

POSITION DESCRIPTION

Position Title	Director, Health Information Services
Reports to (Title)	Group Director Health Funding & Patient Services
Group Director/Chief	Group Director Health Funding & Patient Services
Department	Health Information Services
Position Location	Hawthorn East
Award/Agreement	Salary & Conditions in accordance with Contract of Employment
Delegation of Authority Level	Sub-delegation

Position Summary & Role Purpose

The Director, Health Information Services is responsible for the administration and management of the Health Information Service for Cabrini Health campuses (Malvern, Brighton & Elsternwick), ensuring the promotion and integration of Cabrini's Mission and Values and strategic plan. This position also includes incorporates information governance which oversees adherence to data governance processes, privacy requirements at both a Commonwealth & State level for the management of information at an organisational level.

Key Result Areas

1. Key Responsibilities, Outcomes and Activities

1.1 Leadership and management

- Leads people and process development to ensure a continual contemporary service is offered to all internal and external stakeholders.
- Instils and leads a quality improvement approach into all activities across all departments.
- Oversees and leads the planning, change management and governance of an acute, mental health & rehabilitation Health Information Service including enhancing policy development and process efficiency.
- Manages resourcing, budgets and service requirements in conjunction with executive and organisational objectives.

1.2 Operational Responsibilities

- Is responsible for the efficient management of the Health Information Services Department across all campuses, ensuring a customer focussed, timely, competent and compassionate service is provided.
- Oversees the provision of medical records across all acute facilities and advises on health information related matters across all sites.
- Develops, implements and amends policies and procedures relating to the Health Information Services Department and other Hospital policies as required.
- Manages the daily activities of the Health Information Services Department; ensuring standards relating to medical record management and clinical coding are adhered to.
- Organises and participates in the Quality Improvement activities of the Health Information Services Department; and Directorate and organisation and required.

- Promotes a customer service focus in an environment which enhances partnership, co-operation and communication between internal and external customers.
- Participates and contributes to relevant health information or similar activities across the organisation.
- Ensures a safe working environment for staff; regularly reviewing any identified or possible risks and works to resolve matters in accordance with existing policies and in conjunction with Work Health & Safety personnel/management.
- Assists and supports the work of local Cabrini Outreach partner programs; providing advice re: record management, privacy, information governance or other relevant support as required
- Within the bounds of Cabrini policies, proactively work to ensure workforce satisfaction and staff engagement within the Department utilising staff survey results and local feedback to guide initiatives.
- Work collaboratively with Executive, Finance and Management Accountants to establish a financial year budget which is monitored and action taken as required to achieve.
- Ensures an informative and user friendly Cabrini intranet HIS web-site is published and regularly reviewed.
- Is responsible for the management of health information management systems to ensure external and internal needs are met.
- Ensures accurate and timely coding of medical records with agreed Key Performance Indicators of Invoice Pending, working capital and End of Month and Financial Year key performance indicators.
- Ensures legislative requirements for the provision of health information data to statutory bodies is met; and other stakeholders as required.
- Advises on and participates in the collection and analysis of different data types including but not limited to morbidity, casemix, hospital acquired complication, and readmission data.
- Is responsible for the provision of accurate statistical data as required and works collaboratively with the Business Intelligence Unit (Analytics) to ensure stakeholders receive information which reflects accurately their data requirements.
- Oversees the process of requests for access to health information, ensuring safety and confidentiality under the auspices of the Health Records Act.
- Oversees the role of Cabrini Privacy Officer including input into policy, education and documentation to ensure compliance with the Privacy Act and other relevant legislation.
- Ensures record storage and retrieval systems are safe, confidential and meet statutory requirements, professional codes of practice and relevant Australian Standards.
- Participates and oversees the development and evaluation of the format of the medical record, including medical record forms in both a hard copy and electronic format – ensuring compliance with Australian Standards.
- Implements and manages an ongoing coding audit program to ensure coding, data and revenue accuracy, integrity and quality.
- Actively participants in the development and/or the on boarding of a Digital Medical Record when required.

- Act as a point of contact/project liaison for appropriate Health Information developments or innovations e.g. Argus data transfer for the receipt of doctor generation information
- Works collaboratively with the procurement team to negotiate third party vendor contracts for off-site medical record storage, printing of medical record form provision and other HIS related procured services
- Work in collaboration and make recommendations to relevant managers/committees to improve accuracy, consistency and compliance with requirements of data entered into relevant source systems e.g. WebPAS.
- Facilitate and maintain a data retention schedule in conjunction with Information Technology to help guide retention practices

1.4 Resource Management

- Adherence to the Cabrini codes of professional conduct, code of ethics, standards of practice and competencies, Mission, Values and Vision, and the Behaviours that Matter
- Ensures the rostering of staff in accordance with work and leave requirements whilst minimising cost and be cognoscente of rostering equality
- Appropriately advises of any unavoidable impacts on the departmental budget in a timely manner

1.5 Contributes to the achievement of professional expertise for self and direct reports through:

- Maintenance of ongoing personal professional development / continuing education
- Personal application of the Cabrini performance management framework
- Identifying, encouraging and monitoring the continuing development of others within a learning culture utilising various metrics, discussions and forums
- Ensure all staff mandatory training obligations and annual appraisal requirements are recorded and kept up to date in accordance with Cabrini policy

2. Work Health and Safety

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, patients, residents, clients and visitors, so far as is reasonably practicable.

