

surrounding states in order to deliver constitutionally adequate health care. The biennial budget for the Health Services section exceeds \$200 million dollars.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

The Medical Records Specialist position is to coordinate the activities of Medical Record Services, including all program services provided by the Health Services Division. The Medical Records Specialist is responsible for planning, organizing, and coordinating the utilization review (UR), information services (IS), and patient records. These activities must meet all of the requirements set forth by Administrative Rules and federal and state laws/requirements pertaining to medical information. The Medical Records Specialist serves as custodian of all inmate medical records maintained by the Health Services Division.

SECTION 3. DESCRIPTION OF DUTIES

The employee in this position is expected to recognize their responsibility to act ethically at all times in accordance with the very highest standards of integrity.

Regular attendance is an essential function required to meet the demands of this job and to provide necessary services.

The incumbent is expected to perform position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully; engage in effective team participation through willingness to assist and support co-workers, supervisors, and other work-related associations; develop good working relationships with division and agency staff and supervisors through active participation in cross-divisional group projects and in identifying and resolving problems in a constructive, collaborative manner; demonstrate openness to constructive feedback and suggestions, in an effort to strengthen work performance, and contribute to a positive, respectful and productive work atmosphere.

The Oregon Accountability Model (OAM) depends upon a team approach to custody with security-series personnel and non-security personnel communicating effectively to maintain safe, secure, and sanitary correctional environments while preparing inmates for successful reentry into the community. The vast majority of ODOC inmates will return to Oregon communities. Enhanced public safety, lower crime rates, and reduced recidivism can all be tied directly to attitudes and actions of correctional staff who must effectively apply ODOC rules and transition initiatives in their daily interaction with inmates. All staff are expected to model pro-social behaviors; reinforce positive behaviors; redirect negative behaviors; and effectively communicate observed behaviors to responsible program staff, administrators, and supervisors in support of the OAM.

Correctional Case Management (CCM), the critical next step toward implementation of the Oregon Accountability Model, is a proactive, collaborative, multi-disciplinary process. The CCM process unifies procedures and personnel to balance departmental resources and an inmate's needs throughout his/her incarceration and community supervision.

Correctional Outcomes through Research and Engagement (CORE), is designed to monitor and measure the work we do every day. This allows DOC to identify opportunities to improve and/or streamline processes, use data to identify constraints, effectively use resources and, ultimately, promote public safety. CORE provides employees with opportunities to influence and improve the fundamental ways we do business.

The Oregon Department of Corrections has a zero-tolerance of sexual abuse and sexual harassment within its Institutions/Administration Buildings/Facilities owned, operated, or contracted. The intent of the Prison Rape Elimination Act (PREA) is to ensure a safe, humane, and secure environment, free from the threat of sexual abuse and sexual harassment for all inmates and employee/volunteer/contact/intern workers.

All forms of sexual contact and sexual harassment between inmates and employees/volunteers/

contractors/interns are prohibited by Oregon Department of Corrections policy. Therefore, if you are aware of any such incidents, you have a duty to report them to your supervisor.

All Department of Corrections staff have a valuable role in the delivery of multi-disciplinary services. Despite differences in their training, culture, and job specific mission, they all have some common goals. When all DOC staff share appropriate information and assist in the case planning of inmates, both the quality of change and the safety of the correctional environment improve. Mutual respect, proper orientation and training, and ongoing communication and cooperation provide the foundation of correctional case management. All staff are expected to follow CCM principles and practices.

List the major duties of the position. State the percentage of time for each duty. Mark “N” for new duties, “R” for revised duties or “NC” for no change in duties. Indicate whether the duty is an “Essential” (E) or “Non-Essential” (NE) function.

| % of Time | N/R/NC | E/NE | DUTIES |
|--|--------|------|---|
| <i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.</i> | | | |
| 5% | | | Medical Records Activities. 1. Be a resource to employees engaged in Medical Records activities for clarifying standards and providing feedback on issues regarding HIPAA compliance. 2. May assist in medical terminology and application of diagnosis coding. 3. Responsible for utilization review in the activities of review and analysis of medical records, which insures consistency, completeness, and accuracy of documentation. |
| 25% | | | 4. Responsible for obtaining, analyzing and reviewing medical records of inpatients and short stay patients following discharge from hospital. Verifies and enters patient information (Third Party Administrator Sheets) into computer system. Analyzes medical records for diagnoses, procedures, and diagnostic related groups (DRG). 5. Responsible for maintaining a tracking and recall system as required by the Health Services Manager and the Medical Records Manager/designee. |
| 25% | | | Assist the Medical Records Manager/designee in planning, and organizing activities of Medical Record Services/Utilization Review, which serves Health Services Division programs. 1. Evaluate Medical records policies and procedures for effectiveness and recommend changes to the Medical Records Manager/designee when indicated by evaluation or, when required, by changes in rules and regulations. 2. Evaluate medical record systems for effectiveness and recommend modifications to the Medical Records Manager/designee when indicated by evaluation, or, when required, by recommending changes in policies and procedures. 3. Assist the Medical Records Manager/designee and the Health Services Manager in maintaining a Medical Record Services Continuous Quality Improvement program and respond to identified problems by studying the problem, finding solutions, and recommending changes as indicated. Assist in audits, and statistical data that may be required. |
| 20% | | | Function as the Medical Records Expert for the facilities Health Services program. 1. Represent the Health Services Division in meeting with the public, hospital staff, or other government employees to provide a medical record service to solve medical record problems. 2. Represent the Department at any special meeting regarding the Medical Record as required. 3. Coordinate with other departments and disciplines to discuss a medical record service or solve a problem. |

