

Civil Service Commission

**San Luis Obispo County Civil Service Commission
Regular Session Meeting
Wednesday November 16, 2022 @ 9:00 A.M.
1055 Monterey Street, Suite D-271 San Luis Obispo, CA**



AGENDA

MEMBERS OF THE COMMISSION
President - Jeannie Nix
Vice President - Jed Nicholson
Robert Bergman
Erica Flores Baltodano
Lesley Santos

1. Call to Order / Flag Salute / Roll Call

2. Public Comment Period

Members of the public wishing to address the Civil Service Commission on matters other than those scheduled below may do so when recognized by the President. Presentations are limited to three minutes per individual.

3. Minutes

The following draft minutes are submitted for approval:

- a. September 28, 2022

4. Reports

Commission President
Commission Counsel
Commission Outside Counsel
Commission Secretary

5. Request to Approve CSC Regular Meeting Schedule for 2023

6. Request to Approve Revised Job Specification(s):

- a. Health Information Tech I/II/III Career Series

7. Public Comment on Closed Session Item

Members of the public wishing to address the Civil Service Commission on Closed Session matters agendized here may do so when recognized by the President. Presentations are limited to three minutes per individual.

Civil Service Commission

8. CLOSED SESSION: Conference with County Labor Negotiator regarding Civil Service Rule Update. (Gov Code Section 54957.6): Agency designated representative: Tami Douglas-Schatz, or designee

9. Adjournment

Civil Service Commission

Regular Session Meeting Minutes

Wednesday September 28, 2022

1055 Monterey Street, Suite D-271 San Luis Obispo, CA



MEMBERS OF THE COMMISSION

President Jeannie Nix
Vice President Jed Nicholson
Robert Bergman
Erica Flores Baltodano
Lesley Santos

Present: President Nix
Vice President Nicholson
Commissioner Bergman
Commissioner Flores Baltodano
Commissioner Santos

Staff: Commission Secretary Mark McKibben
Commission Clerk Shaley Gunther

County Counsel: Jon Ansolabehere

Outside Counsel: Steve Simas

1. Call to Order/Flag Salute/Roll Call

President Nix called the meeting to order at 9:00 a.m. and led the flag salute. Roll was called. All Commissioners were present.

2. Public Comment Period

Members of the public wishing to address the Civil Service Commission on matters other than those scheduled below may do so when recognized by the President. Presentations are limited to three minutes per individual. There were no public comments.

3. Minutes

The following draft minutes are submitted for approval:

- a. August 24, 2022

The minutes for August 24, 2022, were considered. Commissioner Bergman motioned to approve the minutes as written. Commissioner Baltodano seconded the motion. The motion to approve carried 5-0-0.

Civil Service Commission

4. Reports

Commission President – none

Commission Counsel – Jon Ansolabehere gave an update on Factfinding.

Commission Outside Counsel – none

Commission Secretary – Mark McKibben confirmed the upcoming hearing scheduled for October 25 and October 26. Mr. McKibben introduced Katie Youngdale, Human Resources Analyst assigned to the Health Agency.

5. Request to Approve Revised Job Specification(s):

a. Librarian

Lynsey Bond along with Library director, Chris Barnickel, and Human Resources Analyst for the Library Department, Stephanie Nute, presented the specification.

Commissioner Santos questioned if the representative duty regarding supervision beginning on page 5b.006 line 24 of the Coordinating Librarian specification should be included in the Librarian specification. Mr. Barnickel clarified that the Librarian is not a supervisory role, and intentionally does not include this representative duty.

At 9:13 Stephanie Nute distributed a simplified org chart depicting the relationship between job titles within the department.

Commissioner Baltodano requested amendment to page 5a.008 line 24 to state, “processes interlibrary loans.” Commissioner Baltodano requested amendment to page 5a.009, Education and Experience, to “necessary to meet the standards and requirements listed above may substitute the education above on a year for year basis.”

Commissioner Nicholson requested that language detailing experience-for-education substitution follow each educational requirement.

Acting Commission Secretary Mr. McKibben suggested amending the specification to remove “supervise and/or” on page 5a.008 line 7. Mr. McKibben requested addition of the number of years of experience equivalent to the Master’s in Library Science degree (MLS) on page 5a.009 under Education and Experience.

