Kelly Miller, MA, RHIA

Faculty and Course Development Experience

Program Coordinator & Assistant Professor **Regis University** **March 2005 - Present**
- Program Coordinator: July 2017 – Present
- Assistant Professor: August 2013 – Present
- Instructor: July 2011 – July 2013
- Affiliate Faculty: March 2005 – July 2011
- Advisement of HIM students
- Serve on University and College committees; Chaired College Learning Assurance Committee & College Academic Council. Served on University Academic Council.
- Development and revisions of curriculum for 8-week online course for HIM courses
- Facilitate a minimum of 12 credits of online classes per year
- Schedule and assess student management practicums
- Responsible for the overall course and faculty management, and continuous program review for the HIM Bachelor of Science and HIM Post-baccalaureate Certificate
- Responsible for the overall course and faculty management, and course maintenance for all Math coursed offered within the college.

Adjunct Faculty **Kaplan University** **April 2009 – March 2011**
- Facilitate online classroom in Ecollege platform for courses listed
  - HI130 – Legal Aspects of Health Information
  - HI150 – Automation of Health Information

Adjunct Faculty **Davenport University** **September 2009 – March 2011**
- Development of curriculum for 8-week online course for all courses listed
- Facilitate online classroom in Blackboard platform for courses listed
  - HINT110 – Health Record Content
  - HINT209 – Quality Assurance for Healthcare
  - HINT201 – Health Information Technology
  - HINT211 – Management for Healthcare

Adjunct Faculty **Arapahoe Community College** **January 2005 – May 2006**
- Development of curriculum for 16-week online course and facilitate online classroom in Blackboard for HIM111 – Health Data Management

Professional Experience

Provider Juror
Certification Council for Health Information Technology February 2010 – July 2011
- Observes the performance of an applicant's technology in executing a series of test scripts and reviewing required materials to ensure software meets requirements for certification

Manager, Health Information Management
National Jewish Health Denver, CO February 2008 – July 2009
- Exclusive manager of HIM department with reporting to facility COO and VP of Medical Services
- Liaison with the medical staff, clinical staff, ancillary staff, information systems and administration in the ongoing EHR implementation
- Ensured compliance with HIPAA Privacy and Security standards; including reviewing procedures, implementing changes for improvement and overseeing Privacy issues directly related to HIM throughout the organization

- System administrator for Health Information Management related EHR software and assisted other departments in revising workflow and documentation processes related to EHR implementation
- Directly overseeing all functions of HIM, including hiring, training and evaluating of 25 FTE
- Coordinating and representing the HIM department in required committee meetings; medical records committee, quality committee, forms committee, EHR executive committee, JCAHO compliance and other committees as designated
- Preparing and meeting department budget goals and expectations
- Gather data and prepare statistics for HIM dashboard measures

Record Center Director, The Children's Hospital Record Center

RMS Services/Iron Mountain   Denver, CO   May 2007 – January 2008

- Coordination of scanning project implementation of over 22 million health information documents for The Children's Hospital
- Direct management of 15 FTE, including hiring, training, evaluating, worker's compensation and all HR related activities.
- Client liaison on all project activity and responsible for maintaining contact and providing communication on outstanding issues and questions through project calls on on-site meetings
- Developed all Recorded Center Policies and Procedures regarding project workflow
- Training of all staff on scanning and client software; including Epic, InputAccel and Documentum. This includes development of training materials, competency assessments and evaluations of employee performance.
- Responsible for preparing and meeting budget goals and expectations
- Gather data to complete statistical reports on a monthly and annual basis for reporting to the client and insure contractual obligations are being met, including analyzing statistical reports for process improvement

