

City of Fort Worth, Texas

Job Description

Classification Title	Health Information Systems Manager		
Job Code:	MG1931	Job Family:	Management
Pay Grade	613	Date Reviewed:	10/30/2024
FLSA Status	Exempt	Date Revised:	05/02/2025

GENERAL SUMMARY

Manage, coordinate and execute activities of the Health Information Systems Department ensuring accuracy and completeness of documentation, proper documentation training of medical staff and adherence to established departmental and organizations policies and procedures.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Supervises staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary decisions or recommendations.
2. Monitors daily the EHR's executed by the Field staff to ensure accuracy and compliance with all legal requirements and company/departmental procedures and ensure follow through of any that need modification or correction.
3. Ensures configuration and functionality of the EHR software system and all first responder organizations using the EHR software system to ensure efficiency in design, function and layout. To include interaction with electronic documentation for upgrades and user acceptance testing.
4. Ensures training for user interface and administrative tasks in the organizations EHR software system. Troubleshoot and resolve EHR software issues and report to the software developer any issues that cannot be resolved internally.
5. Monitors departmental processes for continued compliance with local, state and federal laws, and established system guidelines.
6. Monitors daily status of the EHR facsimile software, workflow and automated exports to ensure efficient transmissions patient care records to area hospitals and clinicians.
7. Creates, analyzes and interprets data mining reports for quality assurance and improvement.
8. Oversees the Electronic Health Records Management and develops and enforces medical record policies that establish the requirements of a complete medical record.

9. Ensures ambulance service compliance with Texas Department of State Health Services (DSHS) mandated documentation reporting.
10. Ensures ambulance service compliance with all applicable privacy rule requirements and works with other managers to ensure the organization maintains appropriate privacy and confidentiality notices, forms and materials.
11. Establishes, identifies, and executes training programs that support the health information records needs of the organization, and complies with Medicare and Medicaid documentation standards.
12. Acts as liaison between community tissue banks, and organ donation systems to provide health information records for organ harvest criteria as required by United Network for Organ Sharing (UNOS).
13. Interacts with the Emergency Physicians Advisory Board to manage narcotic documentation procedures, error corrections, and documentation discrepancy auditing.
14. Provides local trauma facilities patient data for maintaining continued trauma designation status by the National Trauma Data Bank (NTDB).
15. Acts as liaison between area hospitals and staff to resolve patient care documentation issues.
16. Maintains protected health information disclosure logs.
17. Performs other related duties as required.
18. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.
19. Pursuant to the City of Fort Worth's Code of Ordinances and Personnel Rules and Regulations, employees in this position cannot file an appeal of disciplinary actions taken against them.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Medical industry and medical terminology.
 - Medicare & Medicaid documentation requirements.
 - Criminal court processes and proceedings.
 - Contractual requirements regarding patient care documentation and reporting.
 - HIPAA laws and regulation pertaining to EMS.
 - Mobile technologies and computer networking systems.
 - Electronic medical documentation processes and workflow as they pertain to Emergency Patient Care Reports.
 - Microsoft Office Suite – Excel, Word and other numbers/reporting-based software.
 - Pertinent Federal, State and local laws, codes and regulations.
 - City personnel policies and procedures.
 - Principles and procedures for developing goals, objectives and management plans.

- **Skill in:**
 - Project Management.
 - Interpersonal communication.
 - Organization and time management. [OBJ]
- **Ability to:**
 - Handle complex situations and think in a systematic manner.
 - Multi-task and follow through with complex assignments.
 - Maintain composure under stressful conditions and personalities.
 - Develop and execute documentation training.
 - Utilize documentation auditing and reporting software.
 - Utilize computers and applicable software.
 - Establish and maintain effective working relationships. [OBJ]

MINIMUM JOB REQUIREMENTS

Bachelor's degree in emergency medical services management or other business-related degree and four (4) years' responsible experience in health information management, records management or similar occupation, and at least two (2) years' experience in education.

OTHER REQUIREMENTS

Valid Texas driver's license.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally, and all other sedentary criteria are met.