

Harnessing Technology for Success

[Save to myBoK](#)

by Jane Jeffries, associate editor

Kelly McLendon, RHIA, is working hard to make your job easier. As director of Chart Manager Domain at Eclipsys Corp., an information solutions company based in Delray Beach, FL, McLendon oversees HIM, clinical data management, and document management products that are designed to increase efficiency and productivity. Along with product planning, traveling, meeting with customers, and working with clinical support implementation teams, McLendon "makes sure the products developed and services offered are the best that they can be," he says. Further, "I've achieved a lot of success working with clinical systems, which has expanded my horizons," McLendon adds.

"I used to give presentations on non-traditional roles in HIM and I don't have to do that anymore. Now there are so many roles for HIM professionals."

—Kelly McLendon,
Director of Chart Manager Domain, Eclipsys Corp.

A Career Turning Point

McLendon was inspired to enter the HIM field by a family friend, the late Charlotte Johnston, RHIA. He worked in medical records departments for a few years until joining a microfilm vendor. "The turning point was in 1984, when I got interested in optical technology," McLendon says. In fact, McLendon's first article on optical imaging appeared in the *Journal of AMRA* in 1990. McLendon then spent five years designing electronic patient records (EPR) for another HIM company.

While some people consider the terms CPR (computer-based patient record) and EPR interchangeable, McLendon makes a distinction: "The EPR is imaging and related applications for medical records and patient accounts. It's a component of the CPR.

"The biggest challenge with the EPR is selecting the right system and putting the correct resources into implementing it. If the best system is poorly implemented, you're in bad shape," McLendon says. And this is a perfect role for HIM professionals, McLendon believes. "The job requires project management expertise and IS support. HIM and IS working as a team will have a higher rate of success," he notes.

Protecting patient information is a major concern as the medical record moves toward the digital arena. McLendon, however, argues that the information will be safer than ever. "Privacy is easier to control [in a CPR]. In the paper world, you don't even know when you have privacy breaches." He describes a scenario in which a person copies a few pages from a medical record at a nurses' station and stuffs them in a pocket. "Inappropriate access just doesn't happen in the CPR unless policies and procedures break down. It's true that you can disseminate information more easily, but there are many safeguards and we can track access through audit trails."

A Look at the E-future

A cornerstone of McLendon's career has been his service to HIM professional organizations. As a member of the Florida HIMA, McLendon won the Outstanding Professional Award in 1993 and received the Literary Award in 1991. An AHIMA member since 1979, McLendon has served on the data administrator task force and a Vision 2006 task force and he currently serves on the e-health task force. At the 1999 National Convention, he was part of a panel discussing the EPR and will lead a presentation on e-commerce and e-health at the 2000 convention.

"I like to pick people's brains, keep my eyes open, and take the long view. It looks like e-commerce and e-health are going to be more consumer-empowered and of ever-increasing importance to our field," McLendon says. This is good news for HIM

professionals, he believes. "We have a better angle on the information that anyone else. HIM professionals can manage the data and from that basis spring all the opportunities."

Article Citation:

Jeffries, Jane. "Harnessing Technology for Success." *Journal of AHIMA* 71, no. 8 (2000): 92.

Driving the Power of Knowledge

Copyright 2022 by The American Health Information Management Association. All Rights Reserved.