Record Center Director, HealthONE Record Center

RMS Services/Iron Mountain   Denver, CO   September 2004 – May 2007

- Coordinate project implementation of new record center for HealthONE facilities, initial move of over 6 million medical records, reducing filing & record processing backlogs at seven HIM departments and working with HIM management to restructure medical record completion workflows for record center implementation.
- Direct management of 35 FTE, including hiring, training, evaluating, worker's compensation and all HR related activities.
- Client liaison on all project activity and responsible for maintaining contact and providing communication on outstanding issues and questions through project calls on on-site meetings
- Responsible for preparing and meeting budget goals and expectations, including start-up capital budget.
- Gather data to complete statistical reports on a monthly and annual basis for reporting to the client and insure contractual obligations are being met, including analyzing statistical reports for process improvement
- Trained HealthONE hospitals, ambulatory surgery centers, clinic services departments on HCA practices of record retention, destruction and preparation of records for storage destruction and acted as a primary resource on issues related to record retention and destruction

Assistant Director, Health Information Management

Rose Medical Center   Denver, CO   October 2001 – September 2004

- Responsible for the management of all clerical and technical functions within the HIM department
- Provide direct supervision of analysts, inpatient record processors, transcription, incomplete records staff, and evening and weekend staff. This includes the training, developing, and coaching of staff related to specific job responsibilities.

- Participate and/or lead committees as required; Facility Security, Information Management, Medical Record Committee, Forms Committee, Regulatory Readiness, and Quality Management
- Developed tracking tools and reporting process for mandatory corporate coding education requirements
- HealthONE market lead for Record Center project
- Provide technical support and training for HIM modules of Meditech, including testing of new updates, training staff on Meditech modules and development of market wide Meditech training guide

Application Specialist, Health Information Management

Cerner Corporation   Kansas City, MO   July 2001 – October 2001

- Primary contact for client product specific training, troubleshooting and consultations
- Assisted clients with analyzing current state of department workflow, developing appropriate policies and procedures, and managing departmental practices and operational changes

Operations Supervisor, Health Information Management

Porter Adventist Hospital   Denver, CO   August 2000 – July 2001

- Supervised the areas of release of information, physician chart completion, reception, assembly, and analysis with 15 FTE
- Responsibilities Included: maintaining an acceptable chart delinquency rate, gathering, compiling, and reporting QI data, meeting productivity standards, training new employees, preparing and maintaining the budget, participating on hospital committees
- Successfully instituted an in-house release of information program
- Coordinated the design and development of an online release of information tracking system on the hospital intranet.
- Participated in a project teams to improve the quality of History and Physicals for surgical areas and streamline the process for obtaining Advance Directives

Education

Master of Science, Data Science – Currently Enrolled, anticipated graduation date May 2022
Regis University – Denver, CO

Master of Arts, Adult Education with a Focus in Online Learning – 2004
University of Phoenix – Denver, CO

Bachelor of Science, Health information Management – 2000
University of Central Florida – Orlando, FL

Professional Association Activities and Publications

American Health Information Management Association

- Member – Council for Excellence in Education (CEE), 2015 – 2018
- Chair – Curriculum Committee (CEE), 2015-2018
- Member – Curriculum Committee (CEE) 2013-2018
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Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM)

- Accreditation Reviewer

Colorado Health Information Management Association

- President, 2021 - 2022
- President-Elect, 2020 - 2021
- Board Member – Director, 2012-2014
- Education Committee Chair, 2011-2013

- AHIMA Delegate, 2008- 2009
- Corporate Liaison, 2007-2008
- Scholarship Committee, 2005-2006
- Legislative Committee Chair, 2006
- Master's Level Scholarship Recipient, 2004

Textbook Review

Green A. & Bowie M. (2011) Essentials of Health Information Management: Principles and Practices (2nd Edition) Clifton Park, NY: Delmar Cengage Learning

Contributor

AHIMA (2009) *Clinical Practice Site/Professional Practice Experience Guide.* American Health Information Management Association HIM Higher Education and Workforce House of Delegates Team.

Schnering, P. (2018) Professional Review Guide Online for RHIA and RHIT Examinations (2018). Clifton Park, NY: Delmar Cengage Learning

Chapter Author

Health Information Management Technology: An Applied Approach. Chapter 2: Healthcare Delivery Systems (6th Edition); AHIMA Press, publishing 2020