

HUMAN RESOURCES MANAGEMENT LETTER NO 05-02-01

September 4, 2002

POSITION CLASSIFICATION GUIDANCE FOR TUMOR REGISTRAR POSITIONS IN THE GS-675 SERIES

1. **Purpose:** This Human Resources Management Letter (HRML) provides guidance on classifying Veterans Health Administration tumor registrar positions.

2. **Background:** In May 2001, the Office of Personnel Management (OPM) issued a new job family position classification standard for Assistance and Technical Work in the Medical, Hospital, Dental, and Public Health Group, GS-0600. The Medical Records Technician series, GS-675, is covered by this new job family standard.

3. **Guidance:**

a. In the interest of ensuring consistency in the evaluation and classification process, we have prepared this guidance for applying the classification standard. This guidance is **not** to be used in lieu of the OPM Job Family Position Classification Standard for Assistance and Technical Work in the Medical, Hospital, Dental, and Public Health Group, GS-0600, but rather as a supplement to that standard.

b. The new job family standard replaces the previous single series classification standards for the GS-675 and 679 series. The GS-675 series is now contained in the new job family position classification standard for Assistance and Technical Work in the Medical, Hospital, Dental, and Public Health Group, GS-0600. The 675 series covers one-grade interval technical support positions that supervise, lead, or perform support work in connection with processing and maintaining medical records for compliance with regulatory requirements. It also covers positions that review, analyze, code, abstract, and compile or extract medical records data. The work requires a practical knowledge of medical records procedures and references and the organization and consistency of medical records. Positions also require a basic knowledge of human anatomy, physiology, and medical terminology.

c. In reviewing positions for possible application of the guidance contained in this HRML, consideration should be given to paramount duties of the position. This guidance is intended to apply to positions serving as an expert tumor registrar in a large, complex VA Medical Center that has a medical/surgical

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oncology program with a number of ongoing clinical oncology trials. The work of the position is intended to primarily support the care and treatment given to patients with malignant conditions. The duties consist of coding and maintaining registry records, performing abstracts of the data, compiling and analyzing data, preparing correspondence, developing and monitoring quality assurance of the program, and conducting special studies.

d. To facilitate the writing and classification of these positions, some prototype position descriptions are attached. Please use these position descriptions if the assignment of duties and responsibilities of the position at your facility is the same or similar to the situations described in the prototype position descriptions. The prototype position descriptions will probably require a certain amount of modification to adapt them to the unique situations that may be present at the various facilities.

e. At some of the facilities, the assignments may support the classification of these positions at the GS-8 grade level. Therefore, a prototype position description and position report of the GS-8 classification determination is attached as well as prototype position descriptions for the GS-5, 6 and 7 levels.

4. **Point of Contact:** Questions concerning this guidance may be referred to Jim Halliday, Classification and Compensation Division, at (202) 273-4973.

9/4/02
Ventris C. Gibson

Attachments

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Position Classification Guidance

The work of the tumor registrar position is covered by the 675 occupational series and the grade level is determined by an evaluation of the duties and responsibilities of the position by comparison to the OPM Job Family Classification Standard for Assistance and Technical Work in the Medical, Hospital, Dental, and Public Health Group, GS-0600. The new OPM job family standard is written in the Factor Evaluation System.

Our evaluation of the prototype position description SSC PDL 0675-8, Tumor Registrar (see Attachment B), is as follows:

Factor 1. Knowledge Required by the Position

The standard describes Level 1-5 as requiring a thorough and detailed knowledge of, and skill in applying, a comprehensive body of rules, procedures, and operations such as medical record classification systems coding techniques sufficient to plan, organize, and maintain special registries. We find that the tumor registry position has the responsibility for planning, organizing, and maintaining the tumor registry which meets the knowledge described at Level 1-5 in the standard; therefore, Level 1-5 and 750 points are credited.

Factor 2. Supervisory Controls

At Level 2-3, the supervisor makes the assignments by defining the overall objectives, priorities, and deadlines, and assisting with unusual situations. The employee must independently plan the work and resolves problems. The completed work is reviewed for results, technical soundness, and conformance with applicable regulations, policies, and requirements. This level is met by the subject position; therefore, Level 2-3 and 275 points are credited.

Factor 3. Guidelines

At Level 3-3, the employee uses guidelines that are not completely applicable to some of the work or have gaps in specificity. This level is met by the cases involving unusual disease presentation, staging, treatments, experimental drugs or clinical trials that the medical records technician is required to handle.

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At Level 3-3, the judgment the employee is required to possess is such that the employee can adapt and interpret guidelines to apply to specific cases or problems. Employee must use discretion and initiative in deciding the appropriate course of action to correct deficiencies and improve reliability of information. Employee may be required to develop new approaches and work methods, devise procedures to use when applying new regulatory requirements, or adapt to new technology. The position requires this level of judgment.

With this position meeting Level 3-3 for both the guidelines used and judgment needed, 275 points are credited.

Factor 4. Complexity

This factor is evaluated by the use of three elements—nature of assignment, what needs to be done, and difficulty and originality involved.

