

# DUTY STATEMENT

## DEPARTMENT OF STATE HOSPITALS-PATTON

### JOB CLASSIFICATION: STAFF SERVICES ANALYST

Medical Service Department  
Clinical Operations Office

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#### 1. MAJOR TASKS, DUTIES, AND RESPONSIBILITIES

Under the direction of the Chief Primary Care Services, Chief Physician and Surgeon, and Medical Services Administrator, the Staff Services Analyst (SSA) performs the more complex analytical duties related to consultative and various analytical staff services assignments such as initiating contracts, procuring medical equipment; Audit medical claims; program evaluation, and planning; system development; data collection, tabulation, analyses; training, and report preparation.

**The SSA position in the Clinical Operations office under the Medical Services Department is a liaison between DSH-Patton and external entities. The SSA is responsible for coordinating complex medical cases with specialty care facilities, researching and ordering equipment that the hospital needs, assisting with the initiation/renewal of contracts, coordinating routine maintenance for medical equipment, auditing medical billing claims, and providing analytical reports for stakeholders.**

Assigned duties include but are not limited to:

25% Performs various consultative and analytical assignments such as program evaluation and planning, policy analysis and formulation, data collection, system development in health information management, and staff training. Assign to complex medical cases, collects all pertinent information and research specialty Off-site Medical Center that can treat patient, Initiate Letter of Agreement (LOA), and submit documentation to the Medical Director and Contracts department for approval of services. Track and maintain communication with DSH-Patton staff and specialty clinic. Prepares and gathers necessary documentation for complex cases: Referral forms, X-rays, labs, doctor's reports, or other supporting documents as needed.

Performs data entry tasks throughout the department and ensure that medical information from outside facilities is logged and tracked on all Medical Service database and types as needed. Assist in all Medical Services Clinics and Offices as required.

25% Compares and verifies the past and present health record documents related to the An individual's served care, including clinical data on diagnoses, treatment, and outcomes- The comparison and verification review process identifies any errors that may have occurred in the billing of the treatment received at the outside facility and ensures that services are charged at appropriate rates. Any discrepancies are identified, and overpayments are recovered. Obtains a complete copy of the individual's served medical records from the outside medical facility that includes all information recorded during the individual's stay, including treatment diagnosis, doctor's orders, and reports.

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Compares the itemized bill to the individual's medical record to verify that the charges for treatment on the account match the physician's order. In particular, note where medical records indicate that the doctor changed or canceled specific treatment or medication. This is done to ensure that these items were not included in the bill for service. Reviews the itemized statements for duplicate charges, particularly about testing services, supplies, and medications. Prepares a final report and submits it to the Medical Services Administrator. Calculates, processes, and keys insurance claims into the Medical Services Database.

- 25% Coordinate with the Contracts and Procurement Department to ensure contracts are current and fully executed. Prepare paperwork for new and existing contracts. Work closely with contractors to provide time-sensitive paperwork is received promptly. Conduct research on possible contractors that will best meet hospital operations. Track and maintain a log of contractors and vendors. Maintain concise communication with contractors and vendors. Initiate Purchase Orders, Complete forms, and submit to Administration for approval; ensure requested items are received by the hospital promptly.

Coordinate Preventative Maintenance of Medical Equipment. Schedule appointments and ensure equipment services are within compliance to meet licensing requirements. Track and log dates of services and requests. Ensure that routine and emergent repairs are completed promptly. Responsible for addressing malfunctioning or broken equipment requests.

- 25% Provides statistical summaries of clinical and in-patient usage as requested. Performs various consultative and analytical assignments such as program evaluation and planning, policy analysis and formulation, and system development in health information management and staff training. Prepares monthly reports to meet reporting agencies' requirements and other departmental analysis and reporting measures. Assists Human Resource Department by applying and live scan documents needed for Contractors and Vendors coming onto DSH-Patton grounds.

Assists another department supervisory staff with developing and implementing hospital policies and departmental procedures by all applicable Federal and State laws. Performs other tasks as assigned. Maintains professionalism and works positively with all department personnel.

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#### 2. SUPERVISION RECEIVED

Supervision is received from the Chief Primary Care Services, Chief Physician and Surgeon, and Medical Services Administrator.

#### 3. SUPERVISION EXERCISED

None.

#### 4. KNOWLEDGE AND ABILITIES

##### KNOWLEDGE OF:

Principles, practices, and trends of public and business administration, management, and supportive staff services include budgeting, personnel, management analysis, and governmental functions and organization.

##### ABILITY TO:

Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and organizational problems; develop and evaluate alternatives; analyze data and present ideas and information effectively; consult with and advise administrators or other interested parties on a wide variety of subject matter areas and gain and maintain the confidence and cooperation of those contacted during work.

#### 5. REQUIRED COMPETENCIES

##### INFECTION CONTROL

Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

##### SAFETY

Actively supports a safe and hazard-free workplace through the practice of personal safety and vigilance in the identification of safety or security hazards. This includes familiarity with the Injury and Illness Prevention Program.

##### THERAPEUTIC STRATEGIC INTERVENTION

Applies and demonstrates knowledge of correct methods in TSI.

##### CULTURAL AWARENESS

Demonstrates awareness of multicultural issues in the workplace, enabling the employee to work effectively.

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#### SITE-SPECIFIC COMPETENCIES

- Willingness as a learner to do routine or detailed work to learn the practical application of administrative principles
- Ability to maintain daily documentation and provide reports as requested; to attend to details; to keep up with deadlines, and demonstrate the knowledge of hospital policies and procedures
- Typing skill
- Use of computer programs including word, excel, outlook, and adobe acrobat
- Able to drive a car to and go to other hospitals to get medical reports
- Analyze situations and problems accurately to take a practical course of action.
- Communicate with Primary Physicians about external referrals reports and follow-up

#### TECHNICAL PROFICIENCY (SITE-SPECIFIC)

- Knowledge of commonly used office material/equipment and application of office computer applications (ex: MS Excel, Word, Outlook, PowerPoint)

#### 6. **TRAINING** - Training Category= Discipline-Specific: SSA

This employee must keep current with the completion of all required training.

#### 7. **WORKING CONDITIONS**

The employee is required to:

- Report to work on time and follow procedures for reporting absences according to administrative directives.
- Maintain a professional appearance.
- Appropriately maintain cooperative, professional, and effective interactions with employees, patients, and the public.
- Comply with Hospital policies and procedures.
- Comply with department-specific rules and guidelines.
- The work entails routinely encountering clients and interacting with them throughout the facility. Thus, sensitivity and tolerance, even temperament, are required.

The employee is required to work any shift and schedule in various settings throughout the hospital and may be required to work overtime and float to other work locations as determined by the

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hospital's operational needs. All employees must have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms of infection and can safely perform their essential job functions.

<hr/> <b>Employee Signature</b>	<hr/> <b>Print Name</b>	<hr/> <b>Date</b>
<hr/> <b>Medical Services Administrator Signature</b>	<hr/> <b>Yusak "Josh" Sopandi, NC Print Name</b>	<hr/> <b>Date</b>
<hr/> <b>Chief Primary Care Services</b>	<hr/> <b>Dr. Luzmin Inderias Print Name</b>	<hr/> <b>Date</b>