

POSITION DESCRIPTION

Position:	Coding Services Manager
Directorate	Chief Finance Office
Division:	Finance, Infrastructure and Health Information
Business Unit:	Health Information and Business Analytics
Enterprise Agreement	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement
Reports to:	Director Health Information and Business Analytics



MILDURA BASE PUBLIC HOSPITAL

Mildura Base Public Hospital (MBPH) was established as a new entity in September 2020. From day one, MBPH has aspired to provide exceptional patient care and be a leading healthcare provider in the north west of Victoria, known for its high level of professionalism, quality care and community engagement and positive and aligned workplace culture.

MBPH employs over 1200 staff and has 172 beds and provides a range of acute services in emergency, maternity, intensive care, rehabilitation, community services, psychiatric in and out patient care, palliative care, renal dialysis and chemotherapy service to the people of North West Victoria. The hospital also provides medical imaging and pathology services.

VISION

Mildura Base Public Hospital – providing exceptional care.

PURPOSE

To improve health outcomes for our tri-state communities by creating partnerships, leading culture and building our team to deliver sustainable services.

VALUES

All employees of the Mildura Base Public Hospital are required to uphold the HEART values of our organisation. For information on our **HEART** values and the expectations to uphold the values, please refer to **page 5** of this document.

STRATEGIC OBJECTIVES



THE HEALTH INFORMATION SERVICES TEAM

Health Information Services (HIS) provides a range of services for Mildura Base Public Hospital including:

- specialised management of health information and medical records;
- clinical coding and expertise in clinical classification and activity based funding models;
- clinical documentation education and support;
- statutory data reporting compliance mandated by Department of Health (DH) policies and business rules;
- data quality responsibilities across Mildura Base Public Hospital to maintain integrity for internal and external reporting;
- Business analysis through standardised data development, modelling and interpretation
- medical records form design and records standards;
- Freedom of Information (FOI) responsibilities and Release of Information (ROI) for general practitioners and external health care providers;
- Specialised administrative, reception and telephony customer engagement

POSITION SUMMARY

Managers at Mildura Base Public Hospital are an integral part of the health care service team, providing leadership and direction to a dedicated staffing group.

A manager at Mildura Base Public Hospital should have, or aspire, to, the personal qualities, knowledge and skills as described in the Mildura Base Public Hospital HEART values.

The Coding Services Manager primary purpose is to ensure the management and provision of high quality clinical data and coding services by overseeing the Mildura Base Public Hospital coding management, coder-clinician liaison functions and coding quality of Health Information Services. The role provides leadership to Mildura Base Public Hospital on all aspects of clinical coding including managing the Coding Services team including Health Information Managers, Clinical Coders, Clinical Coding Auditors and Clinical Coding Educators and trainee clinical coding staff.

KEY RESPONSIBILITIES AND DUTIES

- Detailed training and induction of new staff to ensure minimum standards are in place;
- Monitor and develop Coding Quality Program that incorporates individual, random and targeted coding audits and development of appropriate reports for distribution to key stakeholders;
- Oversee broad Coding Quality Program to identify opportunities for improvement and implement quality management strategies to ensure consistent clinical coding data;
- Comprehensive education programs for all staff to continuously update on annual changes and medical treatment improvements to maintain coder competency levels;
- Performance management framework across the Coding Services team to ensure clarity around expectations and work performance;
- Implement clinical coding improvement strategies, including participation in benchmarking key performance indicators with peer hospitals, and escalate any areas on non-compliance with internal or external reporting and performance obligations;
- Development and implementation of strategies and new processes or systems as required to ensure that clinical coding activities are supporting the needs of Mildura Base Public Hospital within the Activity Based Funding models; and
- Contribute to the overall strategic and operational planning and development of the Health Information Service clinical coding function and assist in the execution of departmental strategies and plans.
- Undertake additional duties as directed by Director Health Information & Business Analytics

GENERAL RESPONSIBILITIES

Employees are required to comply with the **Victorian Government's Code of Conduct**. All staff must ensure they comply with **policies, procedures** and standard ways of work practices when carrying out their work.

Employees are responsible to take reasonable care of their own **health and safety** and the safety of others, to cooperate with the group's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. All staff must adhere to the policies and procedures as set out in the hospital's **infection control** manuals.

All information concerning Mildura Base Public Hospital, its patients, clients, residents and staff should remain strictly **confidential**. Any unauthorised disclosure of such information may result in disciplinary action. As a Mildura Base Public Hospital employee you have a responsibility to participate in and commit to ongoing **quality improvement** activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Any breach in compliance to any of the above general responsibilities may result in disciplinary action.

KEY SELECTION CRITERIA

Qualifications / Certificates

- Qualified Health Information Manager or equivalent, eligible for membership of the Health Information Management Association of Australia (HIMAA).

Specialist Expertise

- Significant clinical coding and auditing experience with excellent knowledge and application of the Australian Coding Standards, ICD-10-AM, ACHI and National & State published coding advice.
- Demonstrated experience managing an efficient Clinical Coding unit in a tertiary level hospital meeting key performance indicators.
- Comprehensive understanding of health information management activities in a large multidisciplinary health sector agency, including development of appropriate policies, procedures and guidelines.
- Demonstrated experience in leading Clinical Document Improvement initiatives including analysing coding data to improve quality of clinical documentation and target education.

