

# UW HEALTH JOB DESCRIPTION

## IMAGE MANAGEMENT SPECIALIST SENIOR

Job Code: 300116

FLSA Status: Non-Exempt

Mgt. Approval: K. Heindl Dietzen

Date: February 2023

Department: Information Services

HR Approval: M. Grayson

Date: February 2023

### JOB SUMMARY

The Image Management Specialist Senior is responsible for a variety of routine and complex image management application and database support duties in addition to leading and providing administrative oversight for other Image Management staff. The Image Management Specialist Senior is responsible for transferring images from electronic media into the database; import of non-electronic images into the database; identifying anatomy, modality, and procedure name standards to appropriately identify imaging studies and label the studies accordingly; utilizing Picture Archive Communication System (PACS) and other tools to merge/link patient records across multiple facilities within the database; and providing patient imaging record review and correction.

The Image Management Specialist Senior assigns and directs the work of other team members in addition to developing and/or coordinating the training of Image Management staff including required competencies and quality assurance. Work is performed under the general supervision of the Image Management Supervisor.

The Image Management Specialist Senior interacts with a variety of applications including PACS, PacsSCAN, PacsCube, LifeIMAGE, Radiology systems, and Epic.

### MAJOR RESPONSIBILITIES

#### Support Operational Patient Care

- Teach and lead others to transfer images in various imaging modes to and from PACS/and Electronic Medical Record (EMR) databases.
- Mentor others to understand the relationships of PACS/EMR databases supporting both internal organizational workflows along with those external sites for which the UW Health PACS is the central hub.
- Edit, correct records, and mentor others in the editing and correction of records for UW Health images and other imaging that resides in the UW Health PACS, including the merging and linking of patient records.
- Work closely with other staff to provide imaging record services to physicians, faculty, and staff both internally and externally.

#### Improve Processes and Standards

- Identify, participate in, and lead improvement huddles, projects, and teams across UW Health and our partners. Be a change advocate. Ask the question "why" and don't accept the status quo.
- Lead and facilitate the development and delivery of training relevant to several areas of expertise.

#### Effective Team Member

- Lead by example to improve the culture of safety, respect, customer service, and continuous improvement across UW Health IS and the organization. Encourage and motivate others to do the same.
- Consistently demonstrate and lead by example teamwork, partnership, collaboration, and personal and team accountability.
- Mentor and teach colleagues with less experience and provide feedback to others as appropriate.
- Work with teams to review solution proposals for process improvements.

#### Demonstrate Leadership

- Hold team-level responsibilities and lead the team for medium to large projects.
- Participate in team interviews, provide recommendations, and ensure that new team members add experience and competencies that strengthen the team.
- Lead through influence to improve team dynamics where needed, including recognizing dysfunctional team behavior.
- Create an environment of trust, discourage group think, seek opposing views, respect differences and value diversity.

#### Team Leader

- Review team members daily tasks.
- Complete complex release of information requests.

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- Respond to escalations and sensitive inquiries from physicians and staff.
- Review audit information.

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

### JOB REQUIREMENTS

Education	Minimum	High School Diploma or Equivalent
	Preferred	Education in Health Information Management, Clinical Healthcare, Information Technology, or a related field
Work Experience	Minimum	Two (2) years of healthcare related experience that includes working with digital imaging or electronic medical records or demonstrated success in the following: <ul style="list-style-type: none"> <li>• Leading and teaching others to independently transfer images to and from PACS/and EMR databases</li> <li>• Independent edits and correcting of records for images and other imaging within PACS</li> </ul>
	Preferred	Five (5) years of healthcare related experience that includes working with digital imaging or electronic medical records
Licenses & Certifications	Minimum	None
	Preferred	
Required Skills, Knowledge, and Abilities		<p><u>Information Services (IS) Core Competencies:</u></p> <p>Intermediate proficiency in the following areas:</p> <ul style="list-style-type: none"> <li>• Communication</li> <li>• Critical Thinking</li> <li>• Mentoring and teaching</li> <li>• Lean management</li> <li>• agile methodologies</li> </ul> <p>Developing intermediate proficiency in the following areas:</p> <ul style="list-style-type: none"> <li>• Leadership</li> <li>• Organizational change management</li> </ul> <p>Emerging proficiency in the following areas:</p> <ul style="list-style-type: none"> <li>• Leading without direct authority</li> <li>• Leading highly empowered, self-directed teams</li> <li>• Project management</li> </ul> <p><u>Position Specific Competencies:</u></p> <ul style="list-style-type: none"> <li>• Advanced proficiency in at least two IS Image Management competencies including: customer service, workload &amp; time management, subject matter expertise, testing/software testing/QA, troubleshooting, legal, government &amp; compliance, and escalation</li> </ul> <p><u>Other Required Skills, Knowledge, and Abilities:</u></p> <ul style="list-style-type: none"> <li>• Knowledge of policies and procedure surrounding record release, record retention, and record destruction.</li> <li>• Ability to locate, read, and interpret State and Federal (HIPAA) Statutes/Regulations regarding using and disclosing protected health information, and other miscellaneous legal documents</li> <li>• Knowledge of basic anatomy, modalities, and procedure types to label/code records.</li> </ul>

### PHYSICAL REQUIREMENTS

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<b>Indicate the appropriate physical requirements of this job in the course of a shift.</b> <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>Constant</b> 67%-100% of the time
<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>Negligible</b>
<b>X 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>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<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>Negligible-10#</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>10-20#</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>	<b>Over 20#</b>
List any other physical requirements or bona fide occupational qualifications:			

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.