POSITION DESCRIPTION

Position Title	**Health Information Manager / Clinical Coder**
Reports to (Title)	**Director, Health Information Services**
Executive Director	**Group Director, Health Funds and Patient Services**
Department	**Health Information Services**
Position Location	**Hawthorn East / Malvern**
Award/Agreement	**Salary & Conditions in accordance with Contract of Employment**
Delegation of Authority Level	**N/A**

Position Summary & Role Purpose

The Health Information Manager/Clinical Coder is responsible for accurately coding and indexing patient records after discharge and assisting in the provision of Health Information Services within the framework of the Mission, Values, Vision and the Behaviours that Matter of Cabrini.

Key Result Areas

1. **Key Responsibilities, Outcomes and Activities**

   1.1 **Leadership and management**
   - Communicates with work colleagues in an appropriate and professional manner.
   - Attends and participates in staff and coding meetings.
   - Works collaboratively with other staff in order to achieve coding related Hospital deadlines.

   1.2 **Operational Responsibilities**
   - Undertakes ICD-10-AM morbidity coding in accordance with Australian/Victorian Coding Standards at an accuracy rate of 90% for DRG allocation and 85% for code allocation.
   - The indicative coding throughput target is 250 separations or 650 bed days per week pro rata with a variable casemix of day and long stay patients.
   - Attains regularly or works towards achieving the Coding Quality dimensions of PICQ and DRG error rate benchmarks and coder quiz results.
   - Ensures completeness of the medical record for accurate coding purposes by requesting additional information from appropriate clinical information if not present at the time of coding.
   - Supports best outcomes for coding accuracy by identifying and initiating clinician queries and follow up.
   - Completes appropriately and in a timely manner all required data within provided software in relation to auditing, quality and query processes to enable appropriate reporting.
   - Accesses all supplied software routinely to apply appropriate coding Standards to coded data.

- Completes all requested work requirements within timeframes as outlined e.g. quizzes.
- Participates in the Health Information Services quality improvement activities.
- Participates in quality activities in relation to coding, as requested, and in conjunction with the Coding Educator, identifies and implements improvements.
- Completes relevant fields and data elements within WebPAS in order to ensure coded data accuracy; for example, separation date information, mechanical ventilation hours and admission weight.
- Completes prefix data fields in accordance with the Victorian prefixes standard.
- Completes legislatively driven data submission requirements accurately with all information available, for example cancer registration.
- Undertake other operational roles as necessary to support the functioning of the Department, increase professional knowledge and development.

1.3   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

1.4   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 management performance framework
- Identifying, encouraging and monitoring the continuing development of others within a learning culture.

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.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers;

Managers; those with specified work health and safety responsibilities; and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

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

The Health Information Manager / Clinical Coder:

- Reports directly to the Director, Health Information Services.
- Maintains a close collaborative working relationship with the Coding Educator

Committee Membership

The Health Information Manager / Clinical Coder will participate as a member of the following committees:

- Relevant external committees as a representative of Cabrini
- As instructed by the Director, HIS

Staff Development

The Health Information Manager / Clinical Coder 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 human resources practices
- Contributing to the Cabrini professional development program as required
- Participating on performance reviews in accordance with Cabrini policy

Key Competencies

The Health Information Manager / Clinical Coder must demonstrate the following requirements:

<u>ESSENTIAL</u>

Educational/Vocational
- Bachelor of Health Information Management (or equivalent), Graduate Diploma in Nosology or recognised Introductory / Intermediate ICD-10-AM Coding course

Registration
- Eligible for Affiliate Membership (as a minimum) of the Health Information Management Association of Australia

Experience
- Preferably at least 2 years post graduate experience
- Demonstrated communication and team skills

Conditions of Employment

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

Cabrini Mission, Values and Vision

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" which is translated into our quality goals of 100% right care, 100% patient satisfaction and 100% staff engagement.

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 & 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 Funds and Patient Services

20/08/2021
_____

Date