Nature of assignment – At Level 4-3, the work consists of different, varied, and unrelated medical records processes and methods, including reviewing the work of other employees to verify compliance with regulatory requirements. This matches the work performed by this position that requires the incumbent to review the work of other employees to verify compliance. This element matches Level 4-3.

What needs to be done – At Level 4-3, an employee determines the relevance of many facts and conditions and must determine the appropriate action from many alternatives. This matches the complexity performed by this position as incumbent must determine relevance of facts and conditions and determine appropriate actions. This element matches Level 4-3.

Difficulty and originality involved – At Level 4-3, an employee identifies and analyzes medical records problems and issues and determines their interrelationships and the appropriate methods and techniques needed to resolve them. This matches the difficulty and originality involved by this position as the incumbent is required to resolve inconsistencies and deviations and determine the proper course of action when standard procedures do not apply. This matches Level 4-3.

With all three elements evaluated at Level 4-3, 150 points are credited.

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Factor 5. Scope and Effect

This factor is evaluated by the use of two elements—Scope of Work and Effect of Work.

Scope of Work – At Level 5-3, the work involves performing a variety of specialized medical records tasks and resolving problems according to established criteria and the development and maintenance of special registries. This position requires the incumbent to process medical records and data that involve inconsistencies, discrepancies, and other non-routine problems and develop and maintain a cancer registry. This matches Level 5-3.

Effect of Work – At Level 5-3, the work affects the accuracy and reliability of medical records which, in turn, affects outcomes of research efforts and internal and external audits, the quality of information physicians receive, and the quality of patient care rendered. This position affects medical records keeping and has a direct impact on the outpatient and inpatient billing and the care and treatment of patients. This matches Level 5-3.

With both elements evaluated at Level 5-3, 150 points are credited.

Factor 6. Personal Contacts

Personal contacts of the position are with employees, the general public, and representatives of state agencies, court officials, and insurance companies. The contacts with the general public are in moderate structured settings. These personal contacts match Level 2.

Factor 7. Purpose of Contacts

Purpose of contacts of the position is to deliver information, coordinate work, and solve technical problems. This is similar to the purpose of contacts as described for Level B. The purpose of contacts does not meet Level C as people contacted are not unusually difficult to communicate with.

With Level 2 for Personal Contacts and Level B for Purpose of Contacts, 75 points are credited by use of the Point Assignment Chart.

Factor 8. Physical Demands

Work is sedentary; Level 8-1 and 5 points are credited.

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Factor 9. Work Environment

Work is in an office setting; Level 9-1 and 5 points are credited.

Points credited for the position total 1685. By use of the Grade Conversion Table, this converts to a GS-8 (1605–1850).

Position is properly classified as Medical Records Technician, GS-675-8.

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POSITION DESCRIPTION

Medical Records Technician, GS-0675-08

INTRODUCTION

The incumbent serves as an expert tumor registrar in a large, complex VA Medical Center with a medical/surgical oncology program with a number of ongoing clinical oncology trials. The work of the position supports the care and treatment given to patients with malignant conditions.

Abstracts, codes, and maintains registry records. Develops and monitors tumor registry quality assurance programs and conducts related special studies.

MAJOR DUTIES

Abstracts, Codes and Maintains Registry Records 65 percent

Thoroughly searches medical records to identify and code all information pertinent to the patient's diagnosis. This includes demographics, diagnosis, site and histology, diagnostic procedures, extent of disease, and treatment. Coding assignments may involve highly technical, complex diagnoses/procedures. Utilizes coding references to ensure that complete and accurate data are collected. Codes information contained on several forms and documents that makes up an entire record. Codes diseases, surgical procedures, and causes of injury. In addition, uses specific codes required in a cancer registry such as stage of disease, morphology, and topography, using International Classification of Diseases for Oncology, AJCC Staging Manual, and the Registry Operations and Data Standards (ROADS) Manual. Independently codes a wide variety of medical diagnostic, therapeutic, and surgical procedures. Codes diseases and causes of injury. Analyzes the consistency of coding of registry data, cancer diagnosis, histology, and treatment (including surgical procedures, chemotherapy, immunotherapy, hormonal therapy, and radiation therapy). Identifies coding discrepancies. Facilitates resolution of coding discrepancies by discussion with providers/registry coordinator. Codes complicated medical records having diagnostic, surgical, and therapeutic procedures that are identified as difficult to classify.

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Reviews records to obtain data. Enters data obtained from the record into the registry software. Analyzes data retrieved and provides the results to health care staff for research, patient care, protocol studies, and trends in cancer. Submits data annually to the VA Central Cancer Registry, per directives. Submits data to the American College of Surgeons' National Cancer Database annually. Data includes codes for diagnoses and procedures, topography, morphology, and stage of disease, provider information, and coded data for the treatment of cancer. Collects core data from patients' records, including demographic characteristics, diagnostic procedures, diagnoses, stage and extent of disease. Ensures that data are reported accurately and in correct format. Devises format for some information to meet requirements established by requestor. Prepares correspondence and summaries of medical records in response to a variety of requests.

