

## **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

## Domain I: Data Content, Structure & Standards

### A. Classification Systems

#### A1. Code diagnosis and procedures according to established guidelines

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

Yes

No

## Domain I: Data Content, Structure & Standards

### 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

## Domain I: Data Content, Structure & Standards

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

## Domain I: Data Content, Structure & Standards

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

## Domain I: Data Content, Structure & Standards

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

## Domain I: Data Content, Structure & Standards

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

## Domain I: Data Content, Structure & Standards

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.**

	5
	6

## Domain II: Information Protection: Access, Disclosure, Archival, Privacy&...

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



## Domain II: Information Protection: Access, Disclosure, Archival, Privacy &...

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

## Domain II: Information Protection: Access, Disclosure, Archival, Privacy &...

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

## Domain II: Information Protection: Access, Disclosure, Archival, Privacy &...

### 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

## Domain II: Information Protection: Access, Disclosure, Archival, Privacy&...

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

## Domain II: Information Protection: Access, Disclosure, Archival, Privacy &...

### 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

## Domain II: Information Protection: Access, Disclosure, Archival, Privacy&...

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

## Domain II: Information Protection: Access, Disclosure, Archival, Privacy &...

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

## Domain II: Information Protection: Access, Disclosure, Archival, Privacy&...

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

## Domain II: Information Protection: Access, Disclosure, Archival, Privacy&...

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

## Domain II: Information Protection: Access, Disclosure, Archival, Privacy &...

### 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

## Domain II: Information Protection: Access, Disclosure, Archival, Privacy&...

C. Release of Information

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

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

C' Yes

C' No

## Domain II: Information Protection: Access, Disclosure, Archival, Privacy &...

C. Release of Information

C2. Develop policies and procedures for uses and disclosures/redisclosures 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

## Adequacy of Domain II: Information Protection: Access, Disclosure, Archiva...

**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.**

	5
	6

## Domain III. Informatics, Analytics & Data Use

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

## Domain III: Informatics, Analytics & Data Use

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



## 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)

### 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

## Domain III: Informatics, Analytics & Data Use

B. Information Management Strategic Planning

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

### **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

## Domain III: Informatics, Analytics & Data Use

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

## Domain III: Informatics, Analytics & Data Use

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

## Domain III: Informatics, Analytics & Data Use

C. Analytics & Decision Support

C2. Analyze and present information to organizational stakeholders

### **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



## Domain III: Informatics, Analytics & Data Use

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

## Domain III: Informatics, Analytics & Data Use

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

## Domain III: Informatics, Analytics & Data Use

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?**

- Not at all important
- Slightly important
- Moderately important
- Very important

