

Jessica Claire

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SUMMARY

Accuracy-driven Director focused on evaluating and optimizing company policies and procedures across the board. Disciplined and forward-thinking with results-oriented approach. Offering 10+ years of healthcare experience.

SKILLS

- Policy Development
- Data Analysis
- Operations Management
- Legal Compliance
- Records Management
- Privacy and Confidentiality

EXPERIENCE

HIM DIRECTOR/HIPAA COMPLIANCE OFFICER/PATIENT ADVOCATE 03/2022 to CURRENT
East Tennessee Behavioral Health | City, STATE

- Maintain department productivity, quality and efficiency for all processes within the department.
- Responsible for information governance to ensure facility-wide health data integrity, privacy and security.
- Implement processes and systems to support accurate and complete medical record documentation
- Oversee and assist with data collection, storage, retrieval, analysis and record retention.
- Prepare and analyze clinical data for research purposes, process improvement, utilization management, mandatory reporting etc...
- Provide management of staff including hiring, development, training, performance management and communication to ensure effective and efficient department operations.
- Work directly with physicians and mid-level providers to improve quality of documentation.
- Coding oversight to ensure accurate coding for reimbursement of claims
- Revenue Cycle and Unbilled management
- Audit records and data for accuracy, compliance and timeliness.
- Coordinate with inside/outside legal counsel regarding content of medical records.
- Tracking and reporting of Core quality indicators
- Functions as the facility privacy officer
- Enforced regulatory policies and procedures across different teams and programs.
- Verified documentation against compliance standards and communicated deficiencies to resolve issues.
- Investigated reported and identified compliance issues against accepted standards.
- Maintained detailed database of compliance data, activities and actions taken.
- Supported internal and external auditing teams conducting impartial compliance reviews.
- Issued clear warnings to violators, outlining infractions, penalties and remediation steps.
- Collected and reviewed data to identify potential compliance issues requiring further review.
- Followed proper protocols for reporting suspected violations to internal personnel or outside governing agencies.
- Reviewed records in cases of potential liability and determined compliance actions.
- Functions as the Patient Rights Advocate
- Facilitate patient/family grievance process to include processing the complaint, forwarding to the appropriate manager and communicating the resolution to the complainant for resolution purposes.
- Collaborate with appropriate staff to develop acceptable resolutions to potential complaints.
- Identify process deficiencies that result in possible threats to patient rights or patient safety.
- Maintain the complaint and grievance logs up to date.
- Collaborate with risk department and department managers to ensure patient concerns are dealt with in a timely and appropriate manner.
- Presents at new hire orientation on educating staff on patient safety and advocacy as well as privacy and security
- Identify critical needs with regard to customer service and discuss with supervisor and medical staff.

HIM DIRECTOR/FACILITY PRIVACY OFFICER 02/2020 to 02/2022
Parallon | City, STATE

Multi-Facility Management : Director of Health Information Management and Privacy Officer for the Parkridge Health System with management of multiple facilities including *Child and Adolescent Psych hospital, Adult Psych hospital, and full service acute care hospital.*

- **Oversight of all HIM Operations including but not limited to:**
Release of Information functions
Chart reconciliation
Accurate and timely record completion
Revenue Cycle
DNFB management
Alert Team Chairman
Financial Chart Audits
Physician suspension
JCAHO requirements
Monthly reporting and data analysis
Manage vendor relationships
Coding management and compliance
Transcription
Record analysis
Staff Scheduling, hiring, training and development, productivity
- **HIPAA Privacy Officer functions:**
Management and oversight of HIPAA Compliance
Provide HIPAA training and education to all workforce members within the market
Development, training and enforcement of facility policies and procedures to ensure HIPAA compliance
Perform monthly walk-through tours to assess for risk areas
Investigate all HIPAA incidents
Provide all required notifications for substantiated breaches

HIM DIRECTOR/PRIVACY OFFICER/CDI DIRECTOR 02/2013 to 01/2020
Tennova Healthcare | City, STATE

Multi- Facility Director Role:
Turkey Creek Medical Center (101 Bed with Advanced Surgery Center, 22 Owned Physician Clinics, For-Profit) Aug 2013-Present
Physicians Regional Medical Center Interim HIMD/Privacy Officer (350 Bed Hospital, 13 Owned Physician Clinics, For-Profit) April 2017- Present
Newport Medical Center (95 bed, 2 owned clinics, For-Profit) May 2013-August 2013
Jefferson Memorial Hospital (58 Bed, 2 owned clinics, For-Profit) May 2013- August 2013, Interim August 2014-May 2015 in addition to Turkey Creek Medical Center

- **Oversight of all HIM Operations including but not limited to:**
Release of Information functions
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Accurate and timely record completion
Revenue Cycle
DNFB management
Alert Team Chairman
Financial Chart Audits
Physician suspension
JCAHO requirements
Monthly reporting and data analysis
Manage vendor relationships
Coding
Transcription
Record analysis
Staff Scheduling, hiring, training and development, productivity
- **Patient Portal Champion**
- **Forms committee chairman**
- **Director of Clinical Documentation Improvement (CDI) Program**

CDI Productivity and Physician education for documentation improvement

- **HIPAA Privacy Officer functions:**
Oversee HIPAA Compliance for Physicians Regional Medical Center, Turkey Creek Medical Center and 34 Tennova Owned Clinics
Provide HIPAA training and education to all workforce members
Enforce facility policies and procedures to ensure HIPAA compliance
Perform monthly walk-through tours to assess for risk areas
Investigate all HIPAA incidents
Provide all required notifications for substantiated breaches
Re-education to workforce as needed based on data breach risk analysis and investigational findings

Title: Interim Patient Access Director
November 1, 2015 – Feb 21, 2016

- Manage all Registration functions
- Oversight of 38 registrars
- Indirect oversight of 12 contract employees
- Assist with employee training
- Insurance Verification
- Pre-Certs
- Oversee cash collections
- Revenue Cycle
- Business Office Liaison
- Alert/Pre-admit unbilled error report review/corrections

EDUCATION AND TRAINING

Associate of Applied Science | Health Information Technology 02/2013
DeVry University, Villa Park, IL

CERTIFICATIONS

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