Survey & Results
HIM Competencies

- **Data Content, Structure & Standards**
  - Classification Systems
  - Health Record Content & Documentation
  - Regulatory Requirements & Data Standards
  - Database Management & Secondary Records

- **Access, Confidentiality, Privacy and Information Security**
  - Health Law & Ethics
  - Data Privacy, Confidentiality, and Security
  - Release of Information

- **Informatics, Analytics & Data Use**
  - Health Information Technologies
  - Information Management Planning
  - Analytics & Decision Support
  - Healthcare Statistics
  - Research Methods

- **Revenue Management & Compliance**
  - Revenue Cycle & Reimbursement
  - Regulatory & Coding Compliance
  - Fraud Surveillance
  - Clinical Documentation Improvement

- **Leadership**
  - Leadership Theory & Change Management
  - Work Design & Performance Improvement
  - Human Resources Management, Training & Development
  - Strategic & Organizational Management
  - Financial Management

- **Emerging Topics in Health Information Management**
  - Health Intelligence
  - Information Governance

**Prerequisite**

- **Biomedical Sciences**
  - Pathology & Pharmacology
  - Anatomy & Physiology
  - Medical Terminology
Thank you for participating in this important research study. The purpose of this job analysis survey is to identify the tasks that health information administrators must master in order to perform their jobs competently. Your input is vital to the success of this research project.

This survey is divided into two parts. The first part covers tasks performed by health information administrators; the second focuses on background information about you and asks some questions about the RHIA credential.

Those who submit a completed survey will receive three (3) continuing education units (CEUs).
Part One

The purpose of this section of the survey is to determine the most important tasks performed by health information administrators. For each task listed, you will first be asked whether you perform the task in your current job role. If you do perform the task, you will then be asked to make a judgment about its importance using the rating scale presented below.

How important is this task to the competent performance of your role as a health information administrator?

Not at all important
Slightly important
Moderately important
Very important
A. Classification Systems

A1. Code diagnosis and procedures according to established guidelines

1. Do you perform this task in your current role?

- Yes
- No
A. Classification Systems

A1. Code diagnosis and procedures according to established guidelines

2. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
Domain I: Data Content, Structure & Standards

B. Health Record Content & Documentation

B1. Ensure accuracy and integrity of health data and health record documentation

3. Do you perform this task in your current role?
   - Yes
   - No
Domain I: Data Content, Structure & Standards

B. Health Record Content & Documentation

B1. Ensure accuracy and integrity of health data and health record documentation

4. **How important is this task to the competent performance of your current role?**

- Not at all important
- Slightly important
- Moderately important
- Very important
Domain I: Data Content, Structure & Standards

B. Health Record Content & Documentation

B2. Manage the contents of the legal health record

5. Do you perform this task in your current role?
   - Yes
   - No
Domain I: Data Content, Structure & Standards

B. Health Record Content & Documentation

B2. Manage the content of the legal health record

6. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
B. Health Record Content & Documentation

B3. Manage the retention and destruction of the legal health record

7. Do you perform this task in your current role?

- Yes
- No
Domain I: Data Content, Structure & Standards

B. Health Record Content & Documentation

B3. Manage the retention and destruction of the legal health record

8. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
Domain I: Data Content, Structure & Standards

C. Data Governance

C1. Maintain data in accordance with regulatory requirements

9. Do you perform this task in your current role?
   - Yes
   - No
Domain I: Data Content, Structure & Standards

C. Data Governance

C1. Maintain data in accordance with regulatory requirements

10. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
C. Data Governance

C2. Develop and maintain organizational policies, procedures, and guidelines for management of health information

11. Do you perform this task in your current role?

☐ Yes

☐ No
C. Data Governance

C2. Develop and maintain organizational policies, procedures, and guidelines for management of health information

**12. How important is this task to the competent performance of your current role?**

- Not at all important
- Slightly important
- Moderately important
- Very important
Domain I: Data Content, Structure & Standards

D. Data Management & Secondary Data Sources

D1. Manage health data elements and/or data sets

13. Do you perform this task in your current role?

- Yes
- No
Domain I: Data Content, Structure & Standards

D. Data Governance

D1. Manage health data elements and/or data sets

14. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
D. Data Management & Secondary Data Sources

D2. Maintain data dictionary and data models for database design

15. Do you perform this task in your current role?

- Yes
- No
Domain I: Data Content, Structure & Standards

D. Data Governance

D2. Maintain data dictionary and data models for database design

16. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
Domain I: Data Content, Structure & Standards

D. Data Management & Secondary Data Sources

D3. Manage and maintain databases (e.g., data migration, updates)

17. Do you perform this task in your current role?

Yes

No
D. Data Governance

D3. Manage and maintain databases (e.g., data migration, updates)

18. **How important is this task to the competent performance of your current role?**

- [ ] Not at all important
- [ ] Slightly important
- [ ] Moderately important
- [ ] Very important
Adequacy of Domain I: Data Content, Structure & Standards

19. How well do the items you just rated cover the tasks that health information administrators should be able to perform within the domain of Data Content, Structure & Standards?

