



## Health Information Management Report March 2025

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### **Workforce Wellness**

The past few months have gone smoothly for the HIM department, thanks to the additional team member hired last year. Their support has helped balance workloads and eased the strain that previously fell on one coder handling multiple service areas and high-volume record requests. Although one staff member is currently using FMLA and we are occasionally short-staffed, the added position has helped us manage these gaps more effectively. Workflows are steadier, turnaround times have improved, and the overall environment feels more manageable. We also have a team member retiring on May 1, 2026, and have already hired their replacement to keep the department fully staffed.

### **Community Engagement**

The HIM department continues to support our community by keeping medical records accurate, secure, and easy for patients to access. Overall, our goal remains the same—being a dependable resource for both patients and staff.

### **Patient Centered Care**

We continue to work closely with patients and providers to keep the information process as smooth as possible. Whether we're helping patients with their requests or supporting providers with needed documents, our goal is to stay efficient and helpful. By staying responsive and approachable, we are able maintain a level of service that both patients and staff can rely on.

### **Facility**

We are now officially moved into the new office, and the space is already proving to be a good fit for the department. Having a dedicated area that supports privacy, focus, and the unique needs of HIM has made a difference, and the team is adjusting as we continue to settle in.

### **Financial Wellness**

We've also stayed proactive in watching for anything that could affect DNFB days and addressing issues as they come up. Keeping communication open with Revenue Cycle has helped us resolve delays quickly and maintain a steady workflow. Overall, the partnership continues to work well, and we'll keep focusing on consistency and quick turnaround to support billing.

**Submitted by:** Kim Randrup, RHIT

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