

## UW HEALTH JOB DESCRIPTION

### CLINICAL DOCUMENTATION SERVICES LIAISON

**Job Code: 10011**

**FLSA Status: Non-Exempt**

**Mgt. Approval: Date:**

**HR Approval: Date: July 2015**

#### JOB SUMMARY

Under the supervision of the Clinical Documentation Services Manager, the CDS Liaison works independently to serve as liaison between Clinical Documentation Services, Laboratory Management, Information Services, Ambulatory Operations and Care/Quality Innovations teams across the UW Health Enterprise in addition to designated staff members of other organizations. The CDS Liaison is responsible for collaborative development of new processes, work flow analysis and innovation, process mapping, facilitating and/or conducting meetings, agenda development and tracking progress of various projects. This position could also be responsible for any number of components relating to an assigned project including report development and review, needs analysis, definition of requirements, Health Link or other software task prioritization, testing, training, post implementation follow up and maintenance. The successful candidate will be able to provide training and support to the Clinical Documentation Services staff, ambulatory clinic and/or medical staff in the documentation/abstraction of patient health data, including but not limited to eConsult, LabDE, On Base and Health Link (Epic). In addition, this position will be responsible for system testing of software upgrades, with assistance from I.S., to assure efficiencies and clinical documentation/abstraction is not compromised. Other responsibilities may include documentation-related technical support (working with Support Center), answering telephone inquiries, and review of provider and/or clinical staff documentation, abstraction of health data into the EHR, related tasks such as scanning with On Base and other documentation-related tasks as assigned.

#### MAJOR RESPONSIBILITIES

1. Ability to multi-task and work under pressure with time constraints.
2. Ability to work independently with minimal or no supervision.
3. Demonstrates an understanding of area systems, priorities, timelines and goals that contribute to the mission of UW Health and the CDS department.
4. Excellent understanding of departmental technology.
5. Knowledge of UW Health electronic record documentation expectations, policies and procedures.
6. Assist various UW Health teams as requested regarding the development, implementation, configuration, facilitation and/or training and support for both commercial and in-house developed systems.
7. Knowledge of medical documentation/abstraction guidelines (UW Health Style Guide, Abstraction Guidelines) and practices.
8. Proficient in referencing and researching with full library of references (books/electronic) and Internet access.
9. Recognize, interpret, and evaluate inconsistencies, discrepancies, and inaccuracies in clinical documentation/abstraction appropriately to clarify, flag, or report them, as needed.
10. Adhere to policies and procedures to contribute to the efficiency of the department.
11. Communicate and interact productively with management personnel with objective feedback as needed.
12. Meet regularly with Manager, Clinical Documentation Services to provide ongoing improvement and assure quality of documentation/abstraction.
13. Develop agendas, provide meeting notes, participate in and/or lead meetings or conference calls as appropriate.
14. Develop and maintain activity logs, data collection/reports and project plans as requested using Microsoft Project or appropriate substitute to provide mechanism to manage project timelines, resources and change management.
15. Review and/or develop system documentation, flow mapping, operational guidelines and/or policies and procedures related to projects.
16. Communicate with department or project team about documentation/abstraction-related projects, assigning tasks as necessary to ensure accurate and timely project or change management completion.
17. Work closely with management to ensure efficient use of resources, accuracy and provider satisfaction.
18. Strong technical proficiency in computer applications, such as optical character recognition, so those measurable gains through system efficiencies are continually maximized.
19. Continually develops understanding of various computer applications and documentation/abstraction management programs in order to effectively contribute and adapt to the changing healthcare environment.
20. Communicate and interact productively with management personnel with objective feedback as needed.
21. Evaluate and troubleshoot with regard to provider documentation habits as requested (i.e., inadequate or no documentation, lengthy documentation, compliance with documentation-related policies and procedures as requested).
22. Coordinate post-implementation review of project goals, outstanding questions or issues and work with operational leaders and management as requested to help sustain goals (i.e. analysis to help ensure that project delivered savings or improvement that was projected).
23. Adhere and uphold the UWMF Mission, Vision, and Values and UW Health Service and Performance Standards.
24. Provide individual or group assistance with clinical documentation and abstraction of data as needed, in a variety of methods.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

#### JOB REQUIREMENTS

Education	Minimum	Certificate or degree in medical/healthcare-related discipline preferred
	Preferred	
Work Experience	Minimum	3-5 years' experience in clinical documentation, data abstraction or healthcare delivery strongly desired. Experience with Epic required.

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	Preferred		
Licenses & Certifications	Minimum		
	Preferred		
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>Ability to prioritize work sufficient to meet time constraints and deadlines</li> <li>Proficiency in computer applications</li> <li>Knowledge of the medicolegal implications and responsibilities of the healthcare record, ensuring compliance with organizational, local, state, and federal policies, rules and regulations, along with security standards and privacy practices.</li> <li>Proficiency with Microsoft applications such as Word, Excel, and Powerpoint required.</li> <li>Excellent written and oral communications skills, especially active listening and writing</li> <li>Ability to clearly communicate technical and/or complex concepts or topics to a lay person</li> <li>Ability to acquire and assimilate new knowledge and skills quickly</li> <li>Ability to work independently and self-motivate in pursuit of broad objectives</li> </ul>	
<b>AGE SPECIFIC COMPETENCY (Clinical jobs only)</b>			
Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.			
<b>Instructions:</b> Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,			
	Infants (Birth – 11 months)	<input checked="" type="checkbox"/>	Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
	School Age (6 – 12 years)	<input checked="" type="checkbox"/>	Older Adult (Over 65 years)
<b>JOB FUNCTION</b>			
Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.			
<b>PHYSICAL REQUIREMENTS</b>			
Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
<b>Physical Demand Level</b>		<b>Occasional</b> Up to 33% of the time	<b>Frequent</b> 34%-66% of the time
<b>X</b>	<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 10#</b>	<b>Negligible</b>
	<b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Negligible</b> or constant push/pull of items of negligible weight
	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>
List any other physical requirements or bona fide occupational qualifications:		<b>Physical Requirements:</b> Primarily sedentary work, exerting up to 10 lbs. of force occasionally or a negligible amount frequently  <b>Physical Activity:</b> Primary working position-sitting, with	

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occasional standing, walking, stooping, crouching, and kneeling; frequent reaching, carrying, lifting, pushing, pulling, fingering, grasping, typing, talking-speaking clearly, hearing-conversation, and seeing-near

**Work/Environmental:** Moderate noise level consistent with an office environment; operates a computer terminal; confined work space; Ability to operate a motor vehicle and travel to various sites for meetings.

**Personal/Physiological:** Educational seminars/training sessions to keep abreast of current health care processes, interaction with people, working around people, planning or supervising activities of others, making judgements in emergency situations, frequent changes in duties and volume of work, intra-organizational communication