## Domain III: Informatics, Analytics & Data Use

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

## Domain III: Informatics, Analytics & Data Use

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

## Domain III: Informatics, Analytics & Data Use

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

## Domain III: Informatics, Analytics & Data Use

### 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



## Domain III: Informatics, Analytics & Data Use

E. Research Methods

E2. Identify appropriate data sources for research

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

Yes

No

## Domain III: Informatics, Analytics & Data Use

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

## Domain III: Informatics, Analytics & Data Use

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

## Domain III: Informatics, Analytics & Data Use

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

## Domain III: Informatics, Analytics & Data Use

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

## Domain III: Informatics, Analytics & Data Use

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



## Domain III: Informatics, Analytics & Data Use

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

## Domain III: Informatics, Analytics & Data Use

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

## Domain III: Informatics, Analytics & Data Use

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

## Domain III: Informatics, Analytics & Data Use

### 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

## Domain III: Informatics, Analytics & Data Use

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

## Domain III: Informatics, Analytics & Data Use

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

## 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)

### 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.**

	5
	6

## Domain IV: Revenue Management

### 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

## Domain IV: Revenue Management

### 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

## Domain IV: Revenue Management

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

## Domain IV: Revenue Management

B. Regulatory

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

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

Yes

No

## Domain IV: Revenue Management

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

## Domain IV: Revenue Management

C. Coding

C1. Manage and/or validate coding accuracy

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

Yes

No

## Domain IV: Revenue Management

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

## Domain IV: Revenue Management

D. Fraud Surveillance

D1. Investigate incidences of medical identity theft

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

Yes

No

## Domain IV: Revenue Management

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

## Domain IV: Revenue Management

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



## Domain IV: Revenue Management

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

## Domain IV: Revenue Management

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

## Domain IV: Revenue Management

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.**

	5
	6

## 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

## Domain V: Leadership

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

## Domain V: Leadership

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

## Domain V: Leadership

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

## Domain V: Leadership

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

## Domain V: Leadership

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

## 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)

#### **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

## Domain V: Leadership

F. Strategic & Organizational Management

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

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

Yes

No

## 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

## Domain V: Leadership

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



## Domain V: Leadership

G. Financial Management

G2. Analyze and report on budget variances

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

Yes

No

## Domain V: Leadership

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

## Domain V: Leadership

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

I1. Utilize appropriate project management methodologies

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

Yes

No

## Domain V: Leadership

### 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

## Weighting of Examination Content

**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.**

I. Data Content, Structure & Standards

II. Information Protection:  
Access, Disclosure, Archival,  
Privacy & Security

III. Informatics, Analytics &  
Data Use

IV. Revenue Management

V. Leadership

## 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.

## RHIA Job Analysis Survey

### 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

## RHIA Job Analysis Survey

### 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

## RHIA Job Analysis Survey

### 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)



## RHIA Job Analysis Survey

### 136. What is your gender?

Male

Female

## RHIA Job Analysis Survey

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

- Baccalaureate degree
- Master's degree
- Doctorate degree
- Doctor of Law/Doctor of Jurisprudence
- Doctor of Medicine/ Doctor of Osteopathic Medicine

## RHIA Job Analysis Survey

### 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)

## RHIA Job Analysis Survey

### 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

## RHIA Job Analysis Survey

### 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)

## RHIA Job Analysis Survey

141. How can AHIMA increase the value of the RHIA designation?

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AHIMA 2013 RHIA Job Analysis Survey Results

	Performance	Importance		
		0=not at all, 1=slightly, 2=moderately, 3=very		
	%	N	Mean*	Std Dev
<b>TASK IMPORTANCE RATINGS</b>	<b>46</b>	<b>651</b>	<b>2.60</b>	<b>0.40</b>
<b>DOMAIN I: Data Content, Structure &amp; Standards</b>	<b>50</b>	<b>614</b>	<b>2.70</b>	<b>0.43</b>
<b>A. Classification Systems</b>	<b>40</b>	<b>266</b>	<b>2.73</b>	<b>0.58</b>
A1. Code diagnosis and procedures according to established guidelines	40	266	2.73	0.58
<b>B. Health Record Content &amp; Documentation</b>	<b>60</b>	<b>556</b>	<b>2.77</b>	<b>0.47</b>
B1. Ensure accuracy and integrity of health data and health record documentation	82	542	2.85	0.44
B2. Manage the contents of the legal health record	59	384	2.80	0.50
B3. Manage the retention and destruction of the legal health record	39	252	2.63	0.59
<b>C. Data Governance</b>	<b>60</b>	<b>479</b>	<b>2.71</b>	<b>0.48</b>
C1. Maintain data in accordance with regulatory requirements	69	449	2.72	0.54
C2. Develop and maintain organizational policies, procedures, and guidelines for management of health information	59	324	2.70	0.53
<b>D. Data Management &amp; Secondary Data Sources</b>	<b>36</b>	<b>334</b>	<b>2.49</b>	<b>0.61</b>
D1. Manage health data elements and/or data sets	50	276	2.51	0.65
D2. Maintain data dictionary and data models for database design	21	116	2.40	0.71
D3. Manage and maintain databases (e.g., data migration, updates)	38	205	2.53	0.65
<b>DOMAIN II: Information Protection: Access, Disclosure, Archival, Privacy &amp; Security</b>	<b>35</b>	<b>382</b>	<b>2.71</b>	<b>0.50</b>
<b>A. Health Law</b>	<b>45</b>	<b>349</b>	<b>2.69</b>	<b>0.57</b>
A1. Maintain healthcare privacy and security training programs	44	278	2.69	0.61
A2. Enforce and monitor organizational compliance with healthcare information laws, regulations and standards (e.g., audit, report and/or inform)	64	241	2.70	0.59
<b>B. Data Privacy, Confidentiality, and Security</b>	<b>39</b>	<b>244</b>	<b>2.71</b>	<b>0.50</b>
B1. Design policies and implement privacy practices to safeguard Protected Health Information (PHI)	38	149	2.75	0.53
B2. Design policies and implement security practices to safeguard Protected Health Information (PHI)	40	183	2.77	0.48
B3. Investigate and resolve healthcare privacy and security issues/breaches	36	162	2.69	0.59



