

**JANE A. ROBINSON, MS, RHIA**  
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### **PROFESSIONAL SUMMARY**

- **Internal Revenue Cycle Consultant** - Primarily in the Service Line of Maternal Child Health that included facility units and the owned professional practices.
- **Health Information Administrator** - Operational and leadership positions in the entire scope of health record administration, multiple sized facilities, compliance, privacy and regulatory knowledge, electronic health information, coding, transcription, Cancer Registry, release of information, storage and retrieval and audit response.

### **EXPERIENCE**

#### **GOTHAM CITY HOSPITALS CORPORATION, Gotham MI**

An integrated health system, three acute care hospitals, medical school affiliate with 37 accredited residency programs, Royal Oak Hospital 1,061 beds, Troy Hospital 361 beds, Grosse Pointe Hospital 289 beds, Ambulatory Services, Home Care, Nursing Homes, Research Institute, Health Center, Community Oncology Program, and a Surgical Learning Center.

##### **Corporate Revenue Cycle Manager, Maternal and Child Health Service Line, 2005 to present**

- Handles the entire revenue cycle pipeline for the Service Lines of OBGYN and Pediatrics for the corporation, three hospitals and facility owned professional practices.
- Created and implemented detailed charge capture for the pediatrics units doubling their revenue for the outpatient population
- Worked as a practice manager for 11 Pediatrics and Obstetrics subspecialties offices -78 physicians and Non-Physician Practitioners- creating an entire revenue cycle process with internal and external controls
- Created and implemented an OB Emergency Room replacing the OB Triage 'free outpatient services' with an Emergent 24/7 service and associated charges for EMTALA screening, in all three hospitals, resulting in tripling of net revenue.

##### **SOUTH GOTHAM HOSPITAL, South Gotham, MI**

##### **Compliance Co-Chair and Director, Medical Information Services Department, 2003 to 2005**

- Lead workgroups including ABN, Home Services, Nursing Homes, Ancillary Billing and Coding and DRG Coding
- Lead interdisciplinary teams for compliance workflow
- Created interdepartmental teams for ancillary billing edits, workflow identification and continuous process improvement
- Chaired the Corporate Advance Beneficiary Committee that designed and implemented our process of obtaining and monitoring ABNs

##### **Director, Medical Information Services Department, 1987 – 2003**

- Designed and implemented a re-organization related to the IM Chapter of the JCAHO CAMH
- Created a new cancer registry with the first ACOS Cancer Program approval
- Implemented transcribed reports into the clinical information system with formatting and report distribution issues
- Initiated a concurrent coding program, reduced the DNFB from 7.8 days to 4.3 days
- Implemented a transcription-training program to guarantee a successful percentage of hiring and retention
- Replaced microfilming with off-site record storage and reduced the expense of long-term storage by 65%
- Implemented a departmental quality improvement program
- Initiated a coding compliance program
- Initiated a budget-neutral coding incentive program
- Initiated a documentation improvement program with resultant case mix improvement

**Systems Analyst, Information Systems Department, 1985 -1987**

- Initiated graphics capability for users of the Hewlett-Packard system
- Designed and coordinated the clinical data reports for use in long-range plans for the Royal Oak hospital.

GOTHAM MAIN HOSPITAL, Gotham, MI

**Associate Director, Medical Record Department, 1980-1985**

- Designed and oversaw the conversion of a file area from 2,000 sq ft to 5,000 square feet on two floors
- Designed and implemented an in-house online quantitative analysis and No Bed List system
- Designed and implemented the conversion of the in-house paper abstract system to the online system, with multiple enhancements over the years
- Designed, furnished and implemented involving three floors and approximately 100 people
- Implemented DRG focused coding.

**Assistant Director, Medical Record Department, 1979-1980**

- Converted the record completion area from physician name to patient number/indexed
- Eliminated a three-month coding backlog
- Implemented state-of-the-art dictation and word processing equipment

UNIVERSITY OF MICHIGAN HOSPITALS, ANN ARBOR, MI

**Manager, Health Information, 1976-1979**

- Created the professional medical record function for the hospital, involving 3 separate offices
- Created the database for the grant-initiated computerized medical record
- Created a quality assurance/utilization review data collection mechanism.

LAKES GENERAL HOSPITAL, DETROIT, MI

**Director, Medical Records and the Library, 1974-1976**

- Created the utilization review process based on the 1972 Conditions of Participation requirements.

## TEACHING EXPERIENCE

CARE COMMUNICATIONS, Care Education Group, 1993 – 1996, Faculty/Seminar Leader

**‘Preparing Your Facility for the Computerized Patient Record’**

HENRY FORD COMMUNITY COLLEGE, Dearborn, MI

Faculty, Health Information Management Program, 1992-1993

## EDUCATION AND CERTIFICATIONS

**Masters of Science, Health Services Administration, 1990, University of Detroit, Detroit, MI**

**Bachelor of Science, Medical Record Science, 1974, Mercy College of Detroit, Detroit, MI**

**Six Sigma Yellow and Green Belt Certifications, 2007, William Beaumont Hospitals**

**Registered Health Information Administration, 1974, American Health Information Association**

## PROFESSIONAL ACTIVITIES

**AHIMA**, American Health Information Managers Association

**HFMA**, Healthcare Financial Managers Association

President and Board of Directors, Michigan Health Information Managers Association, from 1985

President and Board of Directors, Southeastern Michigan Medical Record Association, 1983-1992

## PUBLICATIONS, SPEECHES AND TESTIMONY

Professional publications, speaking engagements and legislative testimony, are available upon request.