| | | |
|------|--|---|
| 23% | | <p>To Function as Custodian of the Health Services Division Patient Records.</p> <ol style="list-style-type: none"> 1. Assist in developing and maintaining current written policies and procedures as approved by the Medical Records Manager/designee that govern the release of patient information, based on state and federal statutes, and medical record professional practice standards. 2. Assist in developing and maintaining current written policies and procedures as approved by the Medical Records Manager/designee that govern compilation, storage, dissemination, uses and accessibility of patient records and monitor to enforce these policies. 3. Assist in developing and maintaining current written policies and procedures that govern the maintenance of quality patient records that are completed in a timely manner. 4. Serve on the facilities Medical Record, Utilization Review, Quality Improvement, Morbidity and Mortality Committees or other assigned committees. 5. Properly respond to subpoenas for patient records as required by state and federal law. This includes presenting medical records in court hearings and copying records when appropriate. 6. Responsible for the preparation and maintenance of patient records either by establishing new records, filing reports, reviewing charts after appointments for deficiencies and pulling charts as necessary. |
| 2% | | <p>Minor Duties: Emergency assignment to assist security staff in times of inmate disturbance. Maintains knowledge of and performs work according to Health Services Division Rules, Policies and Procedures, institution rules and regulations, and departmental policy and procedure. Attend and participate in mandatory inservice training, according to Department of Corrections and Health Services Division standards.</p> <p>Other Duties as assigned</p> |
| 100% | | |

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

Will be expected to share the mission, vision, and core values of the department; requires being a role model of pro-social behavior and having an attitude that conveys dignity and respect in the treatment of others; must be able to acknowledge that everyone is capable of positive change; requires contact with inmates who may become violent; requires walking or standing for long periods, requires climbing and descending stairs; exposed to chemicals, radiation, communicable diseases or other hazards inherent in a health care and correctional setting. Supervision and control of inmates is an inherent responsibility.

You must have a valid driver's license and a good driving record or be able to provide an acceptable alternative method of transportation.

SECTION 5. GUIDELINES

a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

1. NCCHC Standards
2. Department of Corrections Administrative Rules, Policies and Procedures
3. Professional Practice Acts (ORS)

4. ORS on patient rights, confidentiality
5. Health Services policies and procedures, Institution operating procedures
6. HIPAA Standards for Correctional Institutions

b. How are these guidelines used?

- Establish guidelines and direction for how work will be done and used to provide information.
- Necessary to know limits of practice and who to refer questions or information to.
- Used in obtaining consent forms, storage of medical records, transmittal of medical information to others.
- Standards, guidelines, and limitations of how work is done within the Division and institution.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

| Who Contacted | How | Purpose | How Often? |
|--|------------------|--------------------------------------|------------|
| <i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i> | | | |
| Attorneys /AGs Office | Phone/Person/fax | Record access, court work scheduling | 5-10 Mo |
| Physicians / Other Providers | Phone/Person/fax | Record access, report preparation | 50-60 Mo |
| Health Services Mgrs | Phone/Person/fax | Consultation / coordination | 50 – 60 Mo |
| Administration | Phone/Person/fax | Record access, consultation | 10 – 20 Mo |
| Public / Patients | Phone/Person/fax | Record access | 10 – 20 Mo |

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

1. Compliance with medical record policies and procedures.
2. Appropriateness of releasing patient information according to state and federal laws.
3. Coordinate department work assignments as related to Medical Records activities.
4. Recommend changes in policies and procedures to reflect current needs.

Decisions affect the status of the Health Services Division meeting accreditation standards and the liability of the Department in release of information.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

| Classification Title | Position Number | How | How Often | Purpose of Review |
|----------------------|-----------------|-----|-----------|-------------------|
|----------------------|-----------------|-----|-----------|-------------------|

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

The Health Service Manager/ Office Mgr and or Support Services Supervisor are the on-site supervisor and the Medical Records Manager/designee will review the work of the Medical Records Specialist by ad hoc meetings. Work is also reviewed through observation and feedback from the Health Service Managers, ancillary staff and the Administrator. The purpose of the review is to evaluate the effectiveness of the Medical Records Specialist and to determine if Health Services Division policies and procedures are being followed.

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SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

a. How many employees are directly supervised by this position? _____
 How many employees are supervised through a subordinate supervisor? _____

b. Which of the following activities does this position do?

- | | |
|--|---|
| <input type="checkbox"/> Plan work | <input type="checkbox"/> Coordinates schedules |
| <input type="checkbox"/> Assigns work | <input type="checkbox"/> Hires and discharges |
| <input type="checkbox"/> Approves work | <input type="checkbox"/> Recommends hiring |
| <input type="checkbox"/> Responds to grievances | <input type="checkbox"/> Gives input for performance evaluations |
| <input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> Prepares & signs performance evaluations |

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification:

The person in this position must be able to work with sensitive and confidential information. Be able to work effectively under pressure of deadlines, disruptive conditions, and changing priorities. The person in this position works within the prison setting and is responsible for maintaining security and supervision of inmates. The demands of the work environment are chaotic. Medical records and clerical staff are responsible for maintaining accurate inmate tracking systems for populations ranging from 100 to 3,000, with large volumes of inmate movement in and out of the institutions on a daily basis.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

| Operating Area | Biennial Amount (\$00000.00) | Fund Type |
|--|------------------------------|-----------|
| <i>Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".</i> | | |
| | | |

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name and position number.

SECTION 12. SIGNATURES

| | | | |
|--------------------------------|-------|----------------------|-------|
| _____ | _____ | _____ | _____ |
| Employee Signature | Date | Supervisor Signature | Date |
| _____ | _____ | | |
| Appointing Authority Signature | Date | | |