**AHIMA 2013 RHIA Job Analysis Survey Results**

	Performance	Importance		
		0=not at all, 1=slightly, 2=moderately, 3=very		
	%	N	Mean*	Std Dev
<b>C. Release of Information</b>	<b>49</b>	<b>241</b>	<b>2.80</b>	<b>0.43</b>
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/redisclosures of Protected Health Information (PHI)	39	148	2.78	0.48
<b>DOMAIN III. Informatics, Analytics &amp; Data Use</b>	<b>42</b>	<b>354</b>	<b>2.50</b>	<b>0.50</b>
<b>A. Health Information Technologies</b>	<b>52</b>	<b>257</b>	<b>2.54</b>	<b>0.59</b>
A1. Implement and manage use of, and access to, technology applications	56	214	2.57	0.61
A2. Evaluate and recommend clinical, administrative, and specialty service applications (e.g., financial systems, electronic record, clinical coding)	48	181	2.55	0.64
<b>B. Information Management Strategic Planning</b>	<b>64</b>	<b>244</b>	<b>2.56</b>	<b>0.58</b>
B1. Present data for organizational use (e.g., summarize, synthesize, and condense information)	64	244	2.56	0.58
<b>C. Analytics &amp; Decision Support</b>	<b>51</b>	<b>289</b>	<b>2.51</b>	<b>0.62</b>
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
<b>D. Healthcare Statistics</b>	<b>29</b>	<b>145</b>	<b>2.38</b>	<b>0.74</b>
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
<b>E. Research Methods</b>	<b>22</b>	<b>104</b>	<b>2.20</b>	<b>0.72</b>
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
<b>F. Consumer Informatics</b>	<b>51</b>	<b>266</b>	<b>2.50</b>	<b>0.63</b>
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
<b>G. Health Information Exchange</b>	<b>25</b>	<b>139</b>	<b>2.44</b>	<b>0.67</b>
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

**AHIMA 2013 RHIA Job Analysis Survey Results**

	Performance	Importance		
		0=not at all, 1=slightly, 2=moderately, 3=very		
	%	N	Mean*	Std Dev
<b>H. Information Integrity and Data Quality</b>	<b>42</b>	<b>243</b>	<b>2.53</b>	<b>0.63</b>
H1. Apply data/record storage principles and techniques associated with the medium (e.g., paperbased, hybrid, electronic)	52	195	2.54	0.68
H2. Manage master person index (e.g., patient record integration, customer/client relationship management)	34	126	2.58	0.64
H3. Manage merge process for duplicates and other errors entitywide (e.g., validate data sources)	41	152	2.57	0.68
<b>DOMAIN IV: Revenue Management</b>	<b>36</b>	<b>515</b>	<b>2.67</b>	<b>0.48</b>
<b>A. Revenue Cycle &amp; Reimbursement</b>	<b>29</b>	<b>250</b>	<b>2.65</b>	<b>0.59</b>
A1. Manage the use of clinical data required in reimbursement systems and prospective payment systems (PPS)	31	196	2.70	0.57
A2. Optimize reimbursement through management of the revenue cycle (e.g., chargemaster maintenance, DNFB, and AR days)	26	159	2.65	0.59
<b>B. Regulatory</b>	<b>47</b>	<b>411</b>	<b>2.65</b>	<b>0.53</b>
B1. Prepare for accreditation and licensing processes [e.g. Joint Commission, Det Norske Veritas (DNV), Medicare, state regulators]	39	242	2.67	0.57
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
<b>C. Coding</b>	<b>38</b>	<b>238</b>	<b>2.83</b>	<b>0.46</b>
C1. Manage and/or validate coding accuracy	38	238	2.83	0.46
<b>D. Fraud Surveillance</b>	<b>12</b>	<b>76</b>	<b>2.42</b>	<b>0.82</b>
D1. Investigate incidences of medical identity theft	12	76	2.42	0.82
<b>E. Clinical Documentation Improvement</b>	<b>41</b>	<b>187</b>	<b>2.63</b>	<b>0.57</b>
E1. Query physicians for appropriate documentation to support reimbursement	38	129	2.65	0.59
E2. Educate and train clinical staff regarding supporting documentation requirements	43	147	2.65	0.60
<b>DOMAIN V: Leadership</b>	<b>50</b>	<b>603</b>	<b>2.54</b>	<b>0.48</b>
<b>A. Leadership Roles</b>	<b>69</b>	<b>520</b>	<b>2.50</b>	<b>0.61</b>
A1. Develop, motivate, and support work teams and/or individuals (e.g., coaching, mentoring)	73	451	2.65	0.59
A2. Organize and facilitate meetings	68	422	2.46	0.72
A3. Advocate for department, organization and/or profession	66	408	2.50	0.71