- Very poorly
- Poorly
- Adequately
- Well
- Very well

20. Please list any important tasks that you believe should be added to this domain.
A. Health Law

A1. Maintain healthcare privacy and security training programs

21. Do you perform this task in your current role?

C’ Yes
C’ No
A. Health Law

A1. Maintain healthcare privacy and security training programs

22. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
A. Health Law

A2. Enforce and monitor organizational compliance with healthcare information laws, regulations and standards (e.g., audit, report and/or inform)

23. Do you perform this task in your current role?

- [ ] Yes
- [ ] No
A. Health Law

A2. Enforce and monitor organizational compliance with healthcare information laws, regulations and standards (e.g., audit, report and/or inform)

24. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
B. Health Law

81. Design policies and implement privacy practices to safeguard Protected Health Information (PHI)

25. **Do you perform this task in your current role?**

   C’ Yes

   C’ No
B. Data Privacy, Confidentiality, and Security

B1. Design policies and implement privacy practices to safeguard Protected Health Information (PHI)

26. **How important is this task to the competent performance of your current role?**

- Not at all important
- Slightly important
- Moderately important
- Very important
B. Data Privacy, Confidentiality, and Security

82. Design policies and implement security practices to safeguard Protected Health Information (PHI)

27. **Do you perform this task in your current role?**

   C’ Yes

   C’ No
B. Data Privacy, Confidentiality, and Security

B2. Design policies and implement privacy practices to safeguard Protected Health Information (PHI)

28. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
B. Data Privacy, Confidentiality, and Security

83. Investigate and resolve healthcare privacy and security issues/breaches

29. **Do you perform this task in your current role?**

   C’ Yes

   C’ No
Domain II: Information Protection: Access, Disclosure, Archival, Privacy &...

B. Data Privacy, Confidentiality, and Security

B3. Investigate and resolve healthcare privacy and security issues/breaches

30. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
C. Release of Information

C1. Manage access, disclosure, and use of Protected Health Information (PHI) to ensure confidentiality

31. **Do you perform this task in your current role?**

   C’ Yes

   C’ No
C. Release of Information

C1. Manage access, disclosure, and use of Protected Health Information (PHI) to ensure confidentiality

32. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
C. Release of Information

C2. Develop policies and procedures for uses and disclosures/rediscoveries of Protected Health Information (PHI)

33. **Do you perform this task in your current role?**

   - Yes
   - No
C. Release of Information

C2. Develop policies and procedures for uses and disclosures/redislosures of Protected Health Information (PHI)

**34. How important is this task to the competent performance of your current role?**

- Not at all important
- Slightly important
- Moderately important
- Very important
35. How well do the items you just rated cover the tasks that health information administrators should be able to perform within the domain of Information Protection: Access, Disclosure, Archival, Privacy & Security?

- Very poorly
- Poorly
- Adequately
- Well
- Very well

36. Please list any important tasks that you believe should be added to this domain.

[Blank space for input]
A. Health Information Technologies

A1. Implement and manage use of, and access to, technology applications

37. Do you perform this task in your current role?

- [ ] Yes
- [ ] No
A. Health Information Technologies

A1. Implement and manage use of, and access to, technology applications

38. **How important is this task to the competent performance of your current role?**

- Not at all important
- Slightly important
- Moderately important
- Very important
A. Health Information Technologies

A2. Evaluate and recommend clinical, administrative, and specialty service applications (e.g., financial systems, electronic record, clinical coding)

39. Do you perform this task in your current role?

- Yes
- No
Domain III: Informatics, Analytics & Data Use

A. Health Information Technologies

A2. Evaluate and recommend clinical, administrative, and specialty service applications (e.g., financial systems, electronic record, clinical coding)

40. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
41. **Do you perform this task in your current role?**

- Yes
- No
Domain III: Informatics, Analytics & Data Use

B. Information Management Strategic Planning

B1. Present data for organizational use (e.g., summarize, synthesize, and condense information)

42. **How important is this task to the competent performance of your current role?**

- Not at all important
- Slightly important
- Moderately important
- Very important
C. Analytics & Decision Support

C1. Filter and/or interpret information for the end customer

43. **Do you perform this task in your current role?**

- Yes
- No
C. Analytics & Decision Support

C1. Filter and/or interpret information for the end customer

**44. How important is this task to the competent performance of your current role?**

- Not at all important
- Slightly important
- Moderately important
- Very important
45. **Do you perform this task in your current role?**

- Yes
- No
Domain III: Informatics, Analytics & Data Use

C. Analytics & Decision Support

C2. Analyze and present information to organizational stakeholders

46. **How important is this task to the competent performance of your current role?**

- Not at all important
- Slightly important
- Moderately important
- Very important
C. Analytics & Decision Support

C3. Use data mining techniques to query and report from databases

47. Do you perform this task in your current role?

- Yes
- No
C. Analytics & Decision Support

C3. Use data mining techniques to query and report from databases

48. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
D. Healthcare Statistics

