

Chapter 8 Case Study: HIM Clinical Coding Specialist Recruitment Plan

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Memo:

To: Abbey Smith, HIM Director

From: Laura Williams, HIM Coding Manager

Subject: HIM Clinical Coding Specialist Recruitment Plan

Date: July 4, 2021

Complete Healthcare has acquired several facilities, and it needs to expand the coding services to accommodate the added workload. The HIM department will need to add four full-time clinical coding specialists. Recruitment will be done by several methods, including through advertising, a job fair, and networking (Kelly, 2020, p. 158, 173-75).

Human resources have a standard process for recruiting, which includes internally advertising for two weeks. Advertising will need to be the first recruitment method to follow this standard process. A job posting will be posted for employees for two weeks. Management will refer any qualified individual to the coding manager to interview. If any openings still exist after two weeks, advertising will be extended externally to other sources. A job posting will be submitted to the closest metro area newspaper, internet job search sites, and AHIMA Career Assist to reach as many people as possible. Everyone does not subscribe or have access to the paper, and people in other locations outside the newspaper circulation range can commute or work remotely (Kelly, 2020, p. 158, 173-75).

Complete Healthcare will also use a job fair to recruit if positions are still open after the first two weeks of internal advertisement. Complete Healthcare is a substantial employer of many facilities, and it regularly has job fairs. The next fair will be in two weeks and would be an excellent opportunity to reach possible recruits. Job seekers will come inquiring about various

positions, so everyone will not be qualified for coding. However, the coding manager will have the opportunity to reach many people face-to-face at one time (Kelly, 2020, p. 158, 173-75).

Complete Healthcare will lastly use networking as a recruitment method. The first two methods cost money and substantial time. Networking is a simple and free option but can still be very effective. Human resources and various departmental managers, including the coding manager, can network to seek a qualified candidate among their family, friends, and other contacts. Other contacts could include college instructors, other healthcare and HIM professionals, and even AHIMA members at the local level (Kelly, 2020, p. 158, 173-75).

Job Posting:

Clinical Coding Specialist

Complete Healthcare

Atlanta, GA

Complete Healthcare is seeking four Clinical Coding Specialists to be a part of a growing environment.

Duties include:

Clinical Coding Specialists accurately apply medical codes using the encoder according to guidelines and ethical standards, assign POA indicators, utilize appropriate groupers, and query physicians as needed. The coder will need to abstract as appropriate and ensure that documentation is accurate, complete, and timely. The coder must maintain compliance with policies, procedures, and standards.

Benefits:

Potential to work remotely after six months

Education:

BA or AAS in HIM or HIMT

License/Certification:

RHIA or RHIT

Additional CCS or CCS-P preferred

Experience/Skills:

Coding experience: 1 year (Required)

ICD10-CM/PCS, CPT, and HCPCS proficiency

Encoder proficiency, 3M encoder preferred

(Kelly, 2020, p. 173-75).

Interview Questions:

All potential candidates should be asked the following minimum, standard interview questions:

Situational:

1. Our providers and other staff are spread out within multiple facilities, and our coders have the opportunity to work remotely after six months. This environment requires excellent communication skills. How would you handle a breakdown in communication (*Betterteam, n.d.*)?

2. How would you proceed if the documentation in a record was not clear (*Indeed*, 2021)?

Behavioral:

3. How do you actively safeguard protected health information in your workflow (*Indeed*, 2021)?
4. What are your best strengths and assets as a medical coder (*UnRemot*, 2020)?

Job Knowledge:

5. How much experience do you have with 3M encoder?
6. How do you stay current regarding coding guidelines, reimbursement, and other ongoing changes in the field (*Indeed*, 2021)?

Work Requirement:

7. The position requires working on-site for at least six months. Does this sound compatible with the work for which you are looking?
8. How would you describe your computer skills and other software skills, like Microsoft Excel and other Microsoft Office programs?

References

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