

Civil Service Commission

1055 MONTEREY STREET, SUITE D-250 ♦ SAN LUIS OBISPO, CALIFORNIA 93408 ♦ 805.781.5959

**San Luis Obispo County Civil Service Commission
Regular Session Meeting
Wednesday, August 28, 2013 @ 9:00 A.M.
1055 Monterey Street, Suite D-271 San Luis Obispo, CA**



AGENDA

MEMBERS OF THE COMMISSION
President Robert Bergman
Vice President Arthur Chapman
Wayne Caruthers
Betsey Nash, SPHR
William Tappan

1. **Call to Order / Flag Salute / Roll Call**
2. **Public Comment Period**
Members of the public wishing to address the Civil Service Commission on matters other than those scheduled below may do so when recognized by the President. Presentations are limited to three minutes per individual.
3. **Minutes**
The following minutes are submitted for approval:
 - a. June 26, 2013 – Regular
4. **Reports**
 - a. Commission President
 - b. Commission Counsel
 - c. Commission Secretary
 - Commission Calendar
5. **Job Class Specification – Revision**
 - a. Health Information Technician I/II
6. **Adjournment**

Civil Service Commission

The San Luis Obispo County Civil Service Commission
Regular Session Meeting
Wednesday June 26, 2013 @ 9:00 A.M.
1055 Monterey Street, Suite D-271, San Luis Obispo, CA



MEMBERS OF THE COMMISSION
Robert Bergman, President
Arthur Chapman, Vice President
Wayne Caruthers
Betsey Nash, SPHR
William Tappan

MINUTES

Present: President Robert Bergman, Commissioner Wayne Caruthers, Commissioner Betsey Nash, Commissioner Bill Tappan

Absent: Vice President Arthur Chapman

Staff: Commission Secretary Tami Douglas-Schatz, Commission Clerk Robin Mason

Counsel: Commission Counsel Tim McNulty

1. **Call to Order/ Flag Salute/ Roll Call**
Commissioner Bergman called the meeting to order at 9:00 A.M. and led the flag salute.
2. **Public Comment Period**
President Bergman addressed the audience asking for anyone wishing to speak to the Commission during the Public Comment Period on any matter that is not listed on today's agenda. Being none, President Bergman closed the Public Comment Period.
3. **Minutes**
May 22, 2013
Commissioner Tappan moved to approve the May 22, 2013 regular meeting minutes as written; Commissioner Nash seconded; the motion carried 4-0-1 (Art absent).
4. **Reports**
 - a. **Commission President**
President Bergman: no report.
 - b. **Commission Counsel**
Tim McNulty: no report.
 - c. **Commission Secretary**
HR Director Tami Douglas-Schatz: Introduced new Personnel Analyst Jamie Azarvand.

Civil Service Commission

5. Job Class Specification – Revised

a. Supervising Librarian

Personnel Analyst Jamie Azarvand introduced Assistant Library Director Chris Barnickel and explained the purpose of the revisions to the existing job class specifications: Supervising Librarian and Library Manger. Among the proposed changes to the job class specification, the title Supervising Librarian is to be changed to Regional Librarian and Library Manager Headquarters is to be changed to Library Support Services Manager.

Commissioner Caruthers: Asked Mr. Barnickel for further explanation of revisions.

Mr. Barnickel: explained need for changes.

Commissioner Tappan: asked clarifying questions regarding organizational chart for the Library.

Ms Azarvand: further explained details of the revision.

President Bergman: asked clarifying questions about the revisions to the existing job specification.

Mr. Barnickel: stated the scope of duties associated with the job.

Deputy Director Dori Duke: Explained title change reflects management level duties.

President Bergman: opened the public comment period

SLOCEA General Manager Kimm Daniels: Commented.

President Bergman: closed the public comment period and brought the discussion back to the Commission, after no further requests to speak were received.

Commissioner Caruthers: commented on job class revision.

Jamie Azarvand: stated that the term was consistent compared to other Counties.

Dori Duke: further explained the need for consistency as it relates to other agencies and helps when doing compensation surveys.

Commissioner Tappan: expressed his understanding of the needed changes.

