

Position Description

Title	<i>Health Information Manager or Clinical Coder</i>	Position Reports to	Manager, HIS
Classification	<i>Grade 1</i>	Employment Status	Part Time
Enterprise Agreement	<i>Allied Health Professionals 2016-2020</i>		

As Australia's only specialist eye, ear, nose and throat hospital, The Royal Victorian Eye and Ear Hospital's (the Eye and Ear) has been providing care for the senses for 150 years. The Eye and Ear has over 50 different outpatient clinics for the diagnosis, monitoring and treatment of vision and hearing loss and provides a 24 hour emergency eye and ear, nose, and throat service. The Eye and Ear provides care annually for around 250,000 patients, with over 200,000 outpatients, nearly 40,000 emergency patients and over 14,000 inpatients.

Vision Mission And Values

The Eye and Ear is a world leader providing exceptional care. We aspire to be the world's leading eye and ear health service through; outstanding patient experience; exemplary leadership; inspiring our people and building a platform for the future. Our values of **Integrity, Care, Excellence** and **Innovation** are at the core of everything we do.

- **INTEGRITY** We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect
- **CARE** We treat patients with respect, are compassionate, thoughtful and responsive to their needs and sensitive to diversity
- **TEAMWORK** We communicate openly, respect diversity of views and skills and work effectively with partners and in multi-disciplinary teams to deliver the best outcomes for patients
- **EXCELLENCE** We give our personal best at all times, deliver exemplary customer service, monitor performance and seek leading edge ways to improve it

Please read our full Strategic Plan here:

https://www.eyear.org.au/page/About_Us/Our_Publications_and_DVDs/

The Eye and Ear is an equal opportunity employer and is committed to providing a work environment that is free from harassment or discrimination and promotes inclusion, equity, diversity and cultural awareness in the workplace. The Eye and Ear is a smoke free environment.

Position Summary:

The HIM in this role will be responsible for completing clinical coding using the current ICD version within internal and external timeframes whilst meeting set KPI's.

Key Responsibilities / Performance Outcomes:

1. Work within an ethically and legally sound framework. Ensure responsibilities are undertaken in accordance with the Eye and Ear policies and procedures, Code of Conduct and applicable legislation.
2. Information Technology (IT) skills that are commensurate with the requirements of the role.
3. Accurately code and index all inpatient episodes each month within set timeframes ensuring the use of appropriate ICD coding rules and standards.
4. Perform quality activities to monitor data quality, clinical documentation and HIS service delivery.
5. Contribute to internal HIS and organisation projects and participate in team meetings.
6. Work harmoniously and collaboratively with other team members to achieve service delivery and team goals whilst resolving any workplace conflict in a professional manner through the correct organisational processes. Respect and treat colleagues equally whilst valuing team and individual efforts to support and promote a friendly and co-operative workplace.
7. Other tasks as directed by the Manager, Health Information Services.

Quality, Patient Safety And Risk Management

Ensure utilisation of systems designed to support quality, safety & risk management. This involves:

- Having an understanding of working within your role and responsibilities outlined in the Eye and Ear Quality Clinical Governance Framework ([link](#)) to deliver safe high quality and person-centred experience and care.
- Participating in reporting and analysis of safety and quality data including risks or hazards.
- Participating in improvement activities.
- Participating in the reporting and analysis of quality initiatives, adverse events and risk identification.
- Participating in appropriate professional development activities and other quality and safety training.
- Participating in health service activities required for accreditation.
- Ensuring appropriate use of hospital resources.

- Demonstrate awareness of the financial requirements of the department and demonstrate an awareness of cost effective practice.
- Actively participate in the annual performance development cycle.
- Is compliant with the Eye and Ear Data Accountability Framework ([link](#)).

Occupational Health And Safety

The Eye and Ear endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

- Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.
- Actively promote and demonstrate the organisational values of integrity, care, excellence and teamwork.
- Participate in wellness@work initiatives.
- Report any hazards, near miss and incidents (regardless of whether an injury occurred or not) via the Victorian Health Incident Management System (VHIMS) Riskman.
- Understand and adhere to emergency procedures.
- Actively discourage and where possible call out inappropriate behaviour that may pose a safety risk to others.
- Participate actively in return to work programs if injured, and supporting injured colleagues in their return to work.

Selection Criteria: Qualifications, Experience And Competencies

	Essential	Desirable
Qualifications	<i>Bachelor of Health Information Management (HIM) or Medical Record Administration (MRA) or Certificate in Clinical Coding</i>	
Experience	<i>Graduate level ICD-10-AM coding skills and knowledge of Victorian Standards</i>	<i>Previous experience coding in a clinical setting</i>
	<i>Computer literacy in Patient Administration Systems</i>	
Competencies	<i>Strong knowledge of medical terminology</i>	
	<i>Demonstrated ability to perform tasks accurately and in an organised manner</i>	
	<i>Ability to meet deadlines</i>	
	<i>Demonstrated commitment to quality and an understanding of ACHS standards</i>	

Reporting Lines

Position Reports to – *Manager, Health Information Services*

Number of Direct reports - 0

Key Working Relationships

Internal – Other HIM's, HIS Clerical Staff, Other EE Staff

External – Other health professionals or organisations, DHHS

All staff are required to have a satisfactory National Criminal Record Check. Direct patient care/clinical employees are required to have a valid Working With Children Check.

Author of Position Description or Manager of Position:

Name: Josephine Pickett

Date: June 2021

The Eye and Ear reserves the right to modify this position description as required. The employee will be consulted when this occurs. Statements included in this position description are intended to reflect the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Agreement

I have read, understood and agree to comply with the position description.

Name: _____

Signature: _____

Date: ____ / ____ / ____