

# Health Information Management – System Administrator

## *Sample Position Description*

**General Purpose:** Responsible for overall management and support of Health Information Management systems including implementation planning and maintenance.

**Reports to:** Director of Health Information Management; Director of Information Technology

### **Responsibilities:**

#### Manages/Oversees Systems and Applications

- Performs evaluation, design, testing, implementation, upgrades, support, and maintenance of Health Information Management applications.
- Collaborates on implementation of new software installations, upgrades, and integration.
- Researches and recommends software and hardware specific to Health Information Management Director.
- Evaluates and selects proposed new technology, products, and system updates.
- Evaluates integration with legacy systems. Identify and define required system modifications and/or enhancements to improve existing systems.
- Provides oversight of system access and security, data capture, and information workflow.
- Provides assistance with workflow analysis and redesign so Health Information Management system functionality is optimized.
- Work with customers to develop and design future needs and efficiency measures through workflow processes.

#### Daily Operations

- Software technical expert and primary resource for Health Information Management applications to support end-users and vendors.
- Assist in the development of tactics and approaches to support the mission and strategies of the organization and the department.
- Facilitate cross-functional teams for the management of a project environment with an emphasis on quality, productivity, and consistency.
- Facilitates effective communication between customers and technical system resources by translating operational language into technical terminology.
- Diagnoses problems, evaluates solutions and communicates resolution to users and management. Continuously works to correct and prevent issues relating to data quality.
- Provides support and assistance to users and ongoing education and training when needed. Provides in-service learning opportunities to all staff.
- Utilizes data resources and software tools appropriately to carry out job responsibilities.
- Coordinates system downtime related to maintenance and communicates with affected users and managers.

#### Data Management

- Collects and analyzes data for departmental needs and special projects. Provides system reports and queries to ensure Health Information Management systems are running at peak performance.
- Provides technical consultation to health information management, other department, vendors, and information technology on HIM systems and processes. May serve as project manager on assigned projects.
- Serves as a liaison with health information electronic systems. Provides support to all users with issues related to protected health information capture, timelines, accuracy, retention, security, access, and data integrity.
- Responsible for all assigned systems maintenance within the organization. Work with customers on resolving complex and non-routine hardware, software, and operation system or integration problems as related to Health Information Management applications.
- Manages tools such as procedure and information flowcharts, policies and procedures, instructional manuals, and forms in order to promote effective use of applications. Provides documentation and training for users when there is a system change or update.
- Coordinates multi-system integration/interface for continuity of data across multiple systems within the organization.

#### Knowledge, Skills, and Experience

- Thorough understanding of the needs related to comprehensive inpatient and outpatient clinical documentation standards with knowledge of electronic health record applications.

- Microsoft Office Products experience.
- Working knowledge of project management functions and techniques: utilizes project management skills and identifies task dependencies and critical paths.
- Maintain a high level of understanding of HIPAA, Joint Commission, state and federal regulations and guidelines, hospital policies and procedures, and AHIMA best practice methods regarding maintenance of health records and health information.
- Understanding of system architecture, infrastructure, integration, and databases. Experience with utilities and software and hardware setup and install practices.
- Basic understanding of database design and data management concepts and models. Basic understanding of XML and SQL. Programming skills preferred.
- Experience working with remote employee setups and environments helpful.
- Strong trouble shooting and communication skills used for both implementation and support of the HIM applications.
- Ability to comprehend work flow and integration of electronic applications into the current hybrid environment.
- Works closely with Health Information Management, Information Technology, and vendors to maintain system(s) integrity and performance.

**Requirements:**

- Bachelor's degree in computer science, health care administration, health information management, mathematics, or related field preferred
- 2-5 years experience in health information management and an understanding of its processes
- Managerial experience and work experience with systems and applications
- RHIA or RHIT credential preferred