

HIDALGO COUNTY HEALTH & HUMAN SERVICES

EMR/DATABASE SYSTEM ANALYST

GENERAL DESCRIPTION

Performs maintenance and support on a variety of database systems primarily related to Electronic Medical Records. Produce custom reports on the EMR system including necessary statistics for grant reporting purposes. Person will design and develop internal and external websites and applications using several industry approved development languages. Code, install, optimize and debug queries and stored procedures using appropriate tools or editors. Provide technical assistance to staff as need on Windows based systems including but not limited to software/hardware installation, training and pc repair. Routine network maintenance, security and backups may be performed as well. Travel to remote sites to perform similar duties. EMR/Database System Analyst will be a member of the 24-hour public health response team and may require responding to "in office" or "on scene" all hazards events. Works under the supervision of the Director of Operations.

EXAMPLES OF WORK PERFORMED

Manage/Maintain EMR system

Create and/or optimize queries and stored procedures to improve database performance (MSSQL and MySQL)

Custom reporting from in-house and state supplied software

Write SQL database queries

Maintain and secure MSSQL and MySQL servers

Programming in the following languages: HTML, Javascript, jQuery, PHP

Create custom programs as needed by the organization

Implement and deploy web database server(s)

Review/implement security on web servers

Hardware and software installation and maintenance on PC's

Routine network maintenance

Respond to events with the 24-hour public health response team

Other duties as assigned

GENERAL QUALIFICATION GUIDELINES

Experience and Education

High School Diploma or GED and

Bachelor's degree preferred or graduate of a two (2) year college program with an emphasis on computers

Experience can be substituted for post secondary education

Immunization/TB Screening Requirements

Employees may be required to receive immunizations recommended by the ACIP, ACP, and TDH based on anticipated disease exposure (e.g. hepatitis B or rabies vaccines) TB skin testing may required.

Certificates, Licenses, Registrations:

Employee must have proof of a current valid Texas Motor Vehicle Operator's License

Must be able to be insured by County Insurance carrier

Knowledge, Skills, and Abilities

Must have a firm understanding of the techniques of computer use

Ability to install computer hardware and software

Ability to train others in the use of software and hardware

Ability to use popular software (i.e., All Microsoft Office products, Windows, database applications, ...)

Employee may be assigned other duties in addition to those listed; duties may change according to the changing needs of the County

Special Qualifications

Able to provide services in other areas as needed

Willingness to work irregular hours as needed

Accept 24 hour response team duties as necessary

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; sit; use hands to find, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop and kneel.

The employee must occasionally lift and/or move over 25 pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS:

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communication with others

- required to follow the Hidalgo County Accident Prevention Plan and department's safety regulations



HIDALGO COUNTY HEALTH & HUMAN SERVICES

DIRECTOR OF CLINICAL CARE SERVICES

GENERAL DESCRIPTION

The Director of Clinical Care Services functions under the direction of the Chief Administrative Officer and in collaboration with the Chief Physician. Functions as a public health program specialist by planning & directing multi-disciplinary systems of health care to ensure effective utilization of resources in the provision of comprehensive public health care services for Hidalgo County. Oversees eight (8) clinic sites, including personnel assignments, training and hiring which includes developing goals & resources for the Clinical Group. Is responsible for analyzing, developing, implementing and coordinating new and existing programs (Title V, MCH, TB, Immunization, Family Planning & Community Health- OPH). Maintains Quality Assurance, accountability & reporting of implemented programs, to County and Department of State Health Services. Establishes, maintains, supports the activities of public health education, promotion, disease prevention & control in the community. Develops and implements specialty community clinics; and supervises Central Office personnel associated with those clinics including but not limited to Family Planning, Prenatal, Child Health, TB, Immunizations and Communicable Diseases and the reporting of these clinics. Prepares & writes new and renewal grant applications in coordination with the Budget Manager, under the supervision of the Chief Administrative Officer.

EXAMPLES OF WORK PERFORMED

Coordinates the operations of the Clinical Group including the development, implementation, and evaluation of the group's philosophy, goals, clinical practice standards and policies. Develops and maintains acceptable methods of recording and reporting that provide proper service control, uniform accounting and measurement of program results (Quality Assurance).

