MODEL JOB DESCRIPTIONS

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These model job descriptions are samples and may be modified based on the specific requirements of your organization.

Developing Roles

EHR Documentation Trainer

Description
An EHR documentation trainer performs initial analysis of data, develops customized reports to facilitate meaningful interpretation of the data, and provides educational support to users. An EHR documentation trainer is responsible for training clinicians on the use of the electronic health record (EHR), template documentation, and interoperability of front-end speech recognition software. This person must be able to develop, implement, and maintain clinical narrative templates/macros in the EHR. An EHR documentation trainer should have the ability to translate workflow strategies into training documentation, job aids, and promotional materials for the assigned applications. An EHR documentation trainer also maintains accountability for managing software/data needs and technical services, in collaboration with the Information Services and Technology (IS&T) staff.

Skill Set

- Intermediate to advanced computer use skills including typing skills, Microsoft Office suite, etc.
- Intermediate to advanced background in healthcare documentation and medical terminology a plus.
- Experience in EHR platforms and with voice recognition software preferred.
- Experience with training in an EHR and/or documentation-related applications.
- Experience with creating training plans and training materials utilizing adult learning techniques.
- Business unit experience that includes working closely with IS&T in development and implementation.
- Application of critical thinking and excellent communication skills in all matters.
- Ability to maintain confidentiality.
- Knowledge of clinical informatics is a plus.

Training/Education

- Education/Experience – Bachelor's degree in health care/computer science with two to four years of experience in related relevant field or equivalent combination of education and experience in related field preferred. Experience as a trainer is preferred.
- Licensing/Credentialing – Licensure/credentials in accountability as applicable to the position is preferred.

Healthcare Documentation Integrity Auditor

Description

The healthcare documentation integrity auditor ensures integrity of the electronic health record by monitoring, measuring, and reporting on documentation created by healthcare providers. Documentation created within the electronic health record is randomly reviewed for content and context with or without the benefit of providers' voice files for comparison. An auditor compiles feedback for healthcare providers on critical and major errors that have the potential to impact document integrity and/or patient care, thereby eliminating repetition of errors. The auditor may request clarification from the clinician. Standard quality scoring criteria is utilized for fair and consistent evaluation. Statistics are maintained for trending purposes. This role supports a quality assurance program, which is different than the functions performed in a clinical documentation improvement program.

Skill Set

- Strong understanding of medical terminology, anatomy and physiology, as well as disease processes.
- Strong knowledge of HIPAA regulations, Joint Commission standards, and other healthcare regulatory bodies.
- Excellent research skills.
- Knowledgeable in all areas of documentation requirements.
- Excellent written and oral communication skills.
- Mastery of Microsoft Office products.
- Knowledge of clinical informatics is a plus and recommended.

Training/Education

- Education – Associate's degree or equivalent in terms of experience.
- Experience – Minimum of 3 years of experience in healthcare documentation and quality improvement.
- Preferred Credentials – Certified Medical Transcriptionist (CMT), Certified Healthcare Documentation Specialist (CHDS), Registered Healthcare Documentation Technician (RHIT), Registered Health Information Administrator (RHIA).

EHR Technician/HIM Analyst

Description

Under general direction, an EHR technician/HIM analyst accesses, inputs, and retrieves information, and solves complex problems using various computer systems. This person acts as the liaison for physician offices. Responsible for verification of completed dictation into system. Performs quality monitoring of patient information in transcribed reports. Trains and mentors HIM technicians and may act as a lead, as necessary. Trains and mentors health information management (HIM) staff. Coordinates work flow on the systems and processes. Performs quality monitoring and participates in activities to improve outcomes for the integrity of the electronic health record (EHR).

Skill Set

- Strong understanding of medical terminology, anatomy and physiology, as well as disease processes, pathology, and treatment techniques, surgery process and instrumentation, and pharmacology.
- Ability to interpret technical jargon and translate abbreviations into their expanded forms.
- Strong knowledge of HIPAA regulations, Joint Commission standards, and other healthcare regulatory bodies.
- Excellent written and oral communication skills with proven ability to convey complex information to a variety of audiences.
- Strong group processing, coaching, and interpersonal and social perceptiveness skills required.
- Knowledgeable in all areas of documentation and a minimum of two years of experience in medical transcription training/editing is required.
- Demonstrated advanced ability to operate computer, multiple software applications (Microsoft Office, dictation/transcription platforms, etc.), and other equipment as necessary.
- Proficient in referencing, researching, reporting, tracking and monitoring, and in-depth knowledge of medical transcription guidelines (*The Book of Style for Medical Transcription* by AHDI) and practices.
- Demonstrated ability to work independently with minimal or no supervision and as part of a team and to adapt quickly to new technologies.
- Excellent research skills.

Training/Education

- Associate's degree or equivalent education and experience.
- Two years of experience in health care documentation.
- Preferred Credentials – Registered Health Information Technician (RHIT), Registered Health Information Administrator (RHIA), or Certified Healthcare Documentation Specialist (CHDS).