Performs research and prepares correspondence by retrieving and releasing data following a standardized approach that meets the requirements of the Privacy Act and Freedom of Information Act regulations. The employee validates data gathered from various sources. Maintains health record indexes and compiles administrative and health statistics for physicians and other health care staff at this facility and throughout the VA System as well as public health officials, medical center management, planners, and others.

Organizes and maintains a data system that conforms to the standards of an Approved Cancer Program and meets the needs of the users of the registry data. Maintains quality control of follow-up procedures.

Develops and Monitors Quality Assurance Operations and Conducts Special Studies

35 percent

Monitors cancer committee processes and procedures implemented to improve patient care and to verify compliance of plans and requirements. Provides technical advice to the clinical staff relative to the best method of recording AJCC staging, the use of staging forms, and the correct documentation of diagnoses/procedures. Consults with the appropriate physician or other clinician(s) for clarification when conflicting information appears in the medical record. Provides administrative guidance and advice to staff regarding methods of proper medical records documentation. Performs analysis of work processes or service delivery practices to identify reasonable and efficient measurement of the quality of the work or the activity and to identify areas of possible improvement.

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Performs the quantitative and qualitative analysis on medical records to ensure that all component parts are present, accurate, complete, timely and will meet the established requirements and standards of JCAHO and the American College of Surgeons.

Conducts special studies and surveys for identifying opportunities to improve patient care. Participates in routine and focused reviews for the purpose of identifying problems and potential problems in record documentation as part of the formal Medical Record Review process under the direction of the Quality Improvement Program. Participates in activities to gather information for time studies or quality assurance studies for assessing and improving cancer patient diagnoses, treatment, and quality of life issues. Identifies steps of simple processes and routine practices that might be opportunities for applying standard quality improvement techniques. Gathers information through local as well as national American College of Surgeons' annual Patient Care Evaluation Studies in order to identify potential for significant quality process improvement.

Sets up plans to ensure the continuous review by professional staff to assure quality of services as required for an Approved Cancer Research Program and operations documentation and standards. Applies established quality assurance methods and techniques to update or make revisions to existing processes. Serves as mentor and trainer for new employees to the registry field providing detailed instructions and oversight of the day-to-day operations to assure that new employees adhere to standardized practices. Serves as consultant to fledgling programs aspiring to American College of Surgeons' approval status. Assists in data extraction and analysis where needed. Serves as the subject-matter expert on registry issues for the facility and VISN administrations.

Performs other related duties as assigned.

Factor 1-5. Knowledge Required by the Position

750 Points

A thorough and detailed knowledge of a comprehensive body of medical records activities, operations, and regulations to carry out specialized assignments is required. Employee must possess a thorough understanding of computer systems including the VISTA Program, the Microsoft Suite of Applications (MS Word, Excel, PowerPoint), and other computer software. The employee has an extensive knowledge of the Tumor Registry Software. Employee aids in a

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wide range of quality assurance studies, codes complicated medical records difficult to classify, or makes recommendations to improve procedures for compiling, retrieving, and reporting medical record information. Applies an extensive knowledge of legal and regulatory requirements governing medical records operations to provide problem-solving services in specific medical records functions and in research activities related to an Approved Cancer Program to plan, organize, and maintain special cancer registries.

Requires an extensive knowledge of medical records procedures, regulations, and principles to carry out a variety of medical records functions such as analysis, coding, abstracting, and quality assurance, reporting, releasing information, and compiling data. In addition, employees use broad knowledge of the structure and physiology of major anatomical systems and the major disease processes of each.

Thorough knowledge of medical terminology and uses that covers the full range of general medical, surgical, pharmaceutical, and hospital terms and abbreviations as well as medical abstracts.

Thorough knowledge of a broad range of medical records forms and formats; references and legal and regulatory requirements for medical records; knowledge of classification systems to code complex diagnostic and operative/procedural information using various classification methods; and skill to collect and organize data for statistical reports. Knowledge of confidentiality of medical records and the procedures for obtaining consent for the release of information from the record.

Keeps abreast of new medical terminology and revisions to references and any other national databases accessible via Internet and/or Intranet that may contain pertinent patient-specific information necessary to complete tasks assigned.

Factor 2-3. Supervisory Controls

275 Points

The supervisor makes assignments by defining the overall goals and priorities of the work and helps the employee with unusual situations that do not have clear precedents.

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The employee works independently planning and carrying out assignments, and handles problems and deviations in the work assignment using established policies, instructions, and accepted practices in medical records management. The supervisor places considerable reliance upon the employee's knowledge of medical records.

The supervisor reviews the work for results achieved, technical soundness, and conformity to medical records policy and requirements.

Factor 3-3. Guidelines

275 Points

Guidelines include a variety of technical instructions, technical manuals, hospital regulations, regulatory requirements, and established procedures governing medical records and data collection standards. Adheres to the guidelines set forth by the American College of Surgeons (ACoS) in ROADS, the AJCC Staging Manual International Classification of Diseases for Oncology (ICDO), ICD-9, and SEER Surgical Codes when coding tumor registry abstracts. These guides are general in nature and do not cover all areas of work performed by the medical records technician such as cases involving unusual disease presentation, staging, treatments, experimental drugs, or clinical trials.