Commissioner Caruthers: moved to approve the revisions to the Supervising Librarian, including name title change to Regional Librarian as written.

Commissioner Nash: seconded; the motion carried 4-0-1.

b. Library Manager

President Bergman: clarified that both job class specifications revisions were presented together, but approved individually.

Commissioner Tappan: moved to approve the revisions to the Library Manager, including name title change to Library Support Services Manager as written.

Civil Service Commission

7. Adjournment

Being no further business, President Bergman adjourned the meeting at 9:23 a.m.

** Note: These minutes reflect official action of the Civil Service Commission. A digital record exists and will remain as the official, complete record of all proceedings by the Civil Service Commission.*

3a-3



Human Resources Department

SAN LUIS OBISPO COUNTY

Tami Douglas-Schatz,
Director

County Government Center, 1055 Monterey Street • Ste. D-250, San Luis Obispo, CA 93408

• Telephone: 805.781.5959 • Fax: 805.781.1044 • Email: hr@co.slo.ca.us

TO: Civil Service Commission

DATE: August 28, 2013

FROM: Mark McKibben, Personnel Analyst 

SUBJECT: Revised Specification: Medical Records Technician/Senior Medical Records Technician
New Title: Health Information Technician I, II, III

RECOMMENDATION

It is recommended that the Commission approve the new class series entitled Health Information Technician I, II, III to replace the current Medical Records Technician/Senior Medical Records Technician class specifications.

DISCUSSION

The current Medical Records Technician (MRT) and Senior Medical Records Technician (SMRT) class specification was last revised in 2008. At that time, the Commission approved changes to the specification which included: removing the requirement of work experience in a hospital setting, updating the distinguishing characteristics between the classes and identifying the SMRT as a lead worker classification. The reduction of vacant positions over time has resulted in the Health Agency having 5.00 FTE SMRT (lead workers) and only 3.00 FTE MRT (non-lead workers). A review of the duties and responsibilities within the work unit confirmed the need for a leadworker class as well as identifying the need for an entry level class into the class series. The revised class series entitled Health Information Technician I, II, III will address these issues and provide other necessary updates including: distinguishing the level of work between the classes, recognizing the expanded use of the County's new electronic health records system and requiring knowledge of the Health Insurance Portability and Accountability Act. Moreover, this new class title is consistent with the certifications in this field as issued by the American Health Information Management Association (AHIMA).

Upon your approval, the Human Resources Department will work with the Health Agency to update the position allocation listing replace the MRT and SMRT allocations with Health Information Technician I, II, III class series.

The Administrative Office, Health Agency, Labor Relations and SLOCEA all support the adoption of this specification as presented.

