

# 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	<ul style="list-style-type: none"><li>Policy Development</li><li>Data Analysis</li><li>Operations Management</li><li>Legal Compliance</li><li>Records Management</li><li>Privacy and Confidentiality</li></ul>	
EXPERIENCE	<b>HIM DIRECTOR/HIPAA COMPLIANCE OFFICER/PATIENT ADVOCATE</b>  East Tennessee Behavioral Health   City, STATE <ul style="list-style-type: none"><li>Maintain department productivity, quality and efficiency for all processes within the department.</li><li>Responsible for information governance to ensure facility-wide health data integrity, privacy and security.</li><li>Implement processes and systems to support accurate and complete medical record documentation</li><li>Oversee and assist with data collection, storage, retrieval, analysis and record retention.</li><li>Prepare and analyze clinical data for research purposes, process improvement, utilization management, mandatory reporting etc...</li><li>Provide management of staff including hiring, development, training, performance management and communication to ensure effective and efficient department operations.</li><li>Work directly with physicians and mid-level providers to improve quality of documentation.</li><li>Coding oversight to ensure accurate coding for reimbursement of claims</li><li>Revenue Cycle and Unbilled management</li><li>Audit records and data for accuracy, compliance and timeliness.</li><li>Coordinate with inside/outside legal counsel regarding content of medical records.</li><li>Tracking and reporting of Core quality indicators</li><li>Functions as the facility privacy officer</li><li>Enforced regulatory policies and procedures across different teams and programs.</li><li>Verified documentation against compliance standards and communicated deficiencies to resolve issues.</li><li>Investigated reported and identified compliance issues against accepted standards.</li><li>Maintained detailed database of compliance data, activities and actions taken.</li><li>Supported internal and external auditing teams conducting impartial compliance reviews.</li><li>Issued clear warnings to violators, outlining infractions, penalties and remediation steps.</li><li>Collected and reviewed data to identify potential compliance issues requiring further review.</li><li>Followed proper protocols for reporting suspected violations to internal personnel or outside governing agencies.</li><li>Reviewed records in cases of potential liability and determined compliance actions.</li><li>Functions as the Patient Rights Advocate</li><li>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.</li><li>Collaborate with appropriate staff to develop acceptable resolutions to potential complaints.</li><li>Identify process deficiencies that result in possible threats to patient rights or patient safety.</li><li>Maintain the complaint and grievance logs up to date.</li><li>Collaborate with risk department and department managers to ensure patient concerns are dealt with in a timely and appropriate manner.</li><li>Presents at new hire orientation on educating staff on patient safety and advocacy as well as privacy and security</li><li>Identify critical needs with regard to customer service and discuss with supervisor and medical staff.</li></ul>	03/2022 to CURRENT
	<b>HIM DIRECTOR/FACILITY PRIVACY OFFICER</b>  Parallon   City, STATE  <b>Multi-Facility Management :</b> Director of Health Information Management and Privacy Officer for the Parkridge Health System with management of multiple facilities including <i>Child and Adolescent Psych hospital, Adult Psych hospital, and full service acute care hospital</i> . <ul style="list-style-type: none"><li><b>Oversight of all HIM Operations including but not limited to:</b> <i>Release of Information functions</i> <i>Chart reconciliation</i> <i>Accurate and timely record completion</i> <i>Revenue Cycle</i> <i>DNFB management</i> <i>Alert Team Chairman</i> <i>Financial Chart Audits</i> <i>Physician suspension</i> <i>JCAHO requirements</i> <i>Monthly reporting and data analysis</i> <i>Manage vendor relationships</i> <i>Coding management and compliance</i> <i>Transcription</i> <i>Record analysis</i> <i>Staff Scheduling, hiring, training and development, productivity</i> <li><b>HIPAA Privacy Officer functions:</b> <i>Management and oversight of HIPAA Compliance</i> <i>Provide HIPAA training and education to all workforce members within the market</i> <i>Development, training and enforcement of facility policies and procedures to ensure HIPAA compliance</i> <i>Perform monthly walk-through tours to assess for risk areas</i> <i>Investigate all HIPAA incidents</i> <i>Provide all required notifications for substantiated breaches</i></li></li></ul>	02/2020 to 02/2022
	<b>HIM DIRECTOR/PRIVACY OFFICER/CDI DIRECTOR</b>  Tennova Healthcare   City, STATE  Multi- Facility Director Role: <b>Turkey Creek Medical Center</b> (101 Bed with Advanced Surgery Center, 22 Owned Physician Clinics, For-Profit) Aug 2013-Present <b>Physicians Regional Medical Center</b> Interim HIMD/Privacy Officer (350 Bed Hospital, 13 Owned Physician Clinics, For-Profit) April 2017- Present <b>Newport Medical Center</b> (95 bed, 2 owned clinics, For-Profit) May 2013-August 2013 <b>Jefferson Memorial Hospital</b> (58 Bed, 2 owned clinics, For-Profit) May 2013- August 2013, Interim August 2014-May 2015 in addition to Turkey Creek Medical Center <ul style="list-style-type: none"><li><b>Oversight of all HIM Operations including but not limited to:</b> <i>Release of Information functions</i> <i>Chart reconciliation</i> <i>Accurate and timely record completion</i> <i>Revenue Cycle</i> <i>DNFB management</i> <i>Alert Team Chairman</i> <i>Financial Chart Audits</i> <i>Physician suspension</i> <i>JCAHO requirements</i> <i>Monthly reporting and data analysis</i> <i>Manage vendor relationships</i> <i>Coding</i> <i>Transcription</i> <i>Record analysis</i> <i>Staff Scheduling, hiring, training and development, productivity</i> <li><b>HIPAA Privacy Officer functions:</b> <i>Oversee HIPAA Compliance for Physicians Regional Medical Center, Turkey Creek Medical Center and 34 Tennova Owned Clinics</i> <i>Provide HIPAA training and education to all workforce members</i> <i>Enforce facility policies and procedures to ensure HIPAA compliance</i> <i>Perform monthly walk-through tours to assess for risk areas</i> <i>Investigate all HIPAA incidents</i> <i>Provide all required notifications for substantiated breaches</i> <i>Re-education to workforce as needed based on data breach risk analysis and investigational findings</i></li></li></ul>	02/2013 to 01/2020
EDUCATION AND TRAINING	<b>Associate of Applied Science</b>   Health Information Technology DeVry University, Villa Park, IL	02/2013
CERTIFICATIONS	RHIT	