



Health Information Management Report August 2025

Workforce Wellness

The HIM department successfully hired an additional team member to help balance the workload previously managed by a single coder. This new position alleviates the responsibility that one staff member had for coding laboratory, radiology, physical therapy, occupational therapy, and other recurring rehabilitation services, as well as processing legal and extensive medical record requests.

One of the department's ongoing goals is cross-training team members to strengthen operational efficiency and ensure coverage across all functions. With the addition of this staff member, we are better positioned to move forward with this initiative and continue improving departmental effectiveness.

Community Engagement

The HIM department builds community trust by ensuring accurate, secure medical records, helping patients understand their information, supporting access requests, and collaborating with our providers while maintaining privacy and compliance.

Patient Centered Care

The HIM department supports patient-centered care by ensuring that medical records are accurate, complete, and readily accessible to both patients and care teams. We facilitate timely access to health information while maintaining strict adherence to privacy and confidentiality standards, reinforcing our departmental priority of protecting the security of all patient records.

Facility

The HIM department is currently collaborating with IT to establish full operational capacity at our touchdown location in the WERC building. At this time, we are still awaiting delivery of equipment and additional resources required to make the space fully functional.

On Monday, August 18th, the department held its first in-person meeting in the new facility. The dedicated space provides an environment designed specifically for HIM functions, including the necessary level of confidentiality when performing departmental work.

Financial Wellness

We continue to work closely with the Revenue Cycle team to keep DNFD (Discharged Not Final Billed) days as low as possible. By improving communication, streamlining processes, and quickly addressing incomplete documentation, we help ensure bills are processed on time, support accurate revenue, and keep operations running smoothly.

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