



Lummi Indian Business Council

2665 Kwina Road · Bellingham, Washington 98226 · (360) 312-2000

'Working together as one to Preserve, Promote and Protect our Sche Lang en'

JOB ANNOUNCEMENT

JOB TITLE: Medical Records Supervisor

OPEN: December 17, 2024

EXEMPT: Yes

SALARY: (10) \$30.42-\$34.26/hr. DOE

SHIFT: Day

LOCATION: LNHC

DURATION: Regular Full Time

CLOSES: January 10, 2025

JOB CODE:

DIVISION: Health & Human Services

DEPARTMENT: LNHC

SUPERVISOR: Health Care Administrator

VACANCIES: 1

JOB SUMMARY: This position is responsible for managing the medical records department for the Health and Human Service (HHS) Departments and programs of the Lummi Indian Business Council (LIBC) which include; Medical, Behavioral Health, Lummi Counseling Services, Healing Spirit Clinic and Family Services. The Medical Records Supervisor will directly supervise the Scanner Specialist, Patient Care Coordinator Supervisor and Health Transportation Supervisor. Medical Records supervisor will also support the daily interface between providers and the Electronic Health Record (EHR). Coordinates the deployment of portions of the EHR. The management of this health care delivery system may require hours outside of normal clinic business hours.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES include the following, and other related duties as assigned.

Administrative

- Supervise the day-to-day activities of the medical records, scanning, health transportation, patient relations functions and EPIC site.
- Perform supervisor duties to include, hiring, firing, evaluations, training, establishing work standards, conflicts and complaints of Medical Records, Scanning, health transportation and Patient Relations. Develop training plans and corrective action plans as needed.
- Establishes new schedules in EPIC, for any new personnel within HHS.
- Assist in preparation of data and documents for AAAHC accreditation and audits as needed.
- Provide back-up to Patient Care Coordinators for call center, scheduling and patient check-in.

Policy

- Works with the Health Compliance Department to ensure all activities and functions of Medical Records remain in compliance.
- Assist in policy & procedure development and implementation related to medical records to ensure efficient medical record services for all HHS departments and programs.

Records, Data & Information Technology

- Serves as department liaison for external and internal entities with inquiries regarding data and statistical report requests.
- Participates in the design of patient information systems that include, receiving, storing, processing, and communication of data.
- Conducts chart analysis, makes corrections, and coordinates record investigations and reconciliations.
- Responsible to review and respond to subpoena requests.

- Ascertain that all administrative and health statistics are maintained for use by physicians and other medical professionals.
- Logs all technical system problems, referring those requiring a higher level of technical support person or team.
- Co-coordinates all end user additions to Peace Health link.
- Coordinates with coding and providers on creating electronic note templates for use in Electronic Health Record System
- Runs quality control daily on all scanned documents from health service departments, ensuring that documents are correctly mapped to note titles and linked to correct patient record. Providing corrections back to scanning staff.

RTLS (Real-Time Location System) Oversight

- Manage and oversee the implementation and usage of RTLS technologies to track assets, equipment (badges), and patient movement.
- Conduct badge audits to ensure compliance and identify potential loss prevention issues, maintaining accurate inventory and security.
- Collaborate with departments to optimize the use of RTLS for workflow improvement and asset management.

Internal Referral Management

- Oversee the internal referral process, ensuring that all patient referrals are processed accurately and timely.
- Coordinate with relevant departments (e.g., Physical Therapy, Rheumatology, Nutrition and Psychiatry) to track the status of referrals and manage follow-ups.
- Ensure that all internal referrals are properly documented within the EHR system, maintaining compliance with healthcare standards.
- Assist in the development and implementation of best practices for efficient internal referral workflows.

G12 Communications Management

- Oversee the management of G12 communications within the organization, ensuring that all messages and updates are delivered promptly and accurately.
- Coordinate with internal teams to ensure that all critical communications, including notifications, alerts, and reminders, are appropriately managed.
- Track and report on the effectiveness of G12 communication systems, making improvements as needed for streamlined communication across departments.

Atera WELL App Management

- Manage and oversee the Atera WELL app to facilitate effective patient communication.
- Ensure that the app is configured and maintained to meet organizational needs, including patient appointment reminders, follow-ups, secure messaging and closure messages.
- Collaborate with IT and clinical staff to troubleshoot issues and optimize app functionality.
- Train staff on using the Atera WELL app effectively and ensure compliance with HIPAA and other regulatory standards.
- Analyze usage data and feedback to improve user experience and engagement.

EPIC/Site Specialist

- Serve as the Site Specialist for the medical clinic.
- Collaborate with clinic leadership and users to identify opportunities for efficiencies in clinic operations, clinic practice support and improved health outcomes.
- Provide daily support to Epic application users across all health services through troubleshooting, coaching, and consulting.
- Identify, assess and troubleshoot application and equipment issues as they occur, owning the problem and seeing it through to full resolution.

- Refer issues that require additional assistance to the members of IT/Help Desk or OCHIN's Help Desk, including technical and workflow information necessary to resolve the issue. Communicate resolution to the user when completed.

MINIMUM QUALIFICATIONS:

- Associates of Arts degree in Records Management, Business or related field required;
- 10 years of experience in health field required;
- 3 years of supervisor experience
- 3 years of experience in working for a tribal government.
- information principles and/or liability.
- Must possess a valid Washington State Driver's License and meet eligibility requirements for tribal insurance.
- Lummi/Native American/Veteran preference policy applies.

KNOWLEDGE, ABILITIES AND SKILLS:

- Working knowledge and understanding of HIPAA and other law concerning health care and vital statistics records
- Working knowledge of meaningful Use and GPRA
- Knowledge of the Lummi Nation Health Center policies and procedures
- Knowledge clinic departments and personnel
- Knowledge of laws and regulations that govern maintenance and storage of medical records.
- Demonstrate ability to communicate effectively with peers and supervisors, to speak in front of groups and to communicate in writing of policies, procedures, memoranda training materials
- Ability to work independently, as well as part of a team.
- Ability to prioritize, multi-task, and complete tasks as directed.
- Ability to follow directions, maintain schedules, and develop work plans.
- Ability to work with in a variety of situations, settings, and places.
- Must maintain strict confidentiality at all times.
- Must be able to travel frequently for education and training.
- Other duties as assigned.

REQUIREMENTS:

- Must pass pre-employment and random drug and alcohol test to be eligible for and maintain employment, as required by the LIBC Drug & Alcohol Free Workplace Policy.
- This position requires regular contact with or control over Indian children and is therefore subject to successful and extensive criminal background check, CAMIS background check.

TO APPLY:

To obtain a Lummi Indian Business Council (LIBC) application go to: <https://www.lummi-nsn.gov/widgets/JobsNow.php> or request by e-mail libchr@lummi-nsn.gov For more information contact the HR front desk (360) 312-2023. Submit LIBC application, cover letter, resume & reference letters no later than 4:30 p.m. on the closing date listed above. If listing degrees or certifications include copies. Mailing Address: 2665 Kwina Road, Bellingham, WA 98226. Human Resource Fax number: 360-380-6991.