The employee uses judgment to adapt and interpret guidelines for application to specific cases or problems, using discretion and initiative in deciding on the appropriate course of action to correct deficiencies and improve reliability of information in the records. This may require developing approaches and work methods within the framework established by higher level authority, devising procedures to use when applying new regulatory requirements, or adapting to new computer technology.

Factor 4-3. Complexity

150 Points

The work includes the performance of different and varied medical records processes and methods. The employee performs periodic reviews of the work and that of other employees to verify compliance with the regulatory requirements.

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Must make decisions about what needs to be done to determine the relevance of many facts and conditions such as information within the record, legal and regulatory requirements, and other variables. The employee must be able to resolve inconsistencies and any deviations from accepted practice and regulations. The chosen course of action may come from many alternatives; for example, when standardized procedures are silent on an issue.

Factor 5-3. Scope and Effect

150 Points

The work involves performance of a variety of specialized medical records tasks and resolving problems according to established criteria. For example, the employee processes medical records and data that involve inconsistencies, discrepancies, and other non-routine problems. The work has a direct affect on medical records keeping and a direct impact on the accuracy, timeliness, and reliability of some medical records services such as outpatient and inpatient billing. The employee develops, maintains, and monitors a cancer registry that assists physicians in the care and treatment of patients.

Factor 6-2. Personal Contacts

25 Points

Contacts are with employees in the same agency, but outside the immediate organization. Contacts with members of the general public take place in a moderately structured setting. For example, the contacts are generally established on a routine basis, usually at the employee's work place; the exact purpose of the contact may be unclear at first to one or more of the parties; and one or more of the parties may be uninformed concerning the role and authority of other participants. Examples of contacts include representatives of state agencies, court officials, and insurance companies.

Factor 7-2. Purpose of Contacts

50 Points

Contacts are to deliver information, coordinate work efforts, and solve technical problems.

Factor 8-1. Physical Demands

5 Points

The work is primarily sedentary. The employee sits comfortably to do the work. However, there may be some walking, standing, or carrying of light items such as manuals and files. The work does not require special physical demands.

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Factor 9-1. Work Environment

5 Points

The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as medical facility offices. There is adequate light, heat, and ventilation in the work area.

Other Significant Facts

Customer Service

Meets the needs of customers while supporting the medical center and service missions. Consistently communicates and treats customers (patients, visitors, volunteers, and medical center staff) in a courteous, tactful, and respectful manner. Provides the customer with consistent information according to established policies and procedures. Handles conflict and problems in dealing with the customer constructively and appropriately.

ADP Security

Protects printed and electronic files containing sensitive data in accordance with the provisions of the Privacy Act of 1974 and other applicable laws, Federal regulations, VA statutes and policy, and VHS&RA policy. Protects data from unauthorized release or from loss, alteration, or unauthorized deletion. Follows applicable regulations and instructions regarding access to computerized files, release of access codes, etc., as set out in the computer access agreement that the employee signs.

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POSITION DESCRIPTION

Medical Records Technician, GS-0675-07

INTRODUCTION

The primary purpose of the position is to perform clerical work in the tumor registry in support of the care and treatment given to patients with malignant conditions.

Abstracts patient records. Performs follow-up on patients entered into the tumor registry database.

Files individual documents or information in medical records. Accurately codes information contained in records.

Develops and monitors tumor registry quality assurance programs and conducts related special studies.

MAJOR DUTIES

Abstracts, Codes and Maintains Registry Records 80 percent

Thoroughly searches the medical record to identify and code all information pertinent to the patient's diagnosis. This includes demographics, diagnosis, site and histology, diagnostic procedures, extent of disease, and treatment. Coding assignments may involve highly technical, complex diagnoses/procedures. Utilizes coding references to ensure that complete and accurate data are collected. Codes information contained on several forms and documents that makes up an entire record. Codes diseases, surgical procedures, and causes of injury. In addition, uses specific codes required in a cancer registry such as stage of disease, morphology, and topography, using International Classification of Diseases for Oncology, AJCC Staging Manual, and the ROADS Manual. Codes a wide variety of medical diagnostic, therapeutic, and surgical procedures.

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Collects core data from patients' records, including demographic characteristics, diagnostic procedures, diagnoses, stage and extent of disease. The registrar extracts data from the various components of the medical record and codifies the data into site-specific formats based on the requirements of external regulatory bodies. The data must adhere to strict coding requirements of the three leading organizations: American College of Surgeons' Commission on Cancer's Registry Operations and Data Standards, the National Cancer Institute's Surveillance Epidemiology and End Results Program, and the American Joint Commission on Cancer's Manual for the Staging of Cancer. Data compiled by the registrar is used in research, diagnosis and treatment trends, resource allocations, and marketing. Submits data from the tumor registry in accordance with VA guidelines to the VA Central Cancer Registry under the provisions of the National Cancer Strategy. Submits data to the American College of Surgeons National Cancer Database where the program is approved. Submits data to the State Cancer Registry in compliance with the CDC. Ensures that data are reported accurately and in correct format. Devises report formats to meet requirements established by requesters.

