

## Career Opportunity

### Medical Records Supervisor

#### Role Summary

The Medical Records Supervisor is responsible for overseeing the day-to-day operations of the Medical Records Department, establishing policies, procedures, standards and objectives. He/ She supervises the records completion, transmission, indexing, abstracting, coding, research, filing, storage, retrieval and maintenance of all written and electronic medical records.

#### Main Duties & Responsibilities

##### I- Medical Records Organization

- Plans, organizes and directs the medical records unit activities.
- Develops and implements policies and procedures relating to the management, retention, and storage of medical records; ensures that policies and procedures comply with all legal requirements pertaining to medical records, and updates policies as necessary.
- Supervises all functions including record completion, transmission, indexing, abstracting, coding, research, filing, storage, retrieval, and maintenance.
- Coordinates the implementation and maintenance of the automated medical records management system; works with information technology staff to resolve software problems.
- Releases information to patient / family or legal representative as per the policy on release of medical information.
- Answers inquiries, provides information and resolves complaints, which often requires the use of judgment and the interpretation of policies, rules, and procedures.
- Monitors medical records for compliance with legal requirements based on national and international standards; confers with other staff concerning quality compliance issues.
- Identifies unusual trends and potential problems; utilizes problem-solving skills to address issues and work problems; notifies management when further assistance/support is needed.
- Consults the Legal Counsel of the institution on medico-legal and other pertinent issues.
- Represents hospital in legal proceedings as keepers of the records. Develops relationships with professional affiliations and others.
- Maintains cooperative and professional rapport with medical staff, departments, and other external entities.
- Prepares and recommends department budget and ensures that department operates within budget.
- Identifies department equipment, supplies needs and purchases. Determines and documents space, equipment, supply and service requirements.
- Maintains department facilities and equipment in an efficient and effective manner.
- Oversees office inventory and generates purchase requisitions.
- Supervises staff performance and ensures an efficient and cooperative environment.
- Organizes and directs monthly staff meetings.
- Ensures positive interaction of staff with customers as well as quality and accuracy of work performed by staff.
- Determines training needs for medical records staff and other house staff on issues pertaining to medical records such as laws and regulations, policies and procedures, as deemed necessary.

##### II- Quality Improvement

- Establishes and directs quality assurance activities. Monitors the quality of work performed through internal audits in areas such as coding, analysis, transcription, filing, statistics, etc.
- Reviews department performance, effects changes as needed to improve services, simplifies workflow and assures compliance with regulatory requirements.
- Participates in various activities related to quality management, performance improvement programs, data validation and clinical research.

- Prepares a variety of statistical and management reports; maintains records, compiles data, interprets and evaluates statistical or narrative reports relative to medical record services.
- Participates in administrative staff meetings, medical record committee meetings and attends other meetings as assigned.
- Assists in the production of soft and hard documents forms and records reflecting patient data.
- Confers with members of the medical and professional staff to obtain their clinical input in order to make final determinations.
- Prepares for and participates in yearly inspections.
- Maintains professional growth and development through seminars, workshops, outside conferences, and professional affiliations.

**General Performance Expectations:**

- Follows and ensures strict safety procedures.
- Respects and adheres to the mission, vision, and values of LAUMC-St. John Hospital.
- Initiates actions to predict the occurrence of non-conformities in materials and services.

**Minimum Required Qualifications**

- Bachelor's degree in Health Information Management or any other related fields.
- A minimum of 6 years of experience in a health care environment and/or similar capacity, out of which at least 3 years in a senior or supervisory role.
- Strong knowledge of medical records and terminology.
- Knowledge of medical record keeping principles and practices.
- Excellent communication skills (Written and Verbal) – Arabic, English, French (Preferred)
- Excellent Knowledge in MS office (Word, Excel, PowerPoint) MS Project - Visio (Preferred)
- Excellent Organization and Time Management Skills
- Leadership approach; Excellent empowerment skills and fair decision making
- Strong problem identification and problem technical resolution skills.
- Strategic thinking
- Innovator - thinks creatively, anticipates changes
- Excellent analytical skills
- Excellent follow up skills and techniques
- Result oriented
- Organized & detailed oriented
- People oriented, team spirit, empathetic
- Positive and professional attitude and appearance
- **Integrity, credibility and high standard of professional conduct and confidentiality**

Interested Candidates should apply via [www.laumcsjh.com](http://www.laumcsjh.com)

**Closing Date for accepting applications is ~~November 2, September~~, 2020.**

CV should include the exact month and year while listing the candidate's professional experience and educational background. **No applications will be accepted after this date. Only shortlisted candidates will be notified.**

***The Lebanese American University Medical Center – St. John Hospital is an Equal Opportunity Employer.***