D1. Calculate healthcare statistics for organizational stakeholders

49. **Do you perform this task in your current role?**

- Yes
- No
Domain III: Informatics, Analytics & Data Use

D. Healthcare Statistics

D1. Calculate healthcare statistics for organizational stakeholders

50. How important is this task to the competent performance of your current role?

1. Not at all important
2. Slightly important
3. Moderately important
4. Very important
D. Healthcare Statistics

D2. Critically analyze and interpret healthcare statistics for organizational stakeholders (e.g., CMI)

51. Do you perform this task in your current role?

- Yes
- No
D. Healthcare Statistics

D2. Critically analyze and interpret healthcare statistics for organizational stakeholders (e.g., CMI)

52. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
E. Research Methods

E1. Identify research topic and select appropriate methodology for research projects

53. Do you perform this task in your current role?

- Yes
- No
E. Research Methods

E1. Identify research topic and select appropriate methodology for research projects

54. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
E. Research Methods

E2. Identify appropriate data sources for research

55. Do you perform this task in your current role?

  Yes

  No
E. Research Methods

E2. Identify appropriate data sources for research

56. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
F. Consumer Informatics

F1. Identify and/or respond to the information needs of internal and external healthcare customers

57. Do you perform this task in your current role?

- Yes
- No
Domain III: Informatics, Analytics & Data Use

F. Consumer Informatics

F1. Identify and/or respond to the information needs of internal and external healthcare customers

58. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
F. Consumer Informatics

F2. Provide support for end-user portals and personal health records

59. Do you perform this task in your current role?

☐ Yes
☐ No
F. Consumer Informatics

F2. Provide support for end-user portals and personal health records

60. **How important is this task to the competent performance of your current role?**

- Not at all important
- Slightly important
- Moderately important
- Very important
G. Health Information Exchange

G1. Apply data and functional standards to achieve interoperability of healthcare information systems

61. Do you perform this task in your current role?

- Yes
- No
Domain III: Informatics, Analytics & Data Use

G. Health Information Exchange

G1. Apply data and functional standards to achieve interoperability of healthcare information systems

62. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
G. Health Information Exchange

G2. Manage the health information exchange process entity-wide

63. Do you perform this task in your current role?

- Yes
- No
G. Health Information Exchange

G2. Manage the health information exchange process entity-wide

64. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
H. Information Integrity and Data Quality

H1. Apply data/record storage principles and techniques associated with the medium (e.g., paper-based, hybrid, electronic)

**65. Do you perform this task in your current role?**

- [ ] Yes
- [ ] No
H. Information Integrity and Data Quality

H1. Apply data/record storage principles and techniques associated with the medium (e.g., paper-based, hybrid, electronic)

66. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
H. Information Integrity and Data Quality

H2. Manage master person index (e.g., patient record integration, customer/client relationship management)

67. Do you perform this task in your current role?
   - Yes
   - No
H. Information Integrity and Data Quality

H2. Manage master person index (e.g., patient record integration, customer/client relationship management)

68. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
H. Information Integrity and Data Quality

H3. Manage merge process for duplicates and other errors entity-wide (e.g., validate data sources)

69. Do you perform this task in your current role?

- Yes
- No
Domain III: Informatics, Analytics & Data Use

H. Information Integrity and Data Quality

H3. Manage merge process for duplicates and other errors entity-wide (e.g., validate data sources)

70. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
Adequacy of Domain III: Informatics, Analytics & Data Use

71. How well do the items you just rated cover the tasks that health information administrators should be able to perform within the domain of Informatics, Analytics & Data Use?

- Very poorly
- Poorly
- Adequately
- Well
- Very well

72. Please list any important tasks that you believe should be added to this domain.
A. Revenue Cycle & Reimbursement

A1. Manage the use of clinical data required in reimbursement systems and prospective payment systems (PPS)

73. **Do you perform this task in your current role?**

- [ ] Yes
- [ ] No
Domain IV: Revenue Management

A. Revenue Cycle & Reimbursement

A1. Manage the use of clinical data required in reimbursement systems and prospective payment systems (PPS)

74. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
Domain IV: Revenue Management

A. Revenue Cycle & Reimbursement

A2. Optimize reimbursement through management of the revenue cycle (e.g., chargemaster maintenance, DNFB, and AR days)

75. Do you perform this task in your current role?

- Yes
- No
Domain IV: Revenue Management

A. Revenue Cycle & Reimbursement

A2. Optimize reimbursement through management of the revenue cycle (e.g., chargemaster maintenance, DNFB, and AR days)

76. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
B. Regulatory

B1. Prepare for accreditation and licensing processes [e.g. Joint Commission, Det Norske Veritas (DNV), Medicare, state regulators]

77. Do you perform this task in your current role?

- Yes
- No
Domain IV: Revenue Management

B. Regulatory

B1. Prepare for accreditation and licensing processes [e.g. Joint Commission, Det Norske Veritas (DNV), Medicare, state regulators]

78. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
B. Regulatory

B2. Process audit requests (e.g., RACs or other payors, chart review)

79. Do you perform this task in your current role?

- Yes
- No
Domain IV: Revenue Management

B. Regulatory

B2. Process audit requests (e.g., RACs or other payors, chart review)

80. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
81. Do you perform this task in your current role?

