



Diane E. Gray, RHIA, BPS

Rochester Regional Health Information Management Association is happy to spotlight Diane (Evans) Gray in this NYHIMA Perspectives Online. Diane has 32 years in the Health Information Management field. She completed her Associates degree in Applied Science, Medical Assistant, at Alfred State College in Alfred NY. Diane wanted to further her career in the health field and went on to earn a Bachelor of Professional Studies degree in Health Information Management at SUNY College of Technology, Utica, NY. She sat for the RHIA exam after completing the program.

Starting out her career in the HIM department as a coder, Diane quickly moved up to supervisory management positions. She worked for Clifton Springs Hospital & Clinic in the HIM department as Director of HIM Department for 10 years and the University of Rochester Medical Center for 12 years. Her most recent position at URMC was Director of Professional Coding. Diane now works for Medisked, LLC, an IT company located in Rochester, NY that focuses on holistic computer platform solutions for human services organizations across the United States. Medisked's solutions support providers, state and county oversight agencies, care coordination entities, and payers in the use of data to reduce costs and improve care. The platforms are more than just an EHR, they help Centralize and manage information to create efficiencies across provider agencies, while maintaining a person-centered approach to services and supports. Diane's role with Medisked is a Billing Implementation Specialist.

Diane is also an adjunct professor at Monroe Community College (MCC), in Rochester NY, in their HIT program, and an active member of the advisory board to the HIT program at Alfred State College.

She has held other non-traditional positions in the HIM field during her career. The positions she has held ranged from working with utilization management and patient registration departments while in the HIM Department, and Chargemaster/Billing for the hospital side, to home care, to working with doctors on the professional side, to now working in I.T. She said she would do it all over again the same way. HIM is a solid foundation that prepared her to be successful at the jobs she has had throughout her career.

Meeting and networking with professionals, feeling a sense of accomplishment ultimately when helping individuals are what inspire her to do what she does every day. Diane says that in whatever position she held in the HIM Profession she felt inspired because she was helping people and supporting others, whether it be patients, the community, doctors, other decision makers. She feels that all our HIM roles have an impact on others.

Diane felt that one of her greatest challenges since joining the HIM profession has been that healthcare does not stay abreast with technology. It is ingrained with old practices that take time to change. With the focus of all aspects and lines of business in healthcare today trying to put the individual (patient) in the center of healthcare, we should look to technology and all the data we collect and store to help support this effort. Further, Diane said the data coming out from all the social determinants of health studies across the country should mold our organization's future focuses.

Asked if she could give advice to a student or someone considering the HIM field, she said "It's a great profession". She always encourages students to continue their education after their Associate's degree in HIT to get their Bachelors' and Masters' degree, and to sit for the RHIA. There is a need for more HIM professionals at a higher degree level to take on high complexity of challenges that we have in health care today. "Explore new roles". Follow your strength's in what your good in and do not shy away from accepting other roles in HIM field.

When not working Diane enjoys the outdoors; walking, hiking, running on trails, camping, and swimming. She also enjoys watching movies and spending time with family.