President Nix invited public comment regarding the specification amendments discussed. SLOCEA union representative Theresa Schultz stated she had no comment at the time and would work with the Human Resource Analyst.

Civil Service Commission

Commissioner Baltodano motioned to adopt the revised specification with the revisions discussed. Commissioner Santos seconded the motion. The motion to approve carried 5-0-0.

b. Coordinating Librarian

Commissioner Santos requested the addition of language related to supervision in the definition of the position on page 5b.005, and amendment of the education and experience as discussed regarding the Librarian specification.

Commissioner Baltodano requested amendment of line 8, page 5a.005, to read, "Under direction, has system-wide responsibilities in distinct and specialized areas such as..." Commissioner Baltodano requested amendment to page 5b.006 line 12 to reflect consistent punctuation and requested amendment to lines 15 and 16 to begin with verbs. Mr. Barnickel suggested the language "Coordination and support of automated materials handling machine," and "Procurement of devices..." respectively. Commissioner Baltodano requested line 21 of page 5a.005 to include the complete spelling of the acronym "RFI – Request for Information."

President Nix invited public comment on the revisions to the Coordinating Librarian specification.

SLOCEA representative Theresa Schultz requested inclusion of "may supervise" in the definition of Coordinating Librarian.

Commissioner Santos motioned to approve the revised specification as amended. Commissioner Baltodano seconded. The motion to approve carried 5-0-0.

6. Public Comment on Closed Session Item

President Nix asked for public comment regarding the Closed Session items. Seeing none, President Nix moved to Closed Session.

7. CLOSED SESSION: CONFERENCE WITH LEGAL COUNSEL – PENDING LITIGATION (Government Code Section 54956.9(a)) – Formally initiated: Luther v. County of San Luis Obispo Civil Service Commission, San Luis Obispo Superior Court Case Numbers 19CV-0713 and 20CV-0524

Civil Service Commission

- 8. Closed Session - Public Employee Discipline (per Government Code Section 54957(b)):**
Hearing and deliberations regarding Appeal #A21-01

Report on closed session - President Nix shared the findings and decision related to Appeal A21-01. Commission Vice President Nicholson motioned to approve the decision. Commissioner Baltodano seconded. Role was called. Motion passed. 5-0-0

- 9. Adjournment**

President Nix adjourned the meeting at 10:03 a.m.

**** Note: These minutes reflect official action of the Civil Service Commission. A digital record exists and will remain as the official, complete record of all proceedings by the Civil Service Commission.***

DRAFT

Civil Service Commission

1055 MONTEREY STREET, SUITE D-250 ♦ SAN LUIS OBISPO, CALIFORNIA 93408 ♦ 805.781.5959

Civil Service Commission 2023 Regular Session Meeting Dates



MEMBERS OF THE COMMISSION
President Jeannie Nix
Vice President Jed Nicholson
Robert Bergman
Erica Flores Baltodano
Lesley Santos

Regular monthly meetings are held on the 4th Wednesday at 9:00 A.M.
at 1055 Monterey Street, Suite D-271, San Luis Obispo.

January 25, 2023

February 22, 2023

March 22, 2023

April 26, 2023

May 24, 2023

June 28, 2023

July 26, 2023

August 23, 2023

September 27, 2023

October 25, 2023

*November 15, 2023

*December 20, 2023

***Adjusted due to holiday**

Note: If extenuating circumstances arise, following prior authorization from the Commission President and with compliance to the Brown Act, the meeting date/time/location may change.



TO: Civil Service Commission

DATE: November 16, 2022

FROM: Lynsey Bond, Human Resources Analyst

SUBJECT: Revised Classification: Health Information Technician I-II-III

Department: Health Agency

Appointing Authority: Nick Drews, Health Agency

RECOMMENDATION

The Human Resources Department recommends that the Commission approve the revisions to the Health Information Technician I-II-III (HIT) specification as proposed.

BACKGROUND

The HIT classification is currently allocated to Behavioral Health Division within the Health Agency (Department). The Behavioral Health Division works in collaboration with the community to provide services necessary to improve and maintain the health and safety of individuals and families affected by mental illness and/or substance abuse. Services are designed to assist in the recovery process to achieve the highest quality of life for these clients within the community. The Department currently has 18 incumbents in this classification series.