**AHIMA 2013 RHIA Job Analysis Survey Results**

	Performance	Importance		
		0=not at all, 1=slightly, 2=moderately, 3=very		
	%	N	Mean*	Std Dev
<b>B. Change Management</b>	<b>70</b>	<b>499</b>	<b>2.58</b>	<b>0.58</b>
B1. Participate in the implementation of new processes (e.g., systems, EHR, CAC)	72	448	2.68	0.59
B2. Support changes in the organization (e.g., culture changes, HIM consolidations, outsourcing)	69	416	2.50	0.67
<b>C. Work Design &amp; Process Improvement</b>	<b>61</b>	<b>474</b>	<b>2.51</b>	<b>0.60</b>
C1. Establish and monitor productivity standards	53	320	2.58	0.61
C2. Analyze and design workflow processes	64	389	2.57	0.64
C3. Participate in the development and monitoring of process improvement plans	65	394	2.51	0.66
<b>D. Human Resources Management</b>	<b>38</b>	<b>232</b>	<b>2.47</b>	<b>0.71</b>
D1. Perform human resource management activities (e.g., recruiting staff, creating job descriptions, resolving personnel issues)	38	232	2.47	0.71
<b>E. Training &amp; Development</b>	<b>58</b>	<b>349</b>	<b>2.56</b>	<b>0.63</b>
E1. Conduct training and educational activities (e.g. HIM systems, coding, medical and institutional terminology, documentation and regulatory requirements)	58	349	2.56	0.63
<b>F. Strategic &amp; Organizational Management</b>	<b>31</b>	<b>338</b>	<b>2.37</b>	<b>0.70</b>
F1. Monitor industry trends and organizational needs to anticipate changes	49	296	2.38	0.72
F2. Determine resource needs by performing analyses (e.g., costbenefit, business planning)	30	183	2.46	0.69
F3. Prepare capital budget	13	76	2.58	0.66
<b>G. Financial Management</b>	<b>18</b>	<b>144</b>	<b>2.45</b>	<b>0.65</b>
G1. Prepare and manage operating and personnel budgets	19	115	2.49	0.64
G2. Analyze and report on budget variances	17	105	2.50	0.70
<b>H. Ethics</b>	<b>93</b>	<b>567</b>	<b>2.79</b>	<b>0.55</b>
H1. Adhere to the AHIMA code of ethics	93	567	2.79	0.55
<b>I. Project Management</b>	<b>59</b>	<b>355</b>	<b>2.50</b>	<b>0.67</b>
I1. Utilize appropriate project management methodologies	59	355	2.50	0.67
<b>J. Vendor/Contract Management</b>	<b>28</b>	<b>168</b>	<b>2.44</b>	<b>0.75</b>
J1. Evaluate and manage contracts (e.g., vendor, contract personnel, maintenance)	28	168	2.44	0.75
<b>K. Enterprise Information Management</b>	<b>26</b>	<b>159</b>	<b>2.54</b>	<b>0.63</b>
K1. Develop and support strategic and operational plans for entitywide health information management	26	159	2.54	0.63

Red shading=top quartile, Red font=2nd quartile, Blue font=3rd quartile, Blue shading=bottom quartile

