

## **Crusader Community Health Job Description**

---

**Job Title: Clinical Documentation Improvement (CDI) Specialist**

**Job Status: Exempt**

**Job Grade: 21E**

**Manager Title: Health Information Services Manager**

---

### **POSITION SUMMARY:**

Educates providers and serves as the subject matter expert for any topic related to provider documentation in the organization. Is an advisor to providers regarding complete and accurate outpatient documentation and functions as a liaison between providers and coders with the goal of creating mutual understanding of the many uses of medical record documentation. Working independently, the Clinical Documentation Improvement (CDI) Specialist performs audits of the medical record to ensure the capture of complete and accurate provider documentation and coding. The CDI Specialist will develop collaborative relationships and possess excellent interpersonal skills in building and maintaining crucial relationships so that the most complete and accurate provider documentation can be achieved.

### **ESSENTIAL FUNCTIONS:**

- Accountable for demonstrating the qualities outlined in the “Customer Service Standards of Excellence” program when interacting with patients, their families and friends, and fellow employees.
- Maintains compliance with internal and external policies, procedures, regulations, industry guidelines and objectives, HIPAA and safety standards.
- Develops, coordinates and completes internal auditing activities, to ensure compliance with documentation and coding practices.
- Collaborates with internal coding professionals to fully support the needs of clinical code assignment.
- Assists with denial management as it relates to documentation.
- Determines when and/or if a provider query is necessary in accordance with the Guidelines for Achieving a Compliant Query Practice.
- As appropriate, generates and issues compliant queries to clarify documentation that is incomplete, conflicting, or ambiguous.
- Initiates contact with providers to obtain complete and timely query responses.
- Tracks, analyzes and trends data to identify opportunities for improvement.
- Monitors, tracks and maintains key operating metrics consistent with CDI program/department requirements.
- Educates providers on documentation best practices to ensure the highest level of specificity with ICD-10 codes is achieved in accordance with State, Federal and other accrediting agencies.
- Collaborates with interdisciplinary teams to identify areas of focus and to establish a unified approach to documentation review and education.
- Collaborates closely with the Clinical Applications department to assist with the creation and implementation of EMR components to ensure that the most complete and accurate provider documentation can be captured and achieved.
- Prepares and presents CDI program metrics to leadership or as needed.
- Answers and addresses any inquiries related to provider documentation in a professional and timely manner.
- Leads and/or attends meetings regarding or relevant to CDI.

- Assists HIS Manager with the unlocked note report as needed.
- Perform other duties as may be assigned.

## **EDUCATION/EXPERIENCE/TRAINING:**

### **Education:**

At least one of the following certifications is required: Certified Professional Coder (CPC), Certified Coding Specialist (CCS), Certified Coding Specialist Physician-Based (CCS-P), Registered Health Information Administrator (RHIA), Registered Health Information Technician (RHIT), Certified Clinical Documentation Specialist (CCDS, Certified Documentation Improvement Practitioner (CDIP), or Clinical Documentation Improvement Specialist (CDIS)

### **Experience:**

- Two (2) years of progressively responsible coding or CDI experience.
- Experience with Coding & CDI quality improvement projects.
- Experience in training, organizational development activities, or project management principles.
- Experience utilizing an Electronic Health Record System.

### **Knowledge of:**

- Expert level of knowledge and ability to apply medical documentation guidelines and practices.
- Knowledge of, but not limited to, current coding guidelines and methodologies, MS-DRG, APR-DRG, HCCs; ICD-10-CM coding guidelines and conventions.
- Extensive knowledge of medical terminology, anatomy and pathophysiology and ancillary test results.

### **Technical Knowledge:**

- Microsoft Office products specifically Word, Excel, Outlook, PowerPoint and OneNote.
- Office equipment including computers, telephone system, fax machine, and scanners.

### **Ability to:**

- Demonstrate excellent customer service and effectively communicate with all levels of staff, patients, visitors, and outside organizations in a professional and courteous manner.
- Follow all Crusader policies and guidelines.
- Support the mission of the organization as well as the goals and values.
- Treat others with respect and consideration regardless of their status or position.
- Demonstrate a willingness to be part of a team-oriented environment and cooperate in the accomplishment of departmental goals and organizational objectives.
- Accept responsibility for your own actions.
- Adapt to changes in the work environment; manage competing demands; change approach or method to best fit the situation; deal with frequent change, delays, or unexpected events.
- Organize and prioritize work appropriately.
- Demonstrate effective communication, critical thinking and data analytic skills.
- Display excellent interpersonal skills in building and maintaining crucial relationships.

## Physical Requirement Form

**Job Title:** Clinical Documentation Improvement (CDI) Specialist

Physical Demands	Continuous over 70%	Frequent 40-60%	Occasional 15-39%	Rarely Up to 15%
Sitting	X			
Standing			X	
Walking			X	
Climbing				X
Bending				X
Pushing / Pulling				X
Carry / Lift				X
1-15lbs				X
15-30lbs				X
30-50lbs				X
Fine hand / Eye Coordination				
Exposure to Blood and Body Fluids				X
Exposure to Extreme Heat, Cold, Temp Fluctuations				X
Exposure to Hazardous Chemicals				X
Concentration on Detail	X			
Oral Communication	X			
Written Communication	X			

**Crusader Community Health does not require nor does it expect that an employee lift over 50lbs unassisted. Objects in excess of 50lbs should be lifted or moved with mechanical means or a team lift.**

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. They are representative to the knowledge, skills, and abilities 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.**