TO: Director, Acute Care Services

UNION: Non Union

QUALIFICATIONS:

Education and Experience

- Certificate in a Health Information Technician Program, Certificate or degree in health information management, or Health Record Administration with relevant experience.
- Eligible for membership in the Canadian Health Information Management Association and the Manitoba Health Record Association.
- System Administration experience in electronic health information systems including ADT, dictation/ Transcription & Coding & Abstracting.
- Current in application of ICD - 10
- Minimum of 5 years experience in a health information system environment.
- Experience in a management or supervisory capacity.
- Demonstrated strength in Microsoft office programs.
- Strong organizational skills.

Knowledge, Skills and Abilities

- Demonstrated managerial ability.
- Knowledge and experience in regional and hospital policies and procedures.
- Strong and effective verbal and written communication skills.
- Demonstrated computer skills with Microsoft Office programs.
- Strong organizational skills and flexibility to meet the demands of the position.
- Able to maintain positive working relationships with staff.
- Good physical and mental health to meet position demands.

POSITION DUTIES AND RESPONSIBILITIES:

Program Planning and Evaluation

- Develops Health Information Services goals and objectives and provides support to the Regional Management team and Senior Management to implement services consistent with those goals and objectives.
- Develops procedures for the reporting and consolidation of applicable health delivery statistical information that will assist in regional decision making processes.
- Responds to the requests by health care provider for data and health information.
- Provides leadership in promoting the use of health information collected from the Coding & Abstraction Systems.
- Ensures Health Information Services planning is integrated across the continuum of care and are inclusive of community agencies where appropriate.
- Participates in the development of long range plans for health Information Services as a member of the Regional Information Systems Steering Committee.
- Assists in the evaluation of health information services related software licensing requirements and ensures compliance with license agreements.
- Provides advice and guidance on evaluation, selection, implementation and maintenance of Health Information Services.
- Represents the region on Provincial Initiatives for Health Information Services and takes a leadership role in project implementation.
- Participates in Regional planning and program reviews.

Policy Development & Professional Standards

- Ensures that Health Information Services policies, and procedures are developed to meet the MB Health and CIHI Standards for data collection.
- Facilitates with the implementations of Health Information Services policies and Privacy and Access policies for all Regional Programs
- Ensures corporate Health Information Services policies and procedures are review regularly and monitored for effectiveness.
- Participates on the provincial Privacy Officers Team, Hospital Advisory Council and Data Quality Team.

Quality, Risk and Utilization Management

- In collaboration with the vice president, Quality & Organizational Development, implements and evaluates a continuous quality improvement and risk management program, including participation in the process review, development of applicable procedures, documenting activities indicating corrective actions taken, ensuring participation of all relevant staff, and presenting reports on finding.
- Ensures that the organization is compliant with relevant privacy legislation.
- Adheres and responds to medico-legal issues related to privacy legislation.
- Develops systems to track compliance and non-compliance and acts as a resource on privacy issues.
- Compiles relevant statistical indicators as needed to support regional quality improvement teams, CIHI and Manitoba Health.
- Evaluates and reports on the status and effectiveness of the information management plan with recommendations in relation to information rights, complaints, and compliance concerns.
- Supports quality team involvement by front line personnel and participates on relevant teams.

Human Resources

- Supervises, directly and indirectly, all health records personnel in collaboration with the applicable Facility Manager.
- Provides leadership to create an environment conducive to effective working relationships.
- Participates in the hiring and selection of staff, including interviewing applicants and selecting the successful candidate.
- Determines initial salary placement and/or academic allowances consistent with Collective Agreements and regional policy.
- Establishes standards for employee performance, and monitors performance, including conducting performance reviews of personnel in the department/program, and follow up thereafter.
- Evaluates staff functioning in emergency situations.
- Identifies skill levels and knowledge requirements for staff in consultation with managers or Facility Manager.
- Identifies staff potential and promotes professional development to enhance delivery of services.
- Ensures that staff is scheduled consistently with operational needs and contractual requirements.
- Has authority to grant leaves of absence, schedule vacations, authorize overtime, etc.
- Responsible for application of attendance management process.
- Assists Human Resources personnel in the development and maintenance of applicable position descriptions.
- Establish and maintain guidelines for staffing to support services and is responsible for the recruitment, orientation, development and ongoing assessment and performance appraisals of health records personnel including clinical performance and professional conduct.

Fiscal Management

- Allocates human, financial, space resources in collaboration with the Director, of Acute Care Services and Facility Managers to meet programming needs.
- Analyses issues and trends that will impact the budget and fiscal management in the department and makes recommendations for appropriate action.
- Participates in the development of the annual capital and operating budget in consultation with the Director, Acute Care Services.
- In collaboration with Facility Managers, monitors the budget on a regular basis and recommends corrective action as necessary.
- Ensures that day to day records, as necessary for scheduling payroll, are maintained.
- Acts as a resource to ensure that there is sufficient equipment for the site and makes recommendations for purchasing new and/or replacement equipment.
- Ensures appropriate security and use of supplies.

Education

- Collaborates with professional development staff to evaluate orientation and ongoing education programs and facilitates with the implementation of educational needs.
- Serves as a resource for staff, other health care professionals, and managers and makes presentations on health information services and privacy legislation as required.
- Participates in the development of educational material for privacy legislation.
- Ensures Health Records Coders participate in all relevant MB Health and CIHI Educational Workshops.

Communication

- Communicates health information system strategies and plans, policies and technology trends throughout the region, including senior management, facility and program managers, and health care professionals.
- Meets with facility and program managers to provide health information services support, ongoing direction as needed, and facilitates good communication across the region.

Revised: _____
Date

Approved by: _____
Director/ Supervisor Date

Approved by: _____
Vice President/ CEO Date

Reviewed by: _____
Director, Human Resources Services Date