5a-1

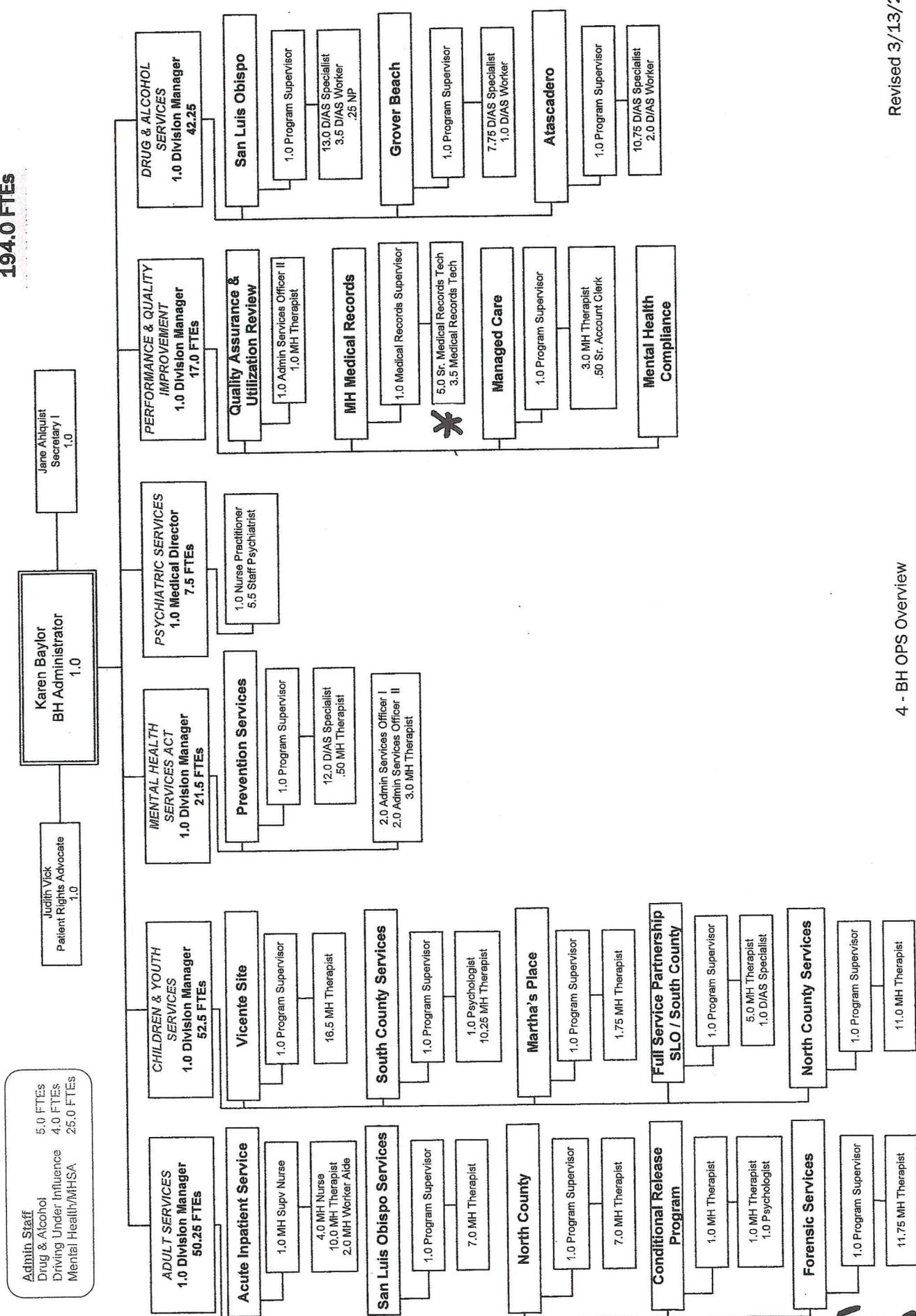
Behavioral Health - Operations

Organizational Chart
(Overview)

01/30/2012

Health Agency

194.0 FTEs



5a-2

1 **HUMAN RESOURCES DEPARTMENT**

2 *San Luis Obispo County*

3
4 ~~**MEDICAL RECORDS TECHNICIAN**~~ Health Information Technician I, II, III

5 ~~**SENIOR MEDICAL RECORDS TECHNICIAN**~~ (Career Series)

6
7 **DEFINITION:**

8 Classes in this series perform paraprofessional level duties in the collection, maintenance,
9 release and reporting of health records; assessanalyze and verify ~~medical~~ records for
10 completeness and accuracy; code and index diagnoses, ~~operations,~~ and special therapies
11 ~~recorded in medical records;~~ maintain information using an electronic health records system
12 ~~and do other related work as required.~~ perform other duties as assigned.

13
14 **DISTINGUISHING CHARACTERISTICS:**

15 ~~Medical Records Technician:~~ Under general supervision, ~~this classification completes job related~~
16 ~~duties and responsibilities in the Medical Records Office of the Health Agency.~~

17
18 ~~Senior Medical Records Technician:~~ Under direction, is responsible for, and acts as leadworker
19 ~~in the Medical Records Office of the Health Agency as assigned.~~

20 Health Information Technician I: This is the entry level class in the series. Under supervision,
21 incumbents collect, prepare and review health information records. This level in the series
22 performs progressively more complex duties while gaining a broad understanding of specialized
23 health terminology and knowledge of health information records management.

24
25 Health Information Technician II: This is the journey level class in the series. Under general
26 supervision, incumbents collect, prepare, review, audit and analyze health information records.
27 This level in the series prepares statistical and management reports and performs more
28 complex work. Incumbents are required to have comprehensive and in-depth knowledge of
29 specialized health terminology and health information records management. Incumbents may
30 provide training and instruction to clerical staff.