Reviews medical records to gather information on cancer statistics including treatment, stage of disease, incidence, survival, and numerous other criteria. Assists with surveys and other assignments related to coding. Advises researchers and health care staff of the data available and retrieves and compiles specified reports. Maintains health record indexes and compiles administrative and health statistics for physicians and other health care staff at this facility and throughout the VA System as well as public health officials, medical center management, planners, and others.

Maintains quality control of follow-up procedures. The registrar develops and maintains an effective mechanism for following all patients with cancer in the registry and may include reviews of inpatient and outpatient logs, direct patient contacts via telephone and mail, and the Internet.

The registrar researches, reports, and prepares correspondence by retrieving and releasing data following a standardized approach that meets the requirements of the Privacy Act and Freedom of Information Act regulations. Assures appropriate consent forms for release of information are completed. Information is gathered from various sources.

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The registrar works closely under the direction of physicians, nurses and other professional staff in the development and maintenance of the facilities' cancer program activities to promote health screenings, retrospective data analysis, prospective patient surveys, professional education programs, and implementation of administrative programs that affect the entire facility.

Develops and Monitors Quality Assurance Operations and Conducts Special Studies **20 percent**

Provides technical advice to the clinical staff relative to the best method of recording AJCC Staging, the use of staging forms, and the correct documentation of diagnoses/procedures. Consults with the appropriate physician or other clinician(s) for clarification when conflicting information appears in the medical record. Performs assigned tasks for the quantitative and qualitative analysis on medical records to ensure that all component parts are present, accurate, complete, timely, and will meet the established requirements and standards of JCAHO and the American College of Surgeons.

Collects data for site specific Patient Care Evaluations as defined by the American College of Surgeons. Participates in routine and focused reviews for the purpose of identifying problems and potential problems in record keeping as part of the formal Medical Record Review process under the direction of the Quality Improvement Program. May be assigned to gather information for time studies or quality assurance studies. Gathers information through local as well as national Patient Care Evaluation Studies in order to identify potential for significant quality process improvement.

Performs other related duties as assigned.

Factor 1-4. Knowledge Required by the Position **550 Points**

Requires a practical knowledge of an extensive body of well established medical records procedures, regulations, and principles to carry out a variety of medical records functions such as analysis, coding, abstracting, and quality assurance, releasing information, and compiling data. In addition, employees use elementary practical knowledge of the structure and physiology of major anatomical systems and the major disease processes of each to maintain special cancer registries. Knowledge of a broad range of medical records, medical databases, forms and formats; references and legal and regulatory requirements for medical records; knowledge of classification systems to code diagnostic and operative/procedural information using various classification methods; and skill to

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collect and organize data for statistical reports is required. Broad knowledge of confidentiality of medical records and the procedures for obtaining consent for the release of information from the record; computerized data entry and information processing systems; and data collection methods for basic health care and research information.

Keeps abreast of new medical terminology and revisions to references and any other national databases accessible via Internet and/or Intranet that may contain pertinent patient specific information necessary to complete tasks assigned.

Factor 2-3. Supervisory Controls

275 Points

The supervisor makes assignments by defining the overall goals and priorities of the work and helps the employee with unusual situations that do not have clear precedents.

The employee plans and carries out assignments, and handles problems and deviations in the work assignment using established policies, instructions, and accepted practices in medical records management. The supervisor places considerable reliance upon the employee's knowledge of medical records.

The supervisor reviews the work for results achieved, technical soundness, and conformity to medical record policy and requirements.

Factor 3-3. Guidelines

275 Points

Guidelines include a variety of technical instructions, technical manuals, hospital regulations, regulatory requirements, and established procedures governing medical records and data collection standards. Adheres to the guidelines set forth by the American College of Surgeons (ACoS) in ROADS, the AJCC Staging Manual International Classification of Diseases for Oncology (ICDO), ICD-9, and SEER Surgical Codes when coding tumor registry abstracts. These guides are general in nature and do not cover all areas of the work performed by the medical records technician such as cases involving unusual disease presentation, staging, treatments, experimental drugs, or clinical trials.

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The employee uses judgment to adapt and interpret guidelines for application to specific cases or problems, using discretion and initiative in deciding the appropriate course of action to correct deficiencies and improve reliability of information in the records. This may require developing approaches and work methods within the framework established by higher level authority, devising procedures to use when applying new regulatory requirements, or adapting to new computer technology.

Factor 4-3. Complexity

150 Points

The work includes the performance of different and varied medical records processes and methods. The employee performs periodic reviews of the work and that of other employees to verify compliance with regulatory requirements.

Decisions about what needs to be done require the employee to determine the relevance of many facts and conditions such as information within the record, legal and regulatory requirements, and other variables. The chosen course of action may come from many alternatives and be presented to the supervisor for assistance; for example, when standardized procedures are silent on an issue.

