



**Mission Statement:** *“Our goal is to provide education and process development to enhance communication and understanding among all individuals involved in the documentation and coding of the health record to ensure the clinical reliability and integrity of the health care data.”*

**Title:** Manager, CDI Staffing

**Date Established:** April 1, 2022

**Reports To:** Director, Operations

**JOB SUMMARY:** The **Manager, CDI Staffing** will report to the Director of Operations and is responsible for oversight of staff assigned to each Customer site. In this role, the Manager is accountable for the Customer’s satisfaction, the attraction and retention of staff, and the technical expertise supporting quality and timely work product. The Manager will be a leader of his/her staff, a Subject Matter Expert (SME) resource for clinical documentation integrity, and an ambassador of Enjoin. Managers are responsible for onboarding, nurturing, technically supporting, and retaining all members of the workforce within their vertical. The Manager will ensure all Customer and staff issues are addressed in a timely and constructive manner.

**Job Tasks:**

- Day to day direct management and oversight of all staff operations for each Customer site assigned
- Reconciles Production Logs
- Approves timecards
- Takes primary responsibility for all project management duties per Customer site, including daily management and invoicing
- Communicates escalations as needed to Leadership.
- Provides a focused, warm, and organized onboarding experience for new employees as they transition through the onboarding process
- Provides employees with timely communication in response to Customer related issues as well as any internal related questions to ensure a successful experience
- Monitors workflow, productivity, and quality at all Customer sites
- Monitors, assesses, and assigns workloads for all employees
- Monitors employee performance against established performance metrics
- Conducts performance reviews, at a minimum, annually and interim as appropriate or performance required.
- Identifies staff educational needs through continuous accuracy rate monitoring
- Monitors and recommends staffing levels based on volumes and project goals
- Proactively coordinates with each Customer site to ensure timely and appropriate staffing including backfill, vacations, ramp, and support for each work type
- Develops and maintains supportive and positive relationships with all employees
- Stays abreast of regulatory and best practice guidance pertaining to CDI/Coding integrity.
- Facilitates problem-solving and collaboration with internal teams on topics related to the evolving CDI industry, Enjoin strategic goals and client needs
- Serves as Subject Matter Expert (SME) for (internal & external) needs

**ESSENTIAL FUNCTIONS:**

- Provides project status reports to Leadership as requested.
- Maintains all CEUs and certifications
- Build strong relationships with customers to maintain satisfaction, client retention, and future revenue growth.
- Create a harmonious working environment with training, mentoring, and motivating all team members to work effectively as a unit.
- Develop relationships, manage expectations, and communicate with leadership and managers both throughout the organization as well as with external stakeholders.
- Other duties as assigned or requested.

**COMPANY EXPECTATIONS/GOALS:**

- Complete mandatory annual HIPAA and Compliance Training in a timely manner
- Maintain confidentiality in all matters to include patient care, physician, client, and employee matters
- Maintain accurate and reliable organizational records
- Maintain professional relationships with appropriate officials; communicate honestly and completely; behave in a fair and nondiscriminatory manner in all professional contacts
- Assure the accuracy of data, work, or information and contribute ideas and suggestions to improve approaches, methodologies, and productivity.
- Maintain professional relationship with clients focusing on optimization of client satisfaction
- Adhere to a personal plan of professional development and growth through professional affiliations, activities, and continuing education
- Support overall strategic goals of the company

**HOME OFFICE REQUIREMENTS:**

- Must have a quiet and secure space when reviewing protected health information (PHI)
- High speed internet connection
- Use of Enjoin provided laptop/monitor(s)
- Telephone and printer/fax/scanner
- Company will provide access to TruCode encoder system with necessary resources to perform job duties

**EDUCATION, TRAINING, AND EXPERIENCE:**

- 5+ years of CDI Management experience required, managing remote staff preferred
- Management experience with an outsourced staffing company preferred
- Bachelor's Degree
  - RN or RHIA required
  - CCDS, CCDS-O, CDIP, CCS or CRC certification preferred
- Basic understanding of healthcare revenue cycle preferred
- Knowledge of both inpatient and ambulatory documentation/coding workflows preferred
- Basic understanding of healthcare reimbursement differences with MSDRG vs. APRDRG assignment required
- Basic understanding of Hierarchical Condition Codes (HCCs) and documentation requirements for capture in outpatient vs. inpatient setting for CDI workflows required
- Detailed understanding of quality metrics (ex: Elixhauser, CMS Cohort Validation, Risk Adjustment) and how to operationalize CDI workflows to address quality impact required

**SKILLS**

- Verbal and written communication skills
- Project management skills
- Data analytics ability
- Team leadership, including experience in highly effective change management
- Professional presentation skills required to effectively communicate material to all levels of management
- Build educational content for adult learners (team members and/or clients)
- Strategic relationship building
  
- Organization and prioritization skills

**PHYSICAL DEMANDS**

- This is a full-time position, and general hours of work and days are Monday through Friday, 8:00 a.m. to 5 p.m. This position may require longer hours and weekend work.
- Overall physical workload is light with occasional moving about more than 70% of the day to carry out duties in a fast-paced environment; however, work is generally sedentary requiring long periods at workstation.
- Ability to communicate both orally and in writing.
- Ability to travel to client facilities on an ongoing basis is required.

Employee Name: \_\_\_\_\_

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