32 Health Information Technician III: This is the advanced journey level class in the series. Under
33 general supervision, collect, prepare, review, audit and analyze health information records.
34 Incumbents perform the most complex work and are allocated to specialty assignments. This
35 level in the series performs lead worker duties. Incumbents may provide training and instruction
36 to clerical and other paraprofessional staff.

37
38 **REPRESENTATIVE DUTIES:**

- 39 • ~~Analyzes medical records for completeness and accuracy.~~Reviews and analyzes health
40 record documentation and information for accuracy and completeness; identifies and
41 verifies coding information in response to requests for clinical and billing records.
- 42 • ~~Classifies and verifies coding of diagnoses, diseases and operations in accordance with~~
43 ~~the coding of standard nomenclature and classification systems.~~Codes and abstracts
44 client health information according to the International Classification of Diseases Clinical
45 Modification System (ICD) and guidelines established by the Federal Government and
46 Office of Statewide Planning Health Department (OSHPD) reporting requirements.
- 47 • ~~Cross indexes diseases and operations.~~
- 48 • ~~Completes source documents.~~
- 49 • ~~Supervises the abstracting of clinical data for data processing record.~~Assists in reviewing
50 medical records for appropriate admission and length of stay for compliance to
51 professional standards.
- 52 • ~~May act as backup for utilization review process.~~
- 53 • ~~Acts as leadworker in Medical Records.~~
- 54 • ~~Coordinates clerical support.~~May coordinate the work assignments of staff within the
55 department on a for training purposes or on a relief basis;~~may train and supervise~~
56 volunteer staff.
- 57 • ~~Attends meetings where cases are reviewed.~~
- 58 • ~~Fills out forms and posts data to records.~~Operates standard office equipment including a
59 computer and assigned software.
- 60 • ~~Composes and types letters, memoranda, statistical reports, medical audits;~~and
61 completes other forms and documents.

- 62 • ~~Makes corrections to medical~~ Identifies, resolves and corrects errors in health records
- 63 ~~following receipt of error messages and;~~ notifies medical personnel appropriate staff
- 64 members of any apparent discrepancies;
- 65 • ~~May answer requests and release information in accordance with regulations.~~ Responds
- 66 to questions or concerns about the coding of health records from authorized County
- 67 staff and outside agencies.
- 68 • Verifies and processes requests for access to health records; processes subpoenas.
- 69 • ~~May represent agency~~ the County ~~in court as~~ the custodian of medical records.
- 70 • Maintains and updates the electronic health records system.
- 71 • Creates and reviews audit reports; assists in compiling statistical data.
- 72 • Assists in collecting and reviewing reports submitted to the Office of Statewide Health
- 73 Planning Department (OSHPD).
- 74 • Maintains a working knowledge of current Federal/State regulations and guidelines
- 75 through continuing education and professional journals.

76 In Addition the HIT III

- 77 • Keeps supervisor appraised of operations, staffing and resource needs; distributes work
- 78 assignments; provides input on staff performance.
- 79 • Reviews and tests new system functionalities and develops policies and procedures.
- 80 • Trains and assists staff with health records procedures and the use of the electronic
- 81 health records system.
- 82 • May act on behalf of the supervisor in his/her absence.

84 **EMPLOYMENT STANDARDS:**

85 Knowledge of:

- 87 • ~~Principles and practices of medical record science~~ Medical terminology, coding and
- 88 classification systems used in health and mental health records and reports
- 89 • Techniques for analyzing client information from health records
- 90 • ~~Uses and limitations of medical records, indexes, and classification systems~~
- 91 • ~~Medical terminology and standard nomenclature as applied to diseases, operations and~~
- 92 ~~therapies~~
- 93 • Laws and regulations related to the collection and release of health information

- 94 • Proper English usage, spelling, grammar and punctuation
- 95 • Medical office administrative practices and procedures: health information filing systems
- 96 • Current office equipment and computer applications used in the collection of health
- 97 information
- 98 • Health Insurance Portability and Accountability Act (HIPAA) and/or other related state
- 99 and federal laws and regulations