Factor 5-3. Scope and Effect

150 Points

The work involves performance of a variety of specialized medical records tasks and resolving problems according to established criteria. For example, the employee processes medical records and data that involve inconsistencies, discrepancies, and other non-routine problems. The employee develops, maintains, and monitors a cancer registry to assist physicians in the care and treatment of patients.

The work typically has a direct affect on medical records keeping and a direct impact on the accuracy, timeliness, and reliability of some medical records services.

Factor 6-2. Personal Contacts

25 Points

Contacts are with employees in the same agency but outside the immediate organization. Contacts with members of the general public take place in a moderately structured setting. For example, the contacts are generally established on a routine basis, usually at the employee's work place; the exact

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purpose of the contact may be unclear at first to one or more of the parties; and one or more of the parties may be uninformed concerning the role and authority of other participants. Examples of contacts include representatives of state agencies, court officials, and insurance companies.

Factor 7-2. Purpose of Contacts

50 Points

Contacts are to deliver information, coordinate work efforts, and solve technical problems.

Factor 8-1. Physical Demands

5 Points

The work is primarily sedentary. The employee sits comfortably to do the work. However, there may be some walking, standing, or carrying of light items such as manuals and files. The work does not require special physical demands.

Factor 9-1. Work Environment

5 Points

The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as medical facility offices. There is adequate light, heat, and ventilation in the work area.

Other Significant Facts

Customer Service

Meets the needs of customers while supporting the medical center and service missions. Consistently communicates and treats customers (patients, visitors, volunteers, and medical center staff) in a courteous, tactful, and respectful manner. Provides the customer with consistent information according to established policies and procedures. Handles conflict and problems in dealing with the customer constructively and appropriately.

ADP Security

Protects printed and electronic files containing sensitive data in accordance with the provisions of the Privacy Act of 1974 and other applicable laws, Federal regulations, VA statutes and policy, and VHS&RA policy. Protects the data from unauthorized release or from loss, alteration, or unauthorized deletion. Follows applicable regulations and instructions regarding access to computerized files, release of access codes, etc., as set out in the computer access agreement that the employee signs.

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POSITION DESCRIPTION

Medical Records Technician, GS-0675-06

INTRODUCTION

The primary purpose of the position is to perform clerical work in the tumor registry in support of the care and treatment given to patients with malignant conditions.

Abstracts patient records. Performs follow-up on patients entered into the tumor registry database.

Files individual documents or information in medical records. Accurately codes information contained in records.

MAJOR DUTIES

Abstracts, Codes and Maintains Registry Records - 95 percent

Searches medical record for cancer demographics, diagnosis, site and histology, diagnostic procedures, extent of disease, and treatment. Assigns codes describing each diagnosis, surgical procedure, and special therapy or procedure. Utilizes coding references to ensure that complete and accurate data are collected. Codes information contained on several forms and documents that makes up an entire record. Uses specific codes required in a cancer registry, such as stage of disease, morphology, and topography, using International Classification of Diseases for Oncology, AJCC Staging Manual, and the ROADS Manual. Codes a wide variety of medical diagnostic, therapeutic, and surgical procedures. Codes stages of disease using International Classification of Diseases for Oncology.

The registrar assists in research, reports, and preparation of correspondence by retrieving and releasing data following a standardized approach that meets the requirements of the Privacy Act and Freedom of Information Act regulations. Assures appropriate consent forms for release of information are completed. Information is gathered from various sources.

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Follows up with patients to obtain information about their cancer. Maintains quality control of follow-up procedures.

The registrar works closely under the direction of physicians, nurses, and other professional staff in the development and maintenance of the facilities' cancer program activities to promote health screenings, retrospective data analysis, prospective patient surveys, professional education programs, and implementation of administrative programs that affect the entire facility.

Conducts Special Studies

5 percent

Collects data for site-specific Patient Care Evaluations as defined by the American College of Surgeons. May be assigned to gather information for time studies or quality assurance studies of patient cancer care.

Performs other related duties as assigned.

Factor 1-4. Knowledge Required by the Position

550 Points

Requires a basic knowledge of an extensive body of well established medical records procedures, regulations, and principles to carry out a variety of medical records functions such as coding, quality assurance, and compiling data. In addition, employee uses elementary practical knowledge of the structure and physiology of major anatomical systems and the major disease processes of each.

Basic knowledge of medical terminology and uses that cover the full range of general medical, surgical, pharmaceutical, and hospital terms and abbreviations as well as medical abstracts.

Practical knowledge of a broad range of medical records, databases, forms and formats; legal and regulatory requirements for medical records; knowledge of classification systems to code diagnostic and operative/procedural information using various classification methods. Basic knowledge of confidentiality of medical records, Privacy Act of 1974 (5 U.S.C. 552A as amended), and the procedures for obtaining consent for the release of information from the record; computerized data entry and information processing systems; and data collection methods for basic health care and research information. Has a basic knowledge of various medical records systems and activities, functions, and regulations.