DISCUSSION

Human Resources and the Department identified that the RHIT/RHIA (Registered Health Information Technician/Registered Health Information Administrator) certification requirements that currently exist within the HIT III minimum qualifications adversely affect the County in attraction, recruitment, and retention for this classification. The certification has been

determined to be an unnecessary barrier for applicants and incumbents and has led to stagnation in promotion through the career series. The Department is therefore not able to promote their incumbents in the class at the II level to the lead worker level in the series.

The specification requires incumbents seeking promotion within the career series and prospective applicants to either be certified or obtain a RHIT/RHIA certification within six months of appointment as a HIT III. The specification also allows for this certification to substitute for years of medical records experience. Changing the language in the specification for the HIT III requirements allows for the RHIT/RHIA certification and related work experience to be equivalently weighted. The Department recognizes that the certification is one way to obtain the required knowledge and abilities and that on-the-job experience is another effective and practical means for gaining those skills and abilities, and therefore the certification is not a suitable requirement for any level of the class series. We are proposing to maintain the certification as an acceptable substitute for some experience but eliminate it as a minimum requirement.

There are currently several incumbents who have reached the highest level allowed in the career series without this certification (level II), but there are currently no incumbents in the HIT III level. To register to sit to take the lowest level of an exam, a candidate must have an Associate's degree in a Health Information Management (HIM) program accredited by the Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM) or graduate from an HIM approved program. Most programs take 18 months or more to complete. Only after meeting these American Health Information Management Association qualifications can an applicant apply and take the exam to become certified as a RHIT. These are very time intensive requirements for employees that don't already have an Associate's degree in a Health Information Management program.

RESULT

The proposed specification revisions serve to adjust and accurately describe the classification's duties and requirements thus enabling the County to better attract and retain qualified candidates and allow for adequate succession of level III positions. The specification will be used as a basis for classification, compensation, and performance management.

OTHER AGENCY INVOLVEMENT

County of San Luis Obispo Government Center

1055 Monterey Street | San Luis Obispo, CA 93408 | (P) 805-781-5959 | (F) 805-781-1044

info@slocounty.ca.gov | slocounty.ca.gov

The Health Agency and SLOCEA was involved in the revisions to the specifications and concur with the changes as proposed.

Attachments:

1. HIT I/II/III Classification Specification– Revisions Redlined
2. HIT I/II/III Classification Specification – Revisions Accepted
3. Organizational Chart

1 **HUMAN RESOURCES DEPARTMENT**

2 **County of San Luis Obispo County**

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4
5 **HEALTHHealth INFORMATIONnformation TECHNICIANTechnician I, II, III**
6 **(Career Series)**

7
8 **DEFINITION:**

9 Classes in this series perform paraprofessional level duties in the collection, maintenance, release, and
10 reporting of health records; review, analyze and verify records for completeness and accuracy; code and
11 index diagnoses and special therapies; maintain information using an electronic health records system.
12 ~~and perform other duties as assigned.~~

13
14 **DISTINGUISHING CHARACTERISTICS:**

15 Health Information Technician I: This is the entry level class in the series. Under supervision, incumbents
16 collect, prepare and review health information records. This level in the series performs progressively
17 more complex duties while gaining a broad understanding of specialized health terminology and
18 knowledge of health information records management.

19
20 Health Information Technician II: This is the journey level class in the series. Under general supervision,
21 incumbents collect, prepare, review, audit and analyze health information records. This level in the series
22 prepares statistical and management reports and performs more complex work. Incumbents are
23 required to have comprehensive and in-depth knowledge of specialized health terminology and health
24 information records management. Incumbents may provide training and instruction to clerical staff.

25
26 Health Information Technician III: This is the advanced journey level class in the series. Under general
27 supervision, collect, prepare, review, audit and analyze health information records. Incumbents perform
28 the most complex work and are allocated to specialty assignments. This level in the series performs lead

1 worker duties. Incumbents may provide training and instruction to clerical and other paraprofessional
2 staff.