Personal Qualities, Knowledge and Skills

- Excellent communication and interpersonal skills that will cultivate productive working relationships, resolve workplace conflict, facilitate co-operation and guide, mentor and develop people.
- Demonstrated ability to implement and maintain quality management strategies, organisational change and best practice principles, initiatives and concepts

MANDATORY REQUIREMENTS

Registration with Professional Association:

For example, AHPRA, AHRI, etc. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

National Police Record Check

A current and satisfactory National Police Record Check must be presented to the Division of People and Culture by all new staff prior to commencement at Mildura Base Public Hospital.

Working with Children Check:

Mildura Base Public Hospital has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Mildura Base Public Hospital. As such you must maintain a valid working with children check. In addition, you will be required to assist Mildura Base Public Hospital in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

Immunisation Requirements

As part of your employment conditions, you will be asked to provide documented evidence of healthcare worker immunisation or immunity to communicable vaccine-preventable diseases prior to commencing employment with MBPH. If you do not provide satisfactory evidence that you have the required immunisation and you have commenced employment, consideration will be given to your ongoing employment and termination may result.

Drivers Licence

A current Victorian driver's licence is required for this position

All Mildura Base Public Hospital sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Mildura Base Public Hospital's discretion and activities may be added, removed or amended at any time.

ACKNOWLEDGEMENT BY EMPLOYEE

I acknowledge having received and read the content of this position description (including but not limited to aspects of the role contained within) and understand the requirements of the position.

Employee Name: _____

Employee Signature: _____

Date: _____



Happy WE ARE POSITIVE

As an organisation

We aspire to be happy in all our dealings with people. Everyday we strive to be the best version of ourselves, and we seek to continuously improve our organisation, ourselves and each other through personal and professional growth. We believe that happy people do their best work. We know that joy in our journey is invaluable to a sustainable and lasting success.

Individually

- Use positive language in interactions with staff, patients and community
- Honour the work we do and choose candour, respect and kindness everyday
- Focus on the positive aspects of a situation, what is going well and what can be learned
- Share in moments of joy
- Welcome others to MBPH
- Bring an energy to work that is infectious to others
- Provide growth opportunities and effective feedback to staff to ensure they are supported to achieve their best



Empathetic WE ARE CARING

As an organisation

We put our patients first, and we listen and deal with their needs. We are compassionate people who make MBPH a place for healing, growth and success for patients, their families and our staff.

Individually

- Make time to actively listen and understand one another
- Walk in others' shoes
- Consider an individual person's needs when making decisions and recommendations
- Treat others how I would like to be treated
- Recognise and support one another
- Make decisions based on patient's needs and in consultation with others involved in care



Accountable WE ARE COMMITTED

As an organisation

We take ownership of the actions and decisions made. We do the right thing in all our interactions. We reward based on great outcomes, and we are transparent in both our successes and failures. We use good judgement and everyday we make our patients' journey better.

Individually

- Be courageous in challenging the process to get a better result
- Ensure the project is clear on roles, responsibilities and timeframes
- Be engaged throughout
- Keep a 'whole of life' picture
- Comply with Code of Conduct; company policies and procedures; industry standards and legislation
- Be responsible for monitoring the right way to do things.



Respectful WE ARE OPEN TO OTHERS

As an organisation

We build effective relationships and emphasise the importance of diversity and inclusion in our workplace. We recognise and value the views and the experiences our staff and patients bring to our organisation.

Individually

- Show pride in our roles and our workplace
- Recognise and understanding the influence of a person's situation, background and beliefs and how they can be shown due respect
- Include all backgrounds – gender/age/sex/abilities/race/religion/sexual orientation/culture
- Be aware of assumptions and biases when making decisions
- Take care of and sustain our workplace, equipment and environment
- Embrace awareness for other perspectives and experiences



Team-based WE ARE ONE TEAM

As an organisation

We do our best work when we collaborate within and across teams. Everyday we strive to be our best selves. We know that individual differences can strengthen teams and we trust and respect each others' contribution. We make sure we have the right people in the right jobs with the right tools, resources and equipment. And we know, no single person is bigger than the team.

Individually

- Acknowledge contributions of team members
- Seek to understand the bigger picture, collaborate with others openly and honestly
- Lend a hand, always
- Encourage connections with relevant internal and external stakeholders to meet patients' needs
- Collaborate and share knowledge within and across teams
- Connect with exceptional industry leaders to build capabilities
- Recognise and foster talents in others

LANGUAGE WE USE

- "I choose..."
- "I care..."
- "I prefer..."
- "I will..."
- "I can..."
- "Can we explore that more so I can understand it better?"
- "We will...us...we can..."
- "Is there a better way to do this?"

LANGUAGE WE DON'T USE

- "I have to..."
- "I must..."
- "If only..."
- "Ah well, that is because of XYZ..."
- "Our processes do not let us do it"
- "Things have always been done this way"
- "Them and us"

THINGS WE DON'T DO

- Negativity, sledging, rumours or gossip
- Unprofessional, inconsistent or showing lack pride in our work
- See only problems, block progress
- Wait for others to do the work
- Do nothing
- Find fault, see obstacles
- Victim mentality
- Lack of understanding for others' needs
- Emphasis on status, hierarchy, egos
- Ignore, disregard and show lack of appreciation for a person's situation, background and experience when making decisions and reacting to situations
- We will not waste others' time or keep people waiting
- Dismiss the efforts of others to achieve an outcome