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Keeps abreast of new medical terminology and revisions to references and any other national databases accessible via Internet and/or Intranet that may contain pertinent patient-specific information necessary to complete tasks assigned.

Factor 2-3. Supervisory Controls

275 Points

The supervisor makes assignments by defining the overall goals and priorities of the work and helps the employee with unusual situations that do not have clear precedents.

The employee carries out assignments as assigned by the supervisor. The employee refers all problems and deviations in the work assignment to the supervisor for direction and/or assistance.

The supervisor reviews all work for results achieved, technical soundness, and conformity to medical record policy and requirements.

The registrar also receives direction and guidance from the interdisciplinary chairs of the cancer committee or lead physicians.

Factor 3-2. Guidelines

125 Points

There are well established procedures for doing the work and other specific guidelines are available including a variety of written medical record references and regulatory requirements.

Adheres to the guidelines set forth by the American College of Surgeons (ACoS) in ROADS, the AJCC Staging Manual International Classification of Diseases for Oncology (ICDO), ICD-9, and SEER Surgical Codes when coding tumor registry abstracts.

The number and similarity of guidelines and work situations require the employee to use judgment to identify and select the most appropriate guidelines, references, and procedures for application in making minor deviations to adapt the guidelines to specific cases. The employee refers situations to which existing guidelines are not applicable to the physician liaison.

Attachment D

HUMAN RESOURCES MANAGEMENT LETTER NO. 05-02-01

Factor 4-2. Complexity

75 Points

Assignments are to solve routine problems of limited complexity. The work consists of duties involving related steps, processes, or methods such as compiling, recording, and reviewing medical records data. There are established procedures for performing the work.

Decisions about what needs to be done involve various choices requiring the employee to recognize the existence of, and differences among, a few easily recognizable alternatives. The work includes such tasks as determining which code most accurately describes the diagnosis and the surgery performed; relating the operation to the proper diagnosis; determining the final diagnosis rather than an initial or consultative diagnosis; and assigning the codes while staying within the regulatory framework.

Factor 5-2. Scope and Effect

75 Points

The work involves performance of assignments according to specific rules or procedures that represent a significant segment of the tumor registry function. For example, the employee analyzes medical records information to extract information, codes diseases and operations, and compiles other medical information from sources such as the National Cancer Database, the National Cancer Institute's Surveillance, Epidemiology and End Results Program, as comparisons for the facility cancer incidence and treatment.

The work affects the accuracy, timeliness, reliability, and acceptability of information in the medical record and may ultimately affect patient care.

Factor 6-2. Personal Contacts

25 Points

Contacts are with employees in the same agency but outside the immediate organization. Contacts with VA patients and members of the general public are limited and take place in a moderately structured setting.

Factor 7-2. Purpose of Contacts

50 Points

Contacts are to deliver information, coordinate work efforts, and solve technical problems.

HUMAN RESOURCES MANAGEMENT LETTER NO. 05-02-01

Factor 8-1. Physical Demands

5 Points

The work is primarily sedentary. The employee sits comfortably to do the work. However, there may be some walking, standing, or carrying of light items such as manuals and files. The work does not require special physical demands.

Factor 9-1. Work Environment

5 Points

The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as medical facility offices. There is adequate light, heat, and ventilation in the work area.

Other Significant Facts

Customer Service

Meets the needs of customers while supporting the medical center and service missions. Consistently communicates and treats customers (patients, visitors, volunteers, and medical center staff) in a courteous, tactful, and respectful manner. Provides the customer with consistent information according to established policies and procedures. Handles conflict and problems in dealing with the customer constructively and appropriately.

ADP Security

Protects printed and electronic files containing sensitive data in accordance with the provisions of the Privacy Act of 1974 and other applicable laws, Federal regulations, VA statutes and policy, and VHS&RA policy. Protects the data from unauthorized release or from loss, alteration, or unauthorized deletion. Follows applicable regulations and instructions regarding access to computerized files, release of access codes, etc., as set out in the computer access agreement that the employee signs.

HUMAN RESOURCES MANAGEMENT LETTER NO. 05-02-01

POSITION DESCRIPTION

Medical Records Technician, GS-0675-05

INTRODUCTION

The primary purpose of the position is to perform clerical work in the tumor registry in support of the care and treatment given to patients with malignant conditions under the supervision of a certified tumor registrar.

Codes and maintains registry records. Performs follow-up on patients entered into the tumor registry database.

Files individual documents or information in medical records. Accurately codes information contained in records.

MAJOR DUTIES

Codes and Maintains Registry Records 100 percent

Searches medical record for cancer demographics, diagnosis, site and histology, diagnostic procedures, extent of disease, and treatment. Assigns codes describing each diagnosis, surgical procedure, and special therapy or procedure. Utilizes coding references to ensure that complete and accurate data are collected. Codes information contained on several forms and documents that makes up an entire record. Uses specific codes required in a cancer registry, such as stage of disease, morphology, and topography, using International Classification of Diseases for Oncology, AJCC Staging Manual, and the ROADS Manual. Codes a wide variety of medical diagnostic, therapeutic, and surgical procedures. Codes stages of disease using International Classification of Diseases for Oncology.

