



POSITION DESCRIPTION

POSITION TITLE: SUPERVISOR, HEALTH INFORMATION SERVICES

DEPARTMENT: HEALTH INFORMATION SERVICES

CLASSIFICATION:

UNION: OUT OF SCOPE

REPORTING RELATIONSHIPS

POSITION REPORTS TO: MANAGER, HEALTH INFORMATION SERVICES

POSITIONS SUPERVISED: HEALTH INFORMATION SERVICES STAFF

POSITION SUMMARY

The Supervisor, Health Information Services is responsible for ensuring efficient collection, processing, protection, reporting, storage and access of patient information and health records (paper and electronic). The Supervisor Health Information Services ensures operations of the health information services program are followed and monitored for efficiencies including evaluation of quality initiatives and improvements to include Acute Care and Community (Primary Care, Home Care, Long Term Care, Public Health).

The position of Supervisor, Health Information Services functions in a manner consistent with, and supports the mission, vision and values of the Interlake-Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

- Responsible for the efficient operations of the Health Information Services program throughout the Interlake Eastern region including the following core areas: patient

registration and reception, health records management (paper and electronic), coding and abstracting, medical transcription and patient privacy.

- Responsible for the scheduling, recruitment, allocation of resources, and performance evaluation of the Health Information Services Staff.
- Assists in the development and implementation of strategies and efforts to achieve an integrated, effective and efficient delivery of health information services in the region.
- Ensures effective and efficient use of resources and materials within the Health Information Services Department(s).
- Assists in the implementation of policies and procedures within the Health Information Services Departments.
- Functions as a leader ensuring compliance with the provincial Client Registry Best Practices including the coordination and delivery of required education to staff.
- Functions as a leader for Health Records Management including chart storage and security, chart deficiency management, health record assembly and disclosure of personal health information, including both paper and electronic health records.
- Works collaboratively with programs/departments/services providing support to assist in the development and implementation of strategies and efforts to achieve an integrated, effective and efficient delivery of Health Information Services in the region.
- Functions as a regional lead for client record documentation and record management practices both in the electronic and paper record.
- Functions as a leader and expertise as it relates to Data Quality/Coding, Records Processing, Dictation/Transcription for the assigned facility(s).
- Monitors facility compliance with MHSAL and CIHI submission deadlines.
- Ensure Health Information Management Professionals maintain coding education requirements and opportunities.
- Functions as a leader in the coordination and support of the Hospital Standards Committee chart reviews.
- Coordinates processes for maintenance of the health record deficiency system and monitoring compliance.
- Coordinates processes to ensure that release of health information is compliant with the Personal Health Information Act related to authorized access, consent requirements and timely disclosure.
- Promotes positive public relations.
- Collaborates with the Regional Privacy Advisor to address issues or concerns as required.
- Pursuant to the Regional Health Authority Act, Interlake- Eastern RHA is designated as bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

OTHER:

- Performs other duties as assigned.
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QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Diploma in Health Information Management or Degree in Health Informatics

- Certification in Health Care Management
- Active member of the Canadian Health Information Management Association

REQUIRED KNOWLEDGE:

- Knowledge of the provincial Client Registry Best Practices
- Good understanding of interpretation and application of relevant privacy and related legislation; eg Personal Health Information Act, Mental Health Act, FIPPA, Fatality Inquires Act, Vital Statistics Act

EXPERIENCE REQUIRED:

- Minimum two (2) years' recent supervisor experience in Health Information Service Department
- Minimum two (2) years' recent experience in patient registration and reception
- Minimum two (2) years' recent experience coding and abstracting ICD-10/CCI in Health Information Department in a Hospital setting
- Demonstrated experience with the provincial and CIHI requirements for Coding & Abstracting
- Demonstrated experience with the provincial EPR Registration & Scheduling System
- Demonstrated experience with Electronic Medical Record (EMR)
- Demonstrated experience with Document Management System, specific to scanning, retrieval and indexing of Health Information
- Demonstrated ability to effectively schedule, supervise, direct, motivate and evaluate staff

SKILLS/COMPETENCIES:

- Excellent organizational, time management, conflict resolution and problem solving skills
- Ability to make independent decisions within the scope of practice and role
- Demonstrated team building and coaching skills
- Effective, courteous and respectful interpersonal communication and public relation skills
- Ability to communicate effectively both verbally and in writing
- Good physical and mental health to meet the positions demands
- Valid drivers license
- Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset
- Proficiency of both official languages is essential for target and designated bilingual positions
- Completes and maintains a satisfactory pre-employment security check
- Maintains a satisfactory employment record

WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
- Will be required to travel throughout the region as duties may require.
- Primarily day shift, Monday to Friday.
- Some overtime required.
- No hazardous or significantly unpleasant conditions.

- All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.

WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring adherences to Workplace Safety and Health Regulations and Policies, Infection Control Guidelines, WHMIS and Safe Work Procedures. Immediately investigates and recommends corrective action on any unsafe acts, work conditions, incidents, near misses, injuries or illnesses.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Ensures patient safety and patient safety activities are emphasized throughout orientation, training and ongoing performance evaluation and mentoring. Supports an environment which avoids, prevents and corrects all activities or actions which may result in an adverse outcome in the delivery of health care services. Patient safety is a standing item for all individual and departmental meetings.

Created: _____
Date

Revised: _____
January 2021
Date

Approved by: _____
Manager/ Supervisor Date

Approved by: _____
Vice President/ CEO Date

Reviewed by: _____
Vice President, Human Resources Date

Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.