- Yes
- No
B. Regulatory

B3. Perform audits (e.g., chart review, POC)

82. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
C. Coding

C1. Manage and/or validate coding accuracy

83. Do you perform this task in your current role?

[ ] Yes
[ ] No
C. Coding

C1. Manage and/or validate coding accuracy

84. **How important is this task to the competent performance of your current role?**

- [ ] Not at all important
- [ ] Slightly important
- [ ] Moderately important
- [ ] Very important
85. Do you perform this task in your current role?

- [ ] Yes
- [ ] No
D. Fraud Surveillance

D1. Investigate incidences of medical identity theft

86. **How important is this task to the competent performance of your current role?**

- Not at all important
- Slightly important
- Moderately important
- Very important
E. Clinical Documentation Improvement

E1. Query physicians for appropriate documentation to support reimbursement

87. **Do you perform this task in your current role?**
- Yes
- No
E. Clinical Documentation Improvement

E1. Query physicians for appropriate documentation to support reimbursement

88. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
E. Clinical Documentation Improvement

E2. Educate and train clinical staff regarding supporting documentation requirements

89. Do you perform this task in your current role?

- Yes
- No
E. Clinical Documentation Improvement

E2. Educate and train clinical staff regarding supporting documentation requirements

90. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
Adequacy of Domain IV: Revenue Management

91. How well do the items you just rated cover the tasks that health information administrators should be able to perform within the domain of Revenue Management?

- Very poorly
- Poorly
- Adequately
- Well
- Very well

92. Please list any important tasks that you believe should be added to this domain.
Domain V: Leadership

A. Leadership Roles

A1. Develop, motivate, and support work teams and/or individuals (e.g., coaching, mentoring)

93. Do you perform this task in your current role?

- Yes
- No
Domain V: Leadership

A. Leadership Roles

1. Develop, motivate, and support work teams and/or individuals (e.g., coaching, mentoring)

94. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
Domain V: Leadership

A. Leadership Roles

A2. Organize and facilitate meetings

95. Do you perform this task in your current role?

- Yes
- No
A. Leadership Roles

A2. Organize and facilitate meetings

96. **How important is this task to the competent performance of your current role?**

- Not at all important
- Slightly important
- Moderately important
- Very important
Domain V: Leadership

A. Leadership Roles

A3. Advocate for department, organization and/or profession

97. Do you perform this task in your current role?

☐ Yes
☐ No
Domain V: Leadership

A. Leadership Roles

A3. Advocate for department, organization and/or profession

98. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
B. Change Management

B1. Participate in the implementation of new processes (e.g., systems, EHR, CAC)

**99. Do you perform this task in your current role?**

- [ ] Yes
- [ ] No
Domain V: Leadership

B. Change Management

B1. Participate in the implementation of new processes (e.g., systems, EHR, CAC)

100. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
B. Change Management

B2. Support changes in the organization (e.g., culture changes, HIM consolidations, outsourcing)

101. Do you perform this task in your current role?

- Yes
- No
Domain V: Leadership

B. Change Management

B2. Support changes in the organization (e.g., culture changes, HIM consolidations, outsourcing)

102. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
Domain V: Leadership

C. Work Design & Process Improvement

C1. Establish and monitor productivity standards

103. Do you perform this task in your current role?

- Yes
- No
Domain V: Leadership

C. Work Design & Process Improvement

C1. Establish and monitor productivity standards

104. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
Domain V: Leadership

C. Work Design & Process Improvement

C2. Analyze and design workflow processes

105. Do you perform this task in your current role?

- Yes
- No
Domain V: Leadership

C. Work Design & Process Improvement

C2. Analyze and design workflow processes

106. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
Domain V: Leadership

C. Work Design & Process Improvement

C3. Participate in the development and monitoring of process improvement plans

107. Do you perform this task in your current role?

- Yes
- No
C. Work Design & Process Improvement

C3. Participate in the development and monitoring of process improvement plans

108. **How important is this task to the competent performance of your current role?**

- Not at all important
- Slightly important
- Moderately important
- Very important
D. Human Resources Management

D1. Perform human resource management activities (e.g., recruiting staff, creating job descriptions, resolving personnel issues)

109. Do you perform this task in your current role?

- [ ] Yes
- [ ] No
Domain V: Leadership

D. Human Resources Management

D1. Perform human resource management activities (e.g., recruiting staff, creating job descriptions, resolving personnel issues)

110. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
Domain V: Leadership

E. Training & Development

E1. Conduct training and educational activities (e.g. HIM systems, coding, medical and institutional terminology, documentation and regulatory requirements)

111. Do you perform this task in your current role?

- Yes
- No
E. Training & Development

E1. Conduct training and educational activities (e.g. HIM systems, coding, medical and institutional terminology, documentation and regulatory requirements)

112. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
Domain V: Leadership

F. Strategic & Organizational Management

F1. Monitor industry trends and organizational needs to anticipate changes

113. Do you perform this task in your current role?

- Yes
- No
Domain V: Leadership

F. Strategic & Organizational Management

F1. Monitor industry trends and organizational needs to anticipate changes

114. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
<table>
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<tr>
<th>115. Do you perform this task in your current role?</th>
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<tbody>
<tr>
<td>Yes</td>
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<tr>
<td>No</td>
</tr>
</tbody>
</table>
Domain V: Leadership

F. Strategic & Organizational Management

F2. Determine resource needs by performing analyses (e.g., cost-benefit, business planning)

116. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
F. Strategic & Organizational Management

F3. Prepare capital budget

117. Do you perform this task in your current role?

- Yes
- No
Domain V: Leadership

F. Strategic & Organizational Management

F3. Prepare capital budget

118. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
Domain V: Leadership

G. Financial Management

G1. Prepare and manage operating and personnel budgets

119. Do you perform this task in your current role?

- Yes
- No
Domain V: Leadership

G. Financial Management

G1. Prepare and manage operating and personnel budgets

120. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
G. Financial Management

G2. Analyze and report on budget variances

**121. Do you perform this task in your current role?**

- Yes
- No
G. Financial Management

G2. Analyze and report on budget variances

122. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
Domain V: Leadership

H. Ethics

H1. Adhere to the AHIMA code of ethics

123. Do you perform this task in your current role?

- Yes
- No
H. Ethics

H1. Adhere to the AHIMA code of ethics

124. **How important is this task to the competent performance of your current role?**

- Not at all important
- Slightly important
- Moderately important
- Very important
Domain V: Leadership

I. Project Management

II. Utilize appropriate project management methodologies

125. Do you perform this task in your current role?

   - Yes
   - No
I. Project Management

I1. Utilize appropriate project management methodologies

126. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
**Domain V: Leadership**

J. Vendor/Contract Management

J1. Evaluate and manage contracts (e.g., vendor, contract personnel, maintenance)

127. **Do you perform this task in your current role?**

- [ ] Yes
- [ ] No
Domain V: Leadership

J. Vendor/Contract Management

J1. Evaluate and manage contracts (e.g., vendor, contract personnel, maintenance)

128. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
Domain V: Leadership

K. Enterprise Information Management

K1. Develop and support strategic and operational plans for entity-wide health information management

129. Do you perform this task in your current role?

[ ] Yes

[ ] No
Domain V: Leadership

K. Enterprise Information Management

K1. Develop and support strategic and operational plans for entity-wide health information management

130. How important is this task to the competent performance of your current role?

- Not at all important
- Slightly important
- Moderately important
- Very important
131. Below are five domains that might be covered on future RHIA examinations. What percentage of the examination should be devoted to each domain?

Indicate by distributing (in whole numbers) 100% across the domains below.

Do not list the percent (%) sign.

<table>
<thead>
<tr>
<th>Domain</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>I. Data Content, Structure &amp; Standards</td>
<td></td>
</tr>
<tr>
<td>II. Information Protection: Access, Disclosure, Archival, Privacy &amp; Security</td>
<td></td>
</tr>
<tr>
<td>III. Informatics, Analytics &amp; Data Use</td>
<td></td>
</tr>
<tr>
<td>IV. Revenue Management</td>
<td></td>
</tr>
<tr>
<td>V. Leadership</td>
<td></td>
</tr>
</tbody>
</table>
Part Two

Please answer each item by marking the response that most clearly describes you and your professional activities. Background information is collected for purposes of group analysis. Your responses are anonymous and confidential.
132. How many years of experience do you have in health information administration?

- Less than 1 year
- 1-2 years
- 3-5 years
- 6-10 years
- 11-15 years
- 16-20 years
- 21 years or more
133. What is your PRIMARY work setting?

- Ambulatory care facility
- Behavioral/mental health facility
- Consultant
- Corporate office of a multi-hospital system
- Critical access hospital
- Educational institution (university/community college)
- Government
- Health information exchange
- Home health care agency
- Hospital
- Independent coding company
- Insurance/managed care/HMO/PPO office
- Integrated delivery system (hospital, physician, home health, SNF)
- Long-term care facility
- Multi-hospital system
- Multi-specialty group practice
- Non-provider setting
- Physician office
- Specialty hospital
- Vendor
- Currently not employed
- Other
134. Which of the following BEST describes your current PRIMARY job function?

- Academic administrator
- Clinician
- Coding professional
- Coding manager/supervisor
- Compliance
- Consultant
- Director
- Educator
- Executive/President/VP
- Manager/Supervisor
- Privacy officer
- Quality management
- Security officer
- Technology roles
- Vendor
- Not currently working
- Other
RHIA Job Analysis Survey

135. What is the geographic location of the facility(ies) in which you conduct the majority of your work? (Select only one location)
136. What is your gender?

