

# SkillsUSA Tennessee PS Virtual Interview Contest

## Health Information Management

SkillsUSA is focused on preparing students for career success. With the changes in our world, it is now more important than ever that you know not only how to interview for your future career, but how to do it in a virtual format.

Starting in summer 2020, SkillsUSA Tennessee Postsecondary is hosting statewide Virtual Interview Contests in all industry sectors!

### Virtual Interview Contest Process:

**Step #1:** All chapters will receive “*How to Prepare for Virtual Interviews*” training packet created by the SkillsUSA Tennessee PS State Director

**Step #2:** Students practice virtual interviewing skills with their instructor. Create a professional resume geared towards the job description included. Participate in a virtual in-class competition to determine top 3 overall students in their program area.

**Step #3** The top 3 students from each program submit their recorded virtual skills demonstration interviews and their professional resumes to the state director to be judged by industry professionals.

*\*Scenarios and detailed instructions are included in this packet*

**Step #4** The Top 10 finalists from each sector will be notified of their scheduled time to interview in using *Microsoft Teams* with a panel of industry professionals from their sector. Interviews will be recorded, and once all are scored the overall winners will be awarded Gold, Silver, and Bronze medals.



# Medical Records and Health Information Technicians

## Job Summary and Responsibilities:

Compile, process, and maintain medical records of hospital and clinic patients in a manner consistent with medical, administrative, ethical, legal, and regulatory requirements of the health care system. Process, maintain, compile, and report patient information for health requirements and standards in a manner consistent with the healthcare industry's numerical coding system.

## Required Competencies:

### Occupational Competencies

- **Electronic health records management system:** Be able to use specific software for the management of health care records, following appropriate codes of practice.
- **Backups:** Implement backup procedures to backup data and systems to ensure permanent and reliable system operation. Execute data backups in order to secure information by copying and archiving to ensure integrity during system integration and after data loss occurrence.
- **Organizational techniques:** Employ a set of organizational techniques and procedures which facilitate the achievement of the set goals set such as detailed planning of personnel's schedules. Use these resources efficiently and sustainably, and show flexibility when required.
- **Clinical coding procedures:** Match and record correctly the specific illnesses and treatments of a patient by using a clinical codes classification system.
- **Health care legislation:** Knowledge of the patients` rights and responsibilities of health practitioners and the possible repercussions and prosecutions in relation to medical treatment negligence or malpractice.
- **Medical terminology:** Experience with the meaning of medical terms and abbreviations, of medical prescriptions and various medical specialties and when to use it correctly.
- **Database:** Familiarity with the classification of databases, that includes their purpose, characteristics, terminology, models and use such as XML databases, document-oriented databases and full text databases.
- **Administrative tasks in a medical environment:** Knowledge of the medical administrative tasks such as registration of patients, appointment systems, record keeping of patients information and repeated prescribing.
- **Health records management:** Experience with the procedures and importance of record keeping in a healthcare system such as hospitals or clinics, the information systems used to keep and process records and how to achieve maximum accuracy of records.
- **Professional documentation in health care:** Familiarity with the written standards applied in the health care professional environments for documentation purposes of one`s activity.
- **Health care system:** Knowledge of the structure and function of health care services.
- **Data storage:** Experience with the physical and technical concepts of how digital data storage is organized in specific schemes both locally, such as hard-drives and random-access memories (RAM) and remotely, via network, internet or cloud.
- **Medical informatics:** Familiarity with the processes and tools used for the analysis and dissemination of medical data through computerized systems.
- **Clinical coding:** Knowledge of the matching of clinical statements with standard codes of illnesses and treatments through use of a classification system.

- **Document management:** Experience with the methodology of tracking, managing and storing documents in a systematic and organized manner as well as keeping a record of the versions created and modified by specific users (history tracking).
- **Customer service:** Processes and principles related to the customer, client, service-user and to personal services; these may include procedures to evaluate customer's or service user's satisfaction.
- **Medical studies:** The basics and terminology of medical studies.
- **Pharmacology:** Pharmacology is a medical specialty mentioned in the EU Directive 2005/36/EC

### Foundational Competencies

- **Reading Comprehension:** Understanding written sentences and paragraphs in work related documents.
- **Active Listening:** Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Critical Thinking:** Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Speaking:** Talking to others to convey information effectively.
- **Writing:** Communicating effectively in writing as appropriate for the needs of the audience.
- **Judgment and Decision Making:** Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Monitoring:** Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- **Time Management:** Managing one's own time and the time of others.
- **Complex Problem Solving:** Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- **Social Perceptiveness:** Being aware of others' reactions and understanding why they react as they do.

### Example Activities:

- Protect the security of medical records to ensure that confidentiality is maintained.
- Review records for completeness, accuracy, and compliance with regulations.
- Retrieve patient medical records for physicians, technicians, or other medical personnel.
- Assign the patient to diagnosis-related groups (DRGs), using appropriate computer software.
- Process patient admission or discharge documents.
- Transcribe medical reports.
- Resolve or clarify codes or diagnoses with conflicting, missing, or unclear information by consulting with doctors or others or by participating in the coding team's regular meetings.
- Enter data, such as demographic characteristics, history and extent of disease, diagnostic procedures, or treatment into computer.

## Pre-Recorded Skills Demonstration Scenario

### Health Information Management



For this portion of the virtual interview contest, you are to record yourself responding to the following scenario. You may choose to use props, but they are not required. You will be scored on your ability to communicate the process clearly, and to demonstrate your knowledge of the technical skill.

**Scenario:**

You are the Health Information manager at StoneCrest Hospital. Recently you discovered one of your employees, Sarah, took her work laptop home to work on inputting patient data so she could catch up on her tasks.

In your video, assume you are speaking to Sarah about the ethical dilemmas and potential security breaches that she has caused by taking home this work laptop. Talk through the entire conversation from your initial greeting through closure.

<b>Skills Demonstration Scenario</b>	<b>Possible Points</b>	<b>Points Earned</b>	<b>Notes</b>
Professional Appearance/Grooming	5		
Virtual Setting: Backdrop, Lighting, Audio, Technical Quality, No Distractions	5		
Eye Contact/Body Language	5		
Demonstration of technical skill/knowledge	15		
Verbal communication skills/clarity	10		
Overall Impression	10		
Total	50		
<b>Virtual Interview</b>	<b>Possible Points</b>	<b>Points Earned</b>	<b>Notes</b>
Greeting and Introduction	5		
Professional Appearance/Grooming	5		
Eye Contact/Body Language	5		
Demonstration of knowledge of the position and technical skills required for the job	10		
Verbal Communication Skills/Clarity	5		
Presentation: Self-Confidence, Persuasiveness	5		
Preparation: Knowledge of Position Applied for and Personal History	5		
Overall Impression	10		
Total	50		
<b>Resume</b>	<b>Possible Points</b>	<b>Points Earned</b>	<b>Notes</b>
<b>Personal Information:</b> Name, address, phone & email	1		
<b>Skills:</b>	2		
<b>Education:</b> Include program of study/Major	2		
<b>Employment:</b> And/or volunteer work or list NA	1		
<b>Activities, Awards and Honors:</b> Should include SkillsUSA membership/activities	2		
<b>References:</b> Or references available upon request	1		
<b>Spelling, Punctuation &amp; Grammar</b>	1		
Total	10		
<b>More than One Page (-1pt)</b>			