Develops policies and procedures in accordance to DSHS program guidelines/standards. Responsible in coordinating clinical quality assurance programs. Responsible for staff development of the Clinical Groups. Devises tools and methods of assessment of knowledge and skill areas of the Nursing Groups. Responsible for recruitment of health programs personnel.

Responsible for the oversight of the HCHHSD Billing Division in collaboration with the Budget Manager. Responsible for the oversight of the Tuberculosis, Immunizations, Wellness Program, Maternal & Child Health, Family Planning & STD Programs.

Implements, monitors & evaluates the performance measures of these programs in accordance to DSHS & department policies & procedures;

Responsible for Credentialing Committee for Medicaid, Medicaid HMO's, Private Insurance, Council for Affordable Quality Healthcare (CAQH), credentialing application updating, re-attestation as needed. Maintains knowledge current on program HMO's, updates & changes.

Addresses grievances related to the Clinical Group; Responds to client and service provider complaints to the Health Department resolving complex problems.

Monitors the community health status to identify community health problems through routine review and collection of community health status data, population based needs assessment and epidemiological processes. Responsible to develop and initiate population-wide health promotion, prevention and risk reduction programs (which include OPH grant performance measures).

Assists and/or coordinates with diagnoses and investigates health problems and hazards in the community to include chronic disease prevention and detection; communicable disease detection and strategic intervention and follow up. Assists in emergency response planning.

Develops and advocates for public health policies and comprehensive systems of health care delivery, to include application & compliance to current managed health care systems.

Assists in mobilizing community partnerships and provides expertise to the community on community health status in order to identify, prioritize and solve health problems to the benefit of the citizens of Hidalgo County.

Participates with management team and with other groups directors in establishing direction and leadership in the organization; Assists in developing department polices, enforcing policies, and enhancing integration opportunities as member of the management staff, under the supervision of the Chief Administrative Officer.

Coordinates & evaluates effectiveness, accessibility and quality of personal and population based healthcare services; collects and maintains data to measure community interventions; identify underserved populations and implements changes in programs/systems to improve health outcomes.

Coordinates the Tuberculosis, Immunization, Title V MCH, OPH, Family Planning & Wellness Program, program budgets which includes; identifying budget needs and developing grant and program budgets in conjunction with the Budget Manager, under the supervision of the Chief Administrative Officer, compiling budget indicators for the

various programs; and reviewing and approving group budget purchases and expenditures.

Reviews local, state, and federal resources for potential program funding; identifies funding and project opportunities and provides direction to group staff, community agencies, coalitions, etc. on following up on these opportunities.

Prepares and writes new and annual submittal of multiple grant requests TB, Immunization, OPH & Title V in coordination with the Budget Manager for HCHHSD, under the supervision of the Chief Administrative Officer. Monitors grant progress to ensure grant requirements are being met; and submits required reporting monthly and annually to state and County as applicable.

Serves as a public health practice resource and community expert on the practice of public health nursing; as adjunct faculty for undergraduate nursing students; will coordinate with universities/colleges adjunct staff in assuring that student requirements are met within all state HIPPA and county requirements.

Collaborates with other service providers including institutes of higher learning to share resources to maximize delivery of care.

Reviews and revises medical orders in conjunction with the Chief Physician and Clinicians. Directs the on-going review, revision, implementation and training in public health and nursing practice standards.

Develops, implements, and evaluates workplace OSHA policies. Oversees the staff development of the Clinical Group in accordance to OSHA & State Board Rules (BON).

Responsible to maintain and update all Third Party Provider information, credentialing and renewal applications.

Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

Experience and Education

Licensed to practice as an RN in Texas, plus

10 yrs or more experience as a Director of Nursing in public health or similar setting;

10 yrs or more experience in community health grant writing, i.e. DSHS, HHSC;

10 yrs or more experience as a practicing RN in a supervisory capacity in Public Health;

BSN/MSN may be substituted for 3 years of required experience.

Immunization/TB Screening Requirements:

Employees may be required to receive immunizations recommended by the ACIP, ACP, and TDH based on anticipated disease exposure (e.g. hepatitis B or rabies vaccines) TB skin testing may be required.

Certificates, Licenses, Registrations:

Employee must have proof of a current valid Texas Motor Vehicle Operator's License;

Must be able to be insured by County Insurance carrier.