- Male
- Female
137. What is the highest level of education you have completed to date? (Select one)

1. Baccalaureate degree
2. Master's degree
3. Doctorate degree
4. Doctor of Law/Doctor of Jurisprudence
5. Doctor of Medicine/ Doctor of Osteopathic Medicine
138. What other credentials do you currently hold? (Select all that apply)

- I hold no other credentials
- CCA – Certified Coding Associate
- CCS – Certified Coding Specialist
- CCS-P – Certified Coding Specialist – Physician-based
- CDIP – Certified Documentation Improvement Practitioner
- CHP – Certified in Healthcare Privacy
- CHPS – Certified in Healthcare Privacy and Security
- RHIT – Registered Health Information Technician
- CHDA – Certified Health Data Analyst
- CIRCC – Certified Interventional Radiology Cardiovascular Coder
- CPC – Certified Professional Coder
- CPC-H – Certified Professional Coder – Outpatient Hospital
- CPC-P – Certified Professional Coder – Payer
- CPMA – Certified Professional Medical Auditor
- Other

Other (please specify)
139. Do you plan to seek any other AHIMA credentials? (Select all that you plan to seek)

- I do not plan to seek another AHIMA credential
- CCS – Certified Coding Specialist
- CCS-P – Certified Coding Specialist – Physician-based
- CHPS – Certified in Healthcare Privacy and Security
- CHDA – Certified Health Data Analyst
- CDIP – Certified Documentation Improvement Practitioner
140. The RHIA certification has benefited me in the following ways: (Check all that apply)

- Increased salary
- Job promotion
- Job retention
- Better job opportunities
- Professional recognition by co-workers
- Professional recognition by supervisor
- Professional recognition from other peers in the healthcare industry
- Personal satisfaction from attaining the certification
- Increased knowledge/skills (through the preparation for certification)
- The credential has not benefitted me
- Other (please explain)

Other (please explain)
141. How can AHIMA increase the value of the RHIA designation?
142. How likely is it that you would recommend the RHIA certification to other health care professionals?

<table>
<thead>
<tr>
<th>0 Not at all likely</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5 Neutral</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10 Extremely likely</th>
</tr>
</thead>
<tbody>
<tr>
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<tr>
<td>TASK IMPORTANCE RATINGS</td>
<td>Performance</td>
<td>Importance</td>
<td></td>
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</tr>
<tr>
<td><strong>DOMAIN I: Data Content, Structure &amp; Standards</strong></td>
<td>%</td>
<td>N</td>
<td>Mean*</td>
<td>Std Dev</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A. Classification Systems</td>
<td>50</td>
<td>614</td>
<td>2.70</td>
<td>0.43</td>
<td></td>
<td></td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>A1. Code diagnosis and procedures according to established guidelines</td>
<td>40</td>
<td>266</td>
<td>2.73</td>
<td>0.58</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>B. Health Record Content &amp; Documentation</td>
<td>60</td>
<td>556</td>
<td>2.77</td>
<td>0.47</td>
<td></td>
<td></td>
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<tr>
<td>B1. Ensure accuracy and integrity of health data and health record documentation</td>
<td>82</td>
<td>542</td>
<td>2.85</td>
<td>0.44</td>
<td></td>
<td></td>
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<tr>
<td>B2. Manage the contents of the legal health record</td>
<td>59</td>
<td>384</td>
<td>2.80</td>
<td>0.50</td>
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<tr>
<td>B3. Manage the retention and destruction of the legal health record</td>
<td>39</td>
<td>252</td>
<td>2.63</td>
<td>0.59</td>
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<tr>
<td>C. Data Governance</td>
<td>60</td>
<td>479</td>
<td>2.71</td>
<td>0.48</td>
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<tr>
<td>C1. Maintain data in accordance with regulatory requirements</td>
<td>69</td>
<td>449</td>
<td>2.72</td>
<td>0.54</td>
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<td></td>
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<tr>
<td>C2. Develop and maintain organizational policies, procedures, and guidelines for management of health information</td>
<td>59</td>
<td>324</td>
<td>2.70</td>
<td>0.53</td>
<td></td>
<td></td>
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<tr>
<td>D. Data Management &amp; Secondary Data Sources</td>
<td>36</td>
<td>334</td>
<td>2.49</td>
<td>0.61</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>D1. Manage health data elements and/or data sets</td>
<td>50</td>
<td>276</td>
<td>2.51</td>
<td>0.65</td>
<td></td>
<td></td>
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<tr>
<td>D2. Maintain data dictionary and data models for database design</td>
<td>21</td>
<td>116</td>
<td>2.40</td>
<td>0.71</td>
<td></td>
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<tr>
<td>D3. Manage and maintain databases (e.g., data migration, updates)</td>
<td>38</td>
<td>205</td>
<td>2.53</td>
<td>0.65</td>
<td></td>
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<tr>
<td><strong>DOMAIN II: Information Protection: Access, Disclosure, Archival, Privacy &amp; Security</strong></td>
<td>35</td>
<td>382</td>
<td>2.71</td>
<td>0.50</td>
<td></td>
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</tr>
<tr>
<td>A. Health Law</td>
<td>45</td>
<td>349</td>
<td>2.69</td>
<td>0.57</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>A1. Maintain healthcare privacy and security training programs</td>
<td>44</td>
<td>278</td>
<td>2.69</td>
<td>0.61</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>A2. Enforce and monitor organizational compliance with healthcare information laws, regulations and standards (e.g., audit, report and/or inform)</td>
<td>64</td>
<td>241</td>
<td>2.70</td>
<td>0.59</td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B. Data Privacy, Confidentiality, and Security</td>
<td>39</td>
<td>244</td>
<td>2.71</td>
<td>0.50</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>B1. Design policies and implement privacy practices to safeguard Protected Health Information (PHI)</td>
<td>38</td>
<td>149</td>
<td>2.75</td>
<td>0.53</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>B2. Design policies and implement security practices to safeguard Protected Health Information (PHI)</td>
<td>40</td>
<td>183</td>
<td>2.77</td>
<td>0.48</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B3. Investigate and resolve healthcare privacy and security issues/breaches</td>
<td>36</td>
<td>162</td>
<td>2.69</td>
<td>0.59</td>
<td></td>
<td></td>
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</tbody>
</table>