The registrar assists in research, reports, and preparation of correspondence by retrieving and releasing data following a standardized approach that meets the requirements of the Privacy Act and Freedom of Information Act regulations. Assures appropriate consent forms for release of information are completed. Information is gathered from various sources.

Attachment E

HUMAN RESOURCES MANAGEMENT LETTER NO. 05-02-01

Follows up with patients to obtain information about their cancer. Maintains quality control of follow-up procedures.

The registrar works closely under the direction of physicians, nurses, and other professional staff in the development and maintenance of the facilities' cancer program activities to promote health screenings, retrospective data analysis, prospective patient surveys, professional education programs, and implementation of administrative programs that affect the entire facility.

Performs other related duties as assigned.

Factor 1-4. Knowledge Required by the Position

550 Points

Requires a basic knowledge of an extensive body of well established medical records procedures, regulations, and principles to carry out a variety of medical records functions such as coding, quality assurance, and compiling data. In addition, employee uses elementary practical knowledge of the structure and physiology of major anatomical systems and the major disease processes of each.

Basic knowledge of medical terminology and uses that cover the full range of general medical, surgical, pharmaceutical, and hospital terms and abbreviations as well as medical abstracts.

Practical knowledge of a broad range of medical records, databases, forms and formats; references and legal and regulatory requirements for medical records; knowledge of classification systems to code diagnostic and operative/procedural information using various classification methods. Basic knowledge of confidentiality of medical records, Privacy Act of 1974 (5 USC 552A as amended), and the procedures for obtaining consent for the release of information from the record; computerized data entry and information processing systems; and data collection methods for basic health care and research information. Has a basic knowledge of various medical records systems and activities, functions, and regulations.

Keeps abreast of new medical terminology and revisions to references and any other national databases accessible via Internet and/or Intranet that may contain pertinent patient-specific information necessary to complete tasks assigned.

Attachment E

HUMAN RESOURCES MANAGEMENT LETTER NO. 05-02-01

Factor 2-2. Supervisory Controls

125 Points

The supervisor makes assignments by giving specific instructions regarding the purpose of the assignment, limitations, expected deadlines, priorities, quality and quantity expected. The registrar also receives direction and guidance from the interdisciplinary chairs of the cancer committee or lead physicians.

The employee uses initiative and works independently within the framework established for recurring assignments, requesting assistance and/or a decision for specific problems not covered by the supervisor's instructions or standard operating procedures.

The supervisor reviews work to verify accuracy and conformance to required procedures and any special instructions; may spot check routine work for accuracy; reviews new or difficult assignments; and closely reviews situations with potential adverse impact in progress and upon completion.

Factor 3-2. Guidelines

125 Points

There are well established procedures for doing the work, and other specific guidelines are available including a variety of written medical record references and regulatory requirements.

Adheres to the guidelines set forth by the American College of Surgeons (ACoS) in ROADS, the AJCC Staging Manual International Classification of Diseases for Oncology (ICDO), ICD-9, and SEER Surgical Codes when coding tumor registry abstracts.

The number and similarity of guidelines and work situations require the employee to use judgment to identify and select the most appropriate guidelines, references, and procedures for application in making minor deviations to adapt the guidelines to specific cases. The employee refers situations to which existing guidelines are not applicable to the physician liaison.

Factor 4-2. Complexity

75 Points

Assignments are to solve routine problems of limited complexity. The work consists of duties involving related steps, processes, or methods such as compiling, recording, and reviewing medical record data. There are established procedures for performing the work.

Attachment E

HUMAN RESOURCES MANAGEMENT LETTER NO.05-02-01

Decisions about what needs to be done involve various choices requiring the employee to recognize the existence of, and differences among, a few easily recognizable alternatives. The work includes such tasks as determining which code most accurately describes the diagnosis and the surgery performed; relating the operation to the proper diagnosis; determining the final diagnosis rather than an initial or consultative diagnosis; and assigning the codes while staying within the regulatory framework.

Factor 5-2. Scope and Effect

75 Points

The work involves performance of assignments according to specific rules or procedures that represent a significant segment of the tumor registry function. For example, the employee analyzes medical records information to extract information, codes diseases and operations, and compiles other medical information from sources such as the National Cancer Database, the National Cancer Institute's Surveillance, Epidemiology and End Results Program, as comparisons for the facility cancer incidence and treatment.

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Factor 6-2. Personal Contacts

25 Points

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Factor 7-2. Purpose of Contacts

50 Points

Contacts are to deliver information, coordinate work efforts, and solve technical problems.

Factor 8-1. Physical Demands

5 Points

The work is primarily sedentary. The employee sits comfortably to do the work. However, there may be some walking, standing, or carrying of light items such as manuals and files. The work does not require special physical demands.

HUMAN RESOURCES MANAGEMENT LETTER NO. 05-02-01

Factor 9-1. Work Environment

5 Points

The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as medical facility offices. There is adequate light, heat, and ventilation in the work area.

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