100

101 **Ability to:**

102

- 103 • ~~Type accurately and efficiently~~ Operate standard office equipment including a computer
- 104 and assigned software
- 105 • ~~Analyze medical~~ Identify, verify and assess health records for completeness, and
- 106 accuracy and regulatory compliance
- 107 • ~~Learn, understand and apply Medical Staff Bylaws, Federal and, State laws, and County~~
- 108 laws, regulations, rules and requirements policies concerning medical health records
- 109 • ~~Prepare, complete, timely and accurate medical~~ health records
- 110 • ~~Review medical records for compliance with regulatory requirements~~
- 111 • ~~Assist Medical Records Administrator when appropriate in organizing clerical workload~~
- 112 and coordinating clerical support staff on a training or relief basis Coordinate the work of
- 113 others and communicate department's operational needs to supervisor and managers
- 114 • ~~Make decisions in procedural matters~~ Maintain confidential information in accordance
- 115 with legal requirements and County regulations
- 116 • ~~Establish and maintain effective working relationships~~
- 117 • Exercise appropriate judgment in answering questions and releasing health information:
- 118 recognize the consequences of decisions and recommendations
- 119 • Communicate effectively, both verbally and in writing

120

121 **EDUCATION AND EXPERIENCE:**

122 ~~Medical Records Technician~~ Health Information Technician I: Either A: Possession of a valid
123 ~~Accredited Records Technician Certificate (A.R.T.); Registered Health Information Technician~~
124 (RHIT) or Registered Health Information Administrator (RHIA) certificate from the American
125 Health Information Management Association (AHIMA) or equivalent. Or B: -Two years of
126 closely related medical records experience. Completion of one year of coursework in medical
127 terminology may substitute for up to one year of the required experience.
128 ~~One year of experience in analyzing, abstracting, and coding of medical records; Or C: Two~~
129 ~~years of experience in medical records work.~~

130
131 ~~Senior Medical Records Technician~~ Health Information Technician II: Three years of experience
132 as a Medical Records Technician Health Information Technician I or equivalent. A valid RHIT or
133 RHIA certificate or equivalent may substitute for one year of the required experience.

134
135 Health Information Technician III: Three years of experience as a Health Information
136 Technician II or equivalent. A valid RHIT or RHIA certificate or equivalent may substitute for
137 one year of the required experience. A valid RHIT or RHIA certificate must be obtained within
138 six months of appointment.

139
140 This class specification generally describes the duties and responsibilities characteristic of the
141 position(s) within this class. The duties of a particular position within a multi-position class may
142 vary from the duties of other positions within the class. Accordingly, the essential duties of a
143 particular position (whether it be a multi-position class or a single-position class) will be
144 identified and used by medical examiners and hiring authorities in the selection process. This
145 information will also be made available for review at the time of any recruitment for that
146 position and at such other times as reasonably required.

147
148 Adopted: 06-24-81
149 Revised: 05-23-01
150 04-23-08

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153

1 **HUMAN RESOURCES DEPARTMENT**

2 *San Luis Obispo County*

3

4 **Health Information Technician I, II, III**

5 **(Career Series)**

6 **DEFINITION:**

7 Classes in this series perform paraprofessional level duties in the collection, maintenance,
8 release and reporting of health records; assess and verify records for completeness and
9 accuracy; code and index diagnoses and special therapies; maintain information using an
10 electronic health records system and perform other duties as assigned.

11

12 **DISTINGUISHING CHARACTERISTICS:**

13 Health Information Technician I: This is the entry level class in the series. Under supervision,
14 incumbents collect, prepare and review health information records. This level in the series
15 performs progressively more complex duties while gaining a broad understanding of specialized
16 health terminology and knowledge of health information records management.

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19 supervision, incumbents collect, prepare, review, audit and analyze health information records.
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21 complex work. Incumbents are required to have comprehensive and in-depth knowledge of
22 specialized health terminology and health information records management. Incumbents may
23 provide training and instruction to clerical staff.

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25 Health Information Technician III: This is the advanced journey level class in the series. Under
26 general supervision, collect, prepare, review, audit and analyze health information records.
27 Incumbents perform the most complex work and are allocated to specialty assignments. This
28 level in the series performs lead worker duties. Incumbents may provide training and instruction
29 to clerical and other paraprofessional staff.