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Page 1
# AHIMA 2013 RHIA Job Analysis Survey Results

<table>
<thead>
<tr>
<th>Performance</th>
<th>Importance</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>N</td>
</tr>
</tbody>
</table>

### Domain III. Informatics, Analytics & Data Use

#### A. Health Information Technologies

| C1. Manage access, disclosure, and use of Protected Health Information (PHI) to ensure confidentiality | 61 | 233 | 2.82 | 0.47 |
| C2. Develop policies and procedures for uses and disclosures/rediscoveries of Protected Health Information (PHI) | 39 | 148 | 2.78 | 0.48 |

#### B. Information Management Strategic Planning

| B1. Present data for organizational use (e.g., summarize, synthesize, and condense information) | 64 | 244 | 2.56 | 0.58 |

#### C. Analytics & Decision Support

| C1. Filter and/or interpret information for the end customer | 54 | 208 | 2.60 | 0.61 |
| C2. Analyze and present information to organizational stakeholders | 48 | 182 | 2.58 | 0.67 |
| C3. Use data mining techniques to query and report from databases | 52 | 198 | 2.48 | 0.69 |

#### D. Healthcare Statistics

| D1. Calculate healthcare statistics for organizational stakeholders | 34 | 128 | 2.39 | 0.76 |
| D2. Critically analyze and interpret healthcare statistics for organizational stakeholders (e.g., CMI) | 25 | 93 | 2.41 | 0.73 |

#### E. Research Methods

| E1. Identify research topic and select appropriate methodology for research projects | 19 | 72 | 2.35 | 0.65 |
| E2. Identify appropriate data sources for research | 25 | 95 | 2.17 | 0.78 |

#### F. Consumer Informatics

| F1. Identify and/or respond to the information needs of internal and external healthcare customers | 66 | 248 | 2.54 | 0.63 |
| F2. Provide support for enduser portals and personal health records | 36 | 137 | 2.46 | 0.78 |

#### G. Health Information Exchange

| G1. Apply data and functional standards to achieve interoperability of healthcare information systems | 29 | 110 | 2.46 | 0.66 |
| G2. Manage the health information exchange process entitywide | 20 | 76 | 2.49 | 0.70 |

*Red shading=top quartile, Red font=2nd quartile, Blue font=3rd quartile, Blue shading=bottom quartile*
### H. Information Integrity and Data Quality

<table>
<thead>
<tr>
<th>H1. Apply data/record storage principles and techniques associated with the medium (e.g., paperbased, hybrid, electronic)</th>
<th>42</th>
<th>243</th>
<th>2.53</th>
<th>0.63</th>
</tr>
</thead>
<tbody>
<tr>
<td>H2. Manage master person index (e.g., patient record integration, customer/client relationship management)</td>
<td>52</td>
<td>195</td>
<td>2.54</td>
<td>0.68</td>
</tr>
<tr>
<td>H3. Manage merge process for duplicates and other errors entitywide (e.g., validate data sources)</td>
<td>34</td>
<td>126</td>
<td>2.58</td>
<td>0.64</td>
</tr>
</tbody>
</table>

### DOMAIN IV: Revenue Management

<table>
<thead>
<tr>
<th>A. Revenue Cycle &amp; Reimbursement</th>
<th>36</th>
<th>515</th>
<th>2.67</th>
<th>0.48</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1. Manage the use of clinical data required in reimbursement systems and prospective payment systems (PPS)</td>
<td>29</td>
<td>250</td>
<td>2.65</td>
<td>0.59</td>
</tr>
<tr>
<td>A2. Optimize reimbursement through management of the revenue cycle (e.g., chargemaster maintenance, DNFB, and AR days)</td>
<td>31</td>
<td>196</td>
<td>2.70</td>
<td>0.57</td>
</tr>
</tbody>
</table>

