

Position: **Benchmark Job #168**

Ministry: BC Mental Health Service Society

Working Title: **Medical Records Administrator**

Branch: Clinical Records

Level: Range 14

Location: Riverview Hospital

NOC Code: 1413

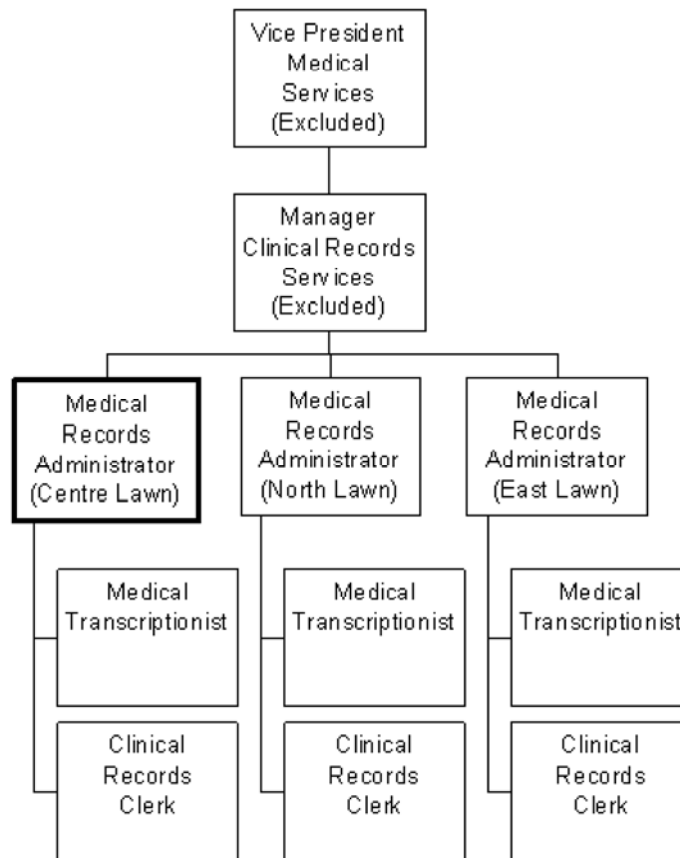
## PRIMARY FUNCTION

To supervise, coordinate, plan and organize the provision of clinical records services for one of three units.

## JOB DUTIES AND TASKS

1. Organizes and maintains records management system for collecting, coding, storing, securing, retrieving, retaining, and disposing private and confidential health information for clinical programs within the hospital
  - a. develops unit operating policies and procedures to maintain, update and track clinical records
  - b. analyzes and interprets records to ensure that medical-legal, accreditation and professional standards are met
2. Participates in development of software systems for data collection and reporting and optical imaging, bar-coding and digital transcription
  - a. designs and manipulates programs and screen layouts and develops data extracts, tables and reports
  - b. monitors, tests and evaluates system performance and resolves departmental systems problems
  - c. reviews and recommends software purchases
  - d. performs on-line query functions, corrections and verification of data
  - e. provides security access to programs and implements disaster planning preparations
  - f. prepares manuals and develops training/educational programs to orient staff in using software
3. Interprets and indexes clinical records
  - a. codes clinical records according to diagnosis, cause of death and relevant clinical information
  - b. enters data into statistical data system and extracts data for studies, and other materials
  - c. compiles, summarizes and prepares various reports, statistics and clinical information
  - d. processes admission and discharge documentation/records and notifies appropriate agencies and/or branches
  - e. processes death documentation and arranges for autopsies and brain removal, etc.
4. Responds to requests for confidential patient data and functions as Commissioner for taking affidavits
  - a. maintains procedures to ensure that requests are dealt with promptly
  - b. provides confidential information to health professionals, patients, relatives, officials, etc.
  - c. provides policy and procedure information to ensure confidentiality and security of patient information
  - d. responds to court orders, subpoena or search warrant and prepares and presents records for court
  - e. releases information under legislative authorities such as Coroner's Services, WCB, Freedom of Information

- f. secures consent for access to information for agencies, research projects and registries, etc.
- 5. Ensures patient's stay in hospital is supported by documents as required by legislation
  - a. ensures documents are complete, accurate, signed and dated by physicians within time frames
  - b. ensures documents are maintained correctly on records and checks prior to review panel hearing
  - c. arranges for recertification of invalid documents
- 6. Supervises daily activities of the Clinical Records Office and performs other related duties
  - a. supervises staff (2 FTEs) including recruiting, orientation, assigning work, appraising employee performance and taking disciplinary action when necessary
  - b. conducts quality assurance and risk management assessments
  - c. authorizes purchase of stationery and supplies up to \$300 per transaction under assigned spending authority; makes recommendations on staffing, furniture and equipment needs
  - d. participates on various committees (e.g. Organic Brain Syndrome Committee) by providing medical records information and statistics
  - e. provides input into preparation of department budget



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p><b>JOB KNOWLEDGE</b></p> <p>Understand the goals and objectives of the medical records program to organize, administer and maintain clinical records services, systems and databases in accordance with legislative and health care policies and medical, legal, accreditation and sector standards.</p>	F	190
2	<p><b>MENTAL DEMANDS</b></p> <p>Judgement to apply structured study, analysis and interpretation of records requirements and choose an approach using a combination of accepted medical records procedures and terminology to supervise, coordinate, and organize the provision of clinical records services, systems, and databases.</p>	E	150
3	<p><b>INTERPERSONAL COMMUNICATION SKILLS</b></p> <p>Persuasion required to use basic counselling skills to discuss and explain employee performance problems with workers and provide advice for improvement.</p>	D	45
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b></p> <p>Significant coordination and dexterity required to use word processor to produce a variety of correspondence and clinical records with some requirement for speed to meet deadlines.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b></p> <p>Guided by general ministry and medical records procedures, selects alternative course of action to organize, administer and maintain a medical records office and develop records management procedures for the unit and to present or provide information to courts, legislative authorities and others.</p>	D	75
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b></p> <p>Moderate financial responsibility to authorize purchase of stationery and supplies up to \$300 per transaction using spending authority.</p>	D	22.5

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b></p> <p>Considerable responsibility to provide guidance on the development of a multiple user records and data management system which provides for collection, coding, storage, security, retention and disposal of health information.</p>	E	33
8	<p><b>RESPONSIBILITY FOR HUMAN RESOURCES</b></p> <p>Responsibility to supervise two staff, appraise employee performance and take disciplinary action (2 FTEs).</p>	DE	20
9	<p><b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b></p> <p>Limited care and attention to calm demanding clients, such as health professionals, patients, relatives, officials, etc.</p>	B	10
10	<p><b>SENSORY EFFORT/MULTIPLE DEMANDS</b></p> <p>Focused attention to detail to frequently read to compile patient information and statistical data on computer and to check records for completeness and accuracy.</p>	C	12
11	<p><b>PHYSICAL EFFORT</b></p> <p>Moderate physical effort to frequently focus on patient information and to check records for completeness and accuracy.</p>	C	12
12	<p><b>SURROUNDINGS</b></p> <p>Exposure to regular unpleasant dealings with demanding clients, such as health professionals, patients, officials, etc.</p>	B	4
13	<p><b>HAZARDS</b></p> <p>Limited exposure to hazards from frequent keyboarding.</p>	B	4

Total Points: 592.5

Level: Range 14