To achieve this, managers are required to implement, in consultation with their employees, the components of Cabrini's work health and safety management systems (the collection of policies, procedures, guidelines, other related documents and resources) to control the hazards that their employees, and any other person exposed to the work they do, may face. The WHS management system enshrines a risk management approach to managing hazards. For any hazards not explicitly covered in the WHS management system, managers are required to assess and control hazards as outlined in the WHS Risk Management Procedure.

Employees are responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. This includes following the policies and procedures from the WHS management system that apply to their work, any local processes and instructions from their manager regarding how work is to be performed. Employees are responsible to report hazards, incidents and injuries to their manager.

The Cabrini WHS Department facilitate the ongoing development and review of the WHS management system, build the capability of managers to assess and manage wellbeing, hazards, incidents and injuries and provide advice and support in the management of these areas.

3. Safety and Quality

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to our patients, residents and service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

4. Child Safety

Cabrini complies with the Victorian Child Safe Standards, as updated in 2022. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies as amended from time to time including the following:

- Child safe organisational framework
- Child safety code of conduct
- Child safety reporting policy and procedure

Organisational Relationships

- Reports directly to the Group Director Health Funding & Patient Services
- Maintains a close collaborative working relationship with other internal and external stakeholders as required

Committee Membership

The Director - Health Information Services will participate as a member of the following committees:

- Accreditation - Quality Standards and Services Committee
- As directed by the Group Director Health Funding & Patient Services

Staff Development

The Director - Health Information Services will demonstrate a commitment to personal and professional development of self and staff by:

- Participating in professional development programs
- Maintaining own skills and knowledge
- Remaining up to date with contemporary health information and human resources practices
- Contributing to the Cabrini professional development program as required
- Participating in performance reviews in accordance with Cabrini policy
- Co-ordinates and oversees the supervision of Health Information Management students where agreed intake is negotiated
- Provides education to Cabrini staff in matters relating to clinical coding, medical record systems, medical terminology, casemix, privacy, data governance and other related topics as appropriate.

Key Competencies

The Director - Health Information Services must demonstrate the following requirements:

ESSENTIAL

Educational/Vocational

- Master/Bachelor of Health Information Management or equivalent

Registration

- Eligible for full membership of the Health Information Management Association of Australia

Experience

- At least seven years post-graduate experience
- Extensive knowledge in ICD10-AM coding and knowledge of casemix funding
- Strong leadership capability to lead and drive success within a team of motivated professionals
- Demonstrated high level management & problem skills and organisational ability
- Solid understanding of theories, principles, processes, practices and tools relating to data quality and governance
- Excellent communication & interpersonal skills that positively influence and foster relationships with internal and external stakeholders

DESIRABLE

- Understanding of Private Health sector funding arrangements and impacts
- Working knowledge of WebPAS – Patient Information System

Conditions of Employment

Salary and conditions in accordance with the Cabrini Contract of Employment/Employment Agreement

Cabrini Mission, Values and Behaviours that Matter

Our mission

WHO WE ARE

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

WHAT WE BELIEVE

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

WHAT WE DO

We provide excellence in all of our services and work to identify and meet unmet need.

Our values

Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.

Compassion

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

Integrity

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable
- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

Courage

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

Respect

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice
- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

Behaviours that matter

Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to "provide excellence in all of our services".

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or People and Culture.

We are committed to safety and quality:

Behaviours that matter	Unacceptable behaviours
We put patient/resident safety first	We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents
We ask questions to understand the problem	We jump to conclusions and look for someone to blame
We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes
We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour

We are here to provide service:

Behaviours that matter	Unacceptable behaviours
We greet everyone warmly	We are rude or discourteous
We are always kind and caring	We are arrogant or demeaning
We give our full attention to the person speaking to us	We are distracted, impatient or dismissive
We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic

We work together to achieve the best outcome:

Behaviours that matter	Unacceptable behaviours
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required
We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

We exhibit a positive attitude:

Behaviours that matter	Unacceptable behaviours
We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour

We want to build a just and sustainable community:

Behaviours that matter	Unacceptable behaviours
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

APPROVAL

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.

I certify that this position description is an accurate description of the responsibilities assigned to the role

Authorised:



Group Director Health Funding & Patient Services

Date 25 August 2023