

POSITION DESCRIPTION

Position:	Clinical Coder
Directorate	Finance & Corporate
Division:	Health Information & Analytics
Business Unit:	Coding Services
Enterprise Agreement	Allied health professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Reports to:	Coding Services Coordinator



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

Our
Vision

Mildura Base Public Hospital – providing exceptional care

Strategic
pillars

Caring for our community

Ensuring our focus is on person centred care.
 Using best evidence-based practice to deliver exceptional care.
 Empowering our communities to manage and improve their health and wellbeing.

Aspirational through our culture

Leading a values based, accountable, quality & safety culture.
 Continuous improvement of service delivery and provision of care. Operating safely and efficiently with a skilled and effective workforce.
 Being an employer of choice, enabling our staff to be at their best.

Trusted in our relationships

Community have an understanding of our role and confidence in our services.
 Partnering across sectors to strengthen our services.
 Addressing our communities shared challenges in partnership by applying innovative solutions.

Sustainable in our Services

Reinvesting in the community and its wellbeing through sustainable models of operations.
 Delivering and supporting shared services to improve access to the best and right care.
 Strengthening our planning approach with the patient at the centre.

We
achieve
this by...

THE HEALTH INFORMATION SERVICES TEAM

The 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;
- 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

The Clinical Coder is a member of the coding services team responsible for various health information management activities across Mildura Base Public Hospital

This position will be responsible for accurate and timely coding and DRG analysis including auditing, data reporting to external parties, quality improvement activities and participation in other Clinical Coding Service activities.

KEY RESPONSIBILITIES AND DUTIES

- Coding and grouping of inpatient episodes, using ICD-10-AM classification and 3M Australian Grouping and Coding Applications software in accordance with Australian and Victorian Coding Standards.
- Keep up to date with Australian Coding Standards, Department of Health (DH) funding guidelines and Hospital Admission policy.
- Achievement of internal and external coding deadlines and assisting in completion of outstanding diagnosis coding as a priority.
- Participate in an ongoing coding auditing program that improves coding and optimise revenue results.
- Being aware of outliers and other data indicators at the time of coding, to ensure data accurately reflects the episode of care. Where necessary, seek clarification through the coding query, data review and audit process if unclear or incorrect.
- Participation in regular coding and education meetings as well as meetings with clinical units regarding casemix, coding and documentation issues.
- Adherence to the Australian Code of Ethics for Clinical Coders.
- Involvement in record management activities, including retention and disposal, storage and conversion from paper to a digital environment.
- Support other health information activities as required.
- Undertake additional duties as directed by Manager, Health Information Services or Coding Services Coordinator

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

Essential

1. A tertiary qualification in Health Information Management (or equivalent) or recognised Clinical Coding course and eligible for membership of the Health Information Management Association of Australia (HIMMA).

Desirable

2. Unsupervised coding experience in a Health Service with similar casemix with knowledge and application of the Australian Coding Standards, ICD-10-AM,ACHI and National and State published coding advice.
3. Knowledge of activity based funding models.
4. Demonstrate competency in a range of software applications (PICQ, 3M Codefinder, Microsoft Office).
5. Experience with record management principles in paper and electronic record environments along with data reporting and auditing, including the significance of data quality.
6. Demonstrated knowledge of legislation impacting on health information including FOI, privacy and confidentiality legislation.

Personal Qualities, Knowledge and Skills

7. Demonstrate high standard of organisation, communication, attention to detail and interpersonal skills.
8. Ability to be self-directed, motivated and committed to self-improvement.

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

