

## **ESSENTIAL FUNCTIONS FOR HEALTH CARE MANAGEMENT (HCM)**

<b>Requirements</b>	<b>Examples of Necessary Activities (Not All-Inclusive)</b>
<b>Critical Thinking Skills</b>	Identify cause/effect relationships Choose proper course of action based on regulations and guidelines/procedures Sequence information
<b>Analytical Thinking Skills</b>	Transfer knowledge from one situation to another Process information Evaluate outcomes Problem solve Prioritize tasks Use long-term and short-term memory
<b>Interpersonal Skills</b>	Respond appropriately during stressful situations Adapt willingly to changes in the work environment Work effectively as part of a team or independently Respect differences with co-workers and physicians Establish rapport with co-workers and physicians Perform work according to quality and timeliness standards Be positive Be assertive Listen
<b>Communication Skills</b>	Speak clearly and succinctly using the English language Hear normal speaking level sounds Communicate effectively with physicians, staff, and customers using the English language Perceive nonverbal communication Hear instructions from supervisors Hear communications on telephone
<b>Motor Skills</b>	Lift heavy objects (maximum 25 pounds) Use equipment and tools needed to carry out HIM functions Assemble and file medical records Move within confined spaces Reach above shoulders Reach below waist Type 40 -45 words per minute Manual dexterity Sustain repetitive movements
<b>Visual</b>	Read medical records, coding manuals, procedure manuals View computer screen Distinguish color

<b>Requirements</b>	<b>Examples of Necessary Activities (Not All-Inclusive)</b>
<b>Mobility</b>	Stand for long periods of time Sit for long periods of time Twist Bend Stoop/squat Walk Work at fast pace for long periods of time Move around in file area and employee work areas