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4 **REPRESENTATIVE DUTIES:**

- 5 • Reviews and analyzes health record documentation and information for accuracy and
6 completeness; identifies and verifies coding information in response to requests for clinical and
7 billing records.
- 8 • Codes and abstracts client health information according to the International Classification of
9 Diseases Clinical Modification System (ICD) and guidelines established by the Federal Government
10 and Office of Statewide Planning Health Department (OSHDP) reporting requirements.
- 11 • May coordinate the work assignments of staff for training purposes or on a relief basis.
- 12 • Operates standard office equipment including a computer and assigned software.
- 13 • Composes letters, memoranda, statistical reports, medical audits; completes other forms and
14 documents.
- 15 • Identifies, resolves, and corrects errors in health records; notifies appropriate staff members of
16 discrepancies.
- 17 • Responds to questions or concerns about the coding of health records from authorized County
18 staff and outside agencies.
- 19 • Verifies and processes requests for access to health records; processes subpoenas.
- 20 • May represent the County in court as the custodian of medical records.
- 21 • Maintains and updates the electronic health records system.
- 22 • Creates and reviews audit reports; assists in compiling statistical data.
- 23 • Assists in collecting and reviewing reports submitted to the Office of Statewide Health Planning
24 Department (OSHDP).
- 25 • Maintains a working knowledge of current Federal/State regulations and guidelines through
26 continuing education and professional journals.

27 In Addition, the HIT III

- 28 • Keeps supervisor apprised of operations, staffing and resource needs; distributes work
29 assignments; provides input on staff performance.
- 30 • Reviews and tests new system functionalities and develops policies and procedures.

- Trains and assists staff with health records procedures and the use of the electronic health records system.
- May act on behalf of the supervisor in his/her absence.

EMPLOYMENT STANDARDS:

Knowledge of:

- Medical terminology, coding and classification systems used in health and mental health records and reports
- Techniques for analyzing client information from health records
- Laws and regulations related to the collection and release of health information
- Proper English usage, spelling, grammar, and punctuation
- Medical office administrative practices and procedures; health information filing systems
- Current office equipment and computer applications used in the collection of health information
- Health Insurance Portability and Accountability Act (HIPAA) and/or other related state and federal laws and regulations

Ability to:

- Operate standard office equipment including a computer and assigned software
- Identify, verify, and assess health records for completeness, accuracy, and regulatory compliance
- Learn, understand, and apply Federal and State laws, County regulations, rules and policies concerning health records
- Prepare, complete, timely and accurate health records
- Coordinate the work of others and communicate department's operational needs to supervisor and managers
- Maintain confidential information in accordance with legal requirements and County regulations
- Establish and maintain effective working relationships

- Exercise appropriate judgment in answering questions and releasing health information; recognize the consequences of decisions and recommendations
- Communicate effectively, both verbally and in writing

EDUCATION AND EXPERIENCE:

Health Information Technician I: Either A: Possession of a valid Registered Health Information Technician (RHIT) or Registered Health Information Administrator (RHIA) certificate from the American Health Information Management Association (AHIMA) or equivalent. Or B: Two years of closely related medical records experience. Completion of one year of coursework in medical terminology may substitute for up to one year of the required experience.

Health Information Technician II: Three years of experience as a Health Information Technician I or equivalent. A valid RHIT or RHIA certificate or equivalent may substitute for one year of the required experience.

Health Information Technician III: Three years of experience as a Health Information Technician II or equivalent. A valid RHIT or RHIA certificate or equivalent may substitute for one year of the required experience. ~~A valid RHIT or RHIA certificate must be obtained within six months of appointment.~~

LICENSES & CERTIFICATES:

As applicable, certifications must be maintained throughout employment in accordance with the requirements of the certifying agency.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential duties of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. If you have any questions regarding the duties or the working conditions of the position, please contact the Human Resources Department at 805.781.5959.~~This~~

1 ~~information will also be made available for review at the time of any recruitment for that position and at~~
2 ~~such other times as reasonably required.~~

3
4 Adopted: 06-24-81

5 Revised: 05-23-01

6 Revised: 04-23-08

7 Revised: 08-28-13 (~~Formerly Medical Records Tech – SR_00582~~)

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DRAFT

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2 **County of San Luis Obispo**

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26 conditions of the position, please contact the Human Resources Department at 805.781.5959.

27
28 Adopted: 06-24-81

29 Revised: 05-23-01

30 Revised: 04-23-08

1 Revised: 08-28-13

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DRAFT



Health Agency – Behavioral Health Organizational Chart

