



# Board Agenda Item 32

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DATE: July 7, 2020

TO: Board of Supervisors

SUBMITTED BY: Dawan Utecht, Director, Department of Behavioral Health

SUBJECT: Behavioral Health Salary Resolution Amendment

RECOMMENDED ACTION(S):

**Approve Amendment to the Salary Resolution adjusting the Salary for the position of Medical Records Coordinator effective July 13, 2020 as reflected on Appendix C.**

Approval of the recommended action will adjust the current bi-weekly salary for the Medical Records Coordinator classification from \$3,213 to \$2,920 due to the removal of a valid Registered Health Information Administrator (RHIA) certificate and the review of the comparable classifications found in the local labor market. The position oversees the management of the Department's medical records including electronic medical records, administers Health Insurance Portability and Accountability Act (HIPAA) and is housed within the Administration Division. Due to the critical oversight of this position within the daily client service output of DBH with HIPAA oversight, this position is more aligned with the recommended salary range which will allow for a competitive hiring process.

ALTERNATIVE ACTION(S):

Should your Board choose not to approve the recommended action, necessary updates to the salary and job specifications for the Medical Records Coordinator would not be implemented and DBH would not be able to compete in the current job market for qualified candidates. DBH will also continue to have a high level of exposure to HIPAA violations as Office Assistants are currently doing the work of a Medical Records Coordinator without the oversight of an onsite supervisor.

FISCAL IMPACT:

There is no increase in Net County Cost (NCC) associated with the recommended action. The annual salaries and benefits of the current classification (\$126,284) will be decreased 6.5%, for a total expense of \$118,072. The estimated annual savings for FY 2020-21 is approximately \$8,212. This position is funded with Medi-Cal FFP, Mental Health Services Act (MHSA), and realignment.

DISCUSSION:

The Department of Behavioral Health, headed by the Director of DBH, is responsible for administering a comprehensive multidisciplinary system of Mental health and Substance Use Disorder Services. An essential portion of daily DBH services falls under clinical operations and the essential maintenance of medical records and electronic health records. These responsibilities fall under the supervision of the Medical Records Coordinator classification.

The Medical Records Coordinator, reporting to the Director of DBH or his/her designee plans, develops,

coordinates, and supervises medical record activities, and staff. Responsibilities include planning, developing, implementing, and evaluating goals, objectives, standards, policies, and procedures; coordinating medical records services; maintaining liaison with other departments, state, federal, and public agencies; and interviewing; selecting, training, supervising, and evaluating subordinate staff.

Due to persistent difficulties recruiting and retaining qualified staff, the only allocated Medical Records Coordinator position in the department has remained vacant for nearly one year. The last two recruitments conducted for Medical Records Coordinator generated a total of sixty applicants of which, only two met the minimum qualifications. One candidate was hired and separated from the County after seven months. In consultation with Human Resources, it was determined that the primary cause of recruitment difficulties is the requirement for the RHIA certification, which is not required in the majority of comparable agencies. Moving forward, the minimum qualifications will require medical records experience in order to ensure applicants possess the requisite knowledge, skills and abilities to effectively perform the functions of the classification.

The critical nature of work performed by this classification makes having a well-designed job specification and appropriate compensation essential. The removal of the requirement for RHIA certification and adjustment in pay structure to better reflect the local labor market enables DBH to target a larger pool of candidates capable of performing this critical job successfully.

ATTACHMENTS INCLUDED AND/OR ON FILE:

Salary Resolution Appendix C

CAO ANALYST:

Ronald Alexander