#### B. Regulatory

| B1. Prepare for accreditation and licensing processes [e.g. Joint Commission, Det Norske Veritas (DNV), Medicare, state regulators] | 47 | 411 | 2.65 | 0.53 |
| B2. Process audit requests (e.g., RACs or other payors, chart review) | 48 | 302 | 2.67 | 0.59 |
| B3. Perform audits (e.g., chart review, POC) | 52 | 324 | 2.65 | 0.59 |

#### C. Coding

| C1. Manage and/or validate coding accuracy | 38 | 238 | 2.83 | 0.46 |

#### D. Fraud Surveillance

| D1. Investigate incidences of medical identity theft | 12 | 76 | 2.42 | 0.82 |

#### E. Clinical Documentation Improvement

| E1. Query physicians for appropriate documentation to support reimbursement | 41 | 187 | 2.63 | 0.57 |
| E2. Educate and train clinical staff regarding supporting documentation requirements | 43 | 147 | 2.65 | 0.60 |

### DOMAIN V: Leadership

<table>
<thead>
<tr>
<th>A. Leadership Roles</th>
<th>50</th>
<th>603</th>
<th>2.54</th>
<th>0.48</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1. Develop, motivate, and support work teams and/or individuals (e.g., coaching, mentoring)</td>
<td>69</td>
<td>520</td>
<td>2.50</td>
<td>0.61</td>
</tr>
<tr>
<td>A2. Organize and facilitate meetings</td>
<td>68</td>
<td>422</td>
<td>2.46</td>
<td>0.72</td>
</tr>
<tr>
<td>A3. Advocate for department, organization and/or profession</td>
<td>66</td>
<td>408</td>
<td>2.50</td>
<td>0.71</td>
</tr>
</tbody>
</table>
AHIMA 2013 RHIA Job Analysis Survey Results

<table>
<thead>
<tr>
<th>Performance</th>
<th>Importance</th>
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<tbody>
<tr>
<td></td>
<td>%</td>
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<tr>
<td><strong>B. Change Management</strong></td>
<td></td>
</tr>
<tr>
<td>B1. Participate in the implementation of new processes (e.g., systems, EHR, CAC)</td>
<td>70</td>
</tr>
<tr>
<td>B2. Support changes in the organization (e.g., culture changes, HIM consolidations, outsourcing)</td>
<td>69</td>
</tr>
<tr>
<td><strong>C. Work Design &amp; Process Improvement</strong></td>
<td></td>
</tr>
<tr>
<td>C1. Establish and monitor productivity standards</td>
<td>61</td>
</tr>
<tr>
<td>C2. Analyze and design workflow processes</td>
<td>53</td>
</tr>
<tr>
<td>C3. Participate in the development and monitoring of process improvement plans</td>
<td>65</td>
</tr>
<tr>
<td><strong>D. Human Resources Management</strong></td>
<td></td>
</tr>
<tr>
<td>D1. Perform human resource management activities (e.g., recruiting staff, creating job descriptions, resolving personnel issues)</td>
<td>38</td>
</tr>
<tr>
<td><strong>E. Training &amp; Development</strong></td>
<td></td>
</tr>
<tr>
<td>E1. Conduct training and educational activities (e.g. HIM systems, coding, medical and institutional terminology, documentation and regulatory requirements)</td>
<td>58</td>
</tr>
<tr>
<td><strong>F. Strategic &amp; Organizational Management</strong></td>
<td></td>
</tr>
<tr>
<td>F1. Monitor industry trends and organizational needs to anticipate changes</td>
<td>31</td>
</tr>
<tr>
<td>F2. Determine resource needs by performing analyses (e.g., costbenefit, business planning)</td>
<td>49</td>
</tr>
<tr>
<td>F3. Prepare capital budget</td>
<td>30</td>
</tr>
<tr>
<td><strong>G. Financial Management</strong></td>
<td></td>
</tr>
<tr>
<td>G1. Prepare and manage operating and personnel budgets</td>
<td>18</td>
</tr>
<tr>
<td>G2. Analyze and report on budget variances</td>
<td>19</td>
</tr>
<tr>
<td><strong>H. Ethics</strong></td>
<td></td>
</tr>
<tr>
<td>H1. Adhere to the AHIMA code of ethics</td>
<td>17</td>
</tr>
<tr>
<td><strong>I. Project Management</strong></td>
<td></td>
</tr>
<tr>
<td>I1. Utilize appropriate project management methodologies</td>
<td>59</td>
</tr>
<tr>
<td><strong>J. Vendor/Contract Management</strong></td>
<td></td>
</tr>
<tr>
<td>J1. Evaluate and manage contracts (e.g., vendor, contract personnel, maintenance)</td>
<td>28</td>
</tr>
<tr>
<td><strong>K. Enterprise Information Management</strong></td>
<td></td>
</tr>
<tr>
<td>K1. Develop and support strategic and operational plans for entitywide health information management</td>
<td>26</td>
</tr>
</tbody>
</table>

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