30

31 **REPRESENTATIVE DUTIES:**

- 32 • Reviews and analyzes health record documentation and information for accuracy and
- 33 completeness; identifies and verifies coding information in response to requests for
- 34 clinical and billing records.
- 35 • Codes and abstracts client health information according to the International
- 36 Classification of Diseases Clinical Modification System (ICD) and guidelines established
- 37 by the Federal Government and Office of Statewide Planning Health Department
- 38 (OSHPD) reporting requirements.
- 39 • May coordinate the work assignments of staff for training purposes or on a relief basis.
- 40 • Operates standard office equipment including a computer and assigned software.
- 41 • Composes letters, memoranda, statistical reports, medical audits; completes other forms
- 42 and documents.
- 43 • Identifies, resolves and corrects errors in health records; notifies appropriate staff
- 44 members of discrepancies.
- 45 • Responds to questions or concerns about the coding of health records from authorized
- 46 County staff and outside agencies.
- 47 • Verifies and processes requests for access to health records; processes subpoenas.
- 48 • May represent the County in court as the custodian of medical records.
- 49 • Maintains and updates the electronic health records system.
- 50 • Creates and reviews audit reports; assists in compiling statistical data.
- 51 • Assists in collecting and reviewing reports submitted to the Office of Statewide Health
- 52 Planning Department (OSHPD).
- 53 • Maintains a working knowledge of current Federal/State regulations and guidelines
- 54 through continuing education and professional journals.

55 In Addition the HIT III

- 56 • Keeps supervisor appraised of operations, staffing and resource needs; distributes work
- 57 assignments; provides input on staff performance.
- 58 • Reviews and tests new system functionalities and develops policies and procedures.
- 59 • Trains and assists staff with health records procedures and the use of the electronic
- 60 health records system.
- 61 • May act on behalf of the supervisor in his/her absence.

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63 **EMPLOYMENT STANDARDS:**

64 Knowledge of:

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- 66 • Medical terminology, coding and classification systems used in health and mental health
- 67 records and reports
- 68 • Techniques for analyzing client information from health records
- 69 • Laws and regulations related to the collection and release of health information
- 70 • Proper English usage, spelling, grammar and punctuation
- 71 • Medical office administrative practices and procedures; health information filing systems
- 72 • Current office equipment and computer applications used in the collection of health
- 73 information
- 74 • Health Insurance Portability and Accountability Act (HIPAA) and/or other related state
- 75 and federal laws and regulations

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77 Ability to:

78

- 79 • Operate standard office equipment including a computer and assigned software
- 80 • Identify, verify and assess health records for completeness, accuracy and regulatory
- 81 compliance
- 82 • Learn, understand and apply Federal and State laws, County regulations, rules and
- 83 policies concerning health records
- 84 • Prepare, complete, timely and accurate health records
- 85 • Coordinate the work of others and communicate department's operational needs to
- 86 supervisor and managers
- 87 • Maintain confidential information in accordance with legal requirements and County
- 88 regulations
- 89 • Establish and maintain effective working relationships
- 90 • Exercise appropriate judgment in answering questions and releasing health information;
- 91 recognize the consequences of decisions and recommendations
- 92 • Communicate effectively, both verbally and in writing

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96 Technician (RHIT) or Registered Health Information Administrator (RHIA) certificate from the
97 American Health Information Management Association (AHIMA) or equivalent. Or B: Two years
98 of closely related medical records experience. Completion of one year of coursework in medical
99 terminology may substitute for up to one year of the required experience.

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101 Health Information Technician II: Three years of experience as a Health Information
102 Technician I or equivalent. A valid RHIT or RHIA certificate or equivalent may substitute for one
103 year of the required experience.

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108 six months of appointment.

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111 position(s) within this class. The duties of a particular position within a multi-position class may
112 vary from the duties of other positions within the class. Accordingly, the essential duties of a
113 particular position (whether it be a multi-position class or a single-position class) will be
114 identified and used by medical examiners and hiring authorities in the selection process. This
115 information will also be made available for review at the time of any recruitment for that
116 position and at such other times as reasonably required.

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