Knowledge, Skills, and Abilities

Knowledge of professional nursing theory, nursing process, including cultural social and economic forces in family, community and group dynamics. Broad knowledge of principles and practices in management, supervision and intra disciplinary collaboration. Knowledge of organizational structure, administrative process, and projected program expectations. Ability to communicate in oral, written form. Ability to apply principles of leadership, education, long range planning and evaluation. Ability to perform essential job functions with or without reasonable accommodations.

Maybe be required to work other than normal or scheduled hours including weekends and holiday.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job

While performing the duties of this job, the employee is required to sit and use hands to fingers, or feel objects, tools or controls. The employee is required to stand; walk; reach with hands and arms; and stoop, kneel

The employee must occasionally lift and/or move up to twenty-five (25) pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS:

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- standing for extended periods of time
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
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- communication with others
- required to follow the Hidalgo County Accident Prevention Plan and department's safety regulations

HIDALGO COUNTY HEALTH & HUMAN SERVICES

HEALTH SERVICES BILLING SUPERVISOR

GENERAL DESCRIPTION

Under the direction of the Director of Clinical Care Services, will interpret and implement agency eligibility guidelines according to DSHS contract requirements. Develops & Implements billing procedures for billing of Maternity, Family Planning, TxHealth Steps, Immunizations, Case Management and TB services in accordance to proper payor source such as Medicaid, Medicare & Title V eligible clients. Supervises Billing Division Staff to assure proper billing of services & lab submission. Provide technical assistance and training for both supportive and professional staff in eligibility and billing procedures.

EXAMPLES OF WORK PERFORMED

Interprets and implements agency's eligibility guidelines and billing procedures according to DSHS yearly contract requirements in the billing of Maternity, Family Planning, Child Health, Case Management, and other allowable services

Facilitates credentialing committee for Medicaid, Medicaid HMO's, Private Insurance, Council for Affordable Quality Healthcare (CAQH), credentialing application, updating and re-attestation as needed. Maintains knowledge current on programs HMO's updates & changes

Implements billing procedures for billing of Maternity, Family Planning, TxHealth Steps, Immunizations, Case Management, and TB services as needed in accordance with NHIC to Medicaid eligible clients

Assures the clinics properly bill for all program services(to include all lab screens); assures the clinics Co-Pay collection procedures are implemented correctly

Keeps accurate records of NHIC payments for services rendered

Conducts QA on all Lab statements & ensures proper billing before submitting to accounts payable

Assures monthly cumulative collection reports are compiled by Billing Division Personnel and dispersed accordingly

Completes and maintains current all applicable HMO's credentialing applications

Maintains knowledge of updates on all programs & HMO's, & ensures all Billing & clinic staff are trained & updated as applicable

Provides technical assistance and training for both supportive and professional staff in program eligibility and billing procedures as requested

Assures all Case Management Program billing procedures are followed

Other duties: Participates in conducting job interviews for both professional and supportive staff. Participates in Quality Assurance In-house monitoring activities. Attend program related workshops and in-service

Other duties as assigned

GENERAL QUALIFICATION GUIDELINES

Experience and Education

Bachelor's Degree in Business, accounting, Health Administration or related field from an accredited college or university

Five (5) years related billing experience with high volume billing in the private or public sector

Two (2) years supervisory experience

Five (5) years full-time experience in public health or health related program administration or delivery may be substituted for college education

Immunization/TB Screening Requirements

Employees may be required to receive immunizations recommended by the ACIP, ACP, and TDH based on anticipated disease exposure (e.g. hepatitis B or rabies vaccines) TB skin testing may required.

Certificates, Licenses, Registrations:

Employee must have proof of a current valid Texas Motor Vehicle Operator's License

Must be able to be insured by County Insurance carrier

Knowledge, Skills, and Abilities

Knowledge of Medicaid/Medicare claims payments, provider enrollment and billing procedures

Knowledge of Medicaid eligibility services and other related programs

Knowledge of DSHS Title V program goals, and provider requirements

Ability to teach and train both professional and non-professional staff on program eligibility and billing procedures

Ability to communicate effectively orally and in writing

Ability to interpret, develop and implement program policies and procedures

Ability to readily adapt to program changes and additional work related responsibilities

Special Instructions and/or Remarks

Able to provide services to other assigned duties as needed

Required to work other than normal or scheduled hours including weekends and holidays

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