Position Description

1. General Information

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Position Title:	Health Information Manager / Clinical Coder
Division/Department:	Health Information Services
Position Reports to:	Site HIS Manager and/or Coding Manager – Richmond & Group Operations
Enterprise/Individual Agreement:	Health Professionals
Classification/Grade:	As per employment contract
Location:	Epworth Eastern or Epworth Richmond or Epworth Geelong
Employment Status:	As agreed
Key Relationships - internal and external	Coding Staff, Coding Assistants, Coding Educators, Coding Auditors (internal & external), HIS Site Managers, Coding Manager – Richmond & Group Operations and Group Manager HIS & Patient Revenue.

2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are *Respect, Excellence, Community, Compassion, Integrity and Accountability.* More information can be found on the Epworth website.

Epworth's purpose is *Every Patient Matters.* We strive to improve health outcomes and experience through compassion, collaboration, learning and Innovation. Our Vision is *Caring for People. Innovating for a healthy community.*

3. Epworth HealthCare Strategy
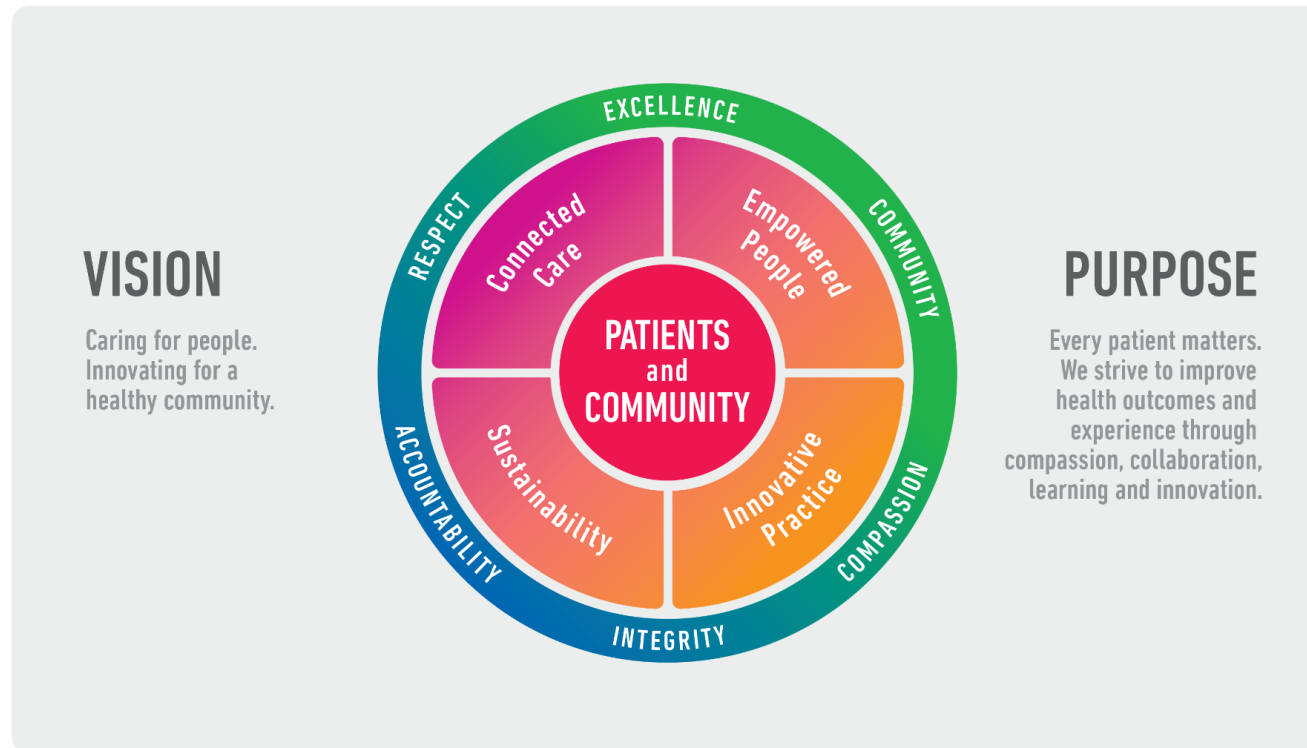
VISION

Caring for people. Innovating for a healthy community.

PURPOSE

Every patient matters. We strive to improve health outcomes and experience through compassion, collaboration, learning and innovation.

All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.
Connected Care – Partner with our patients through an integrated, holistic experience tailored to their needs and choices, enabling them to achieve their wellness potential
Empowered People – Enable and empower our people and teams to be their best and make a difference to the patient experience
Innovative Practice – Make a difference to our community through encouraging the ideas of our people and finding new and better ways to care and support care delivery
Sustainability – Be accountable to use resources wisely; to ensure organisational sustainability, enhance access, support the patient journey and create greater capacity for care.

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4. Purpose of the Position

The HIM/Clinical Coder's primary function is to accurately code medical records in accordance with the Australian Coding Standards. The maintenance of strict confidentiality is of key importance, as is contributing to the overall performance of Epworth HealthCare and ensuring our Values and Behaviours are adhered to.

5. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Coding Accuracy • Accurately code, index and group episodes using ICD-10-AM, ACHI and the Australian Coding Standards. • View and abstract information for coding using BOSSnet DMR. • Use of 3M Codefinder for code selection, indexing and grouping. • Actively participate in the Coding for Complexity process and ensure DRG assignment accurately reflects the complexity of an episode. • Notify DRG changes and Principal Diagnosis changes (as applicable) to the Patient Revenue Department in accordance with the Epworth HealthCare DRG and Principal Diagnosis Change process. • Actively participate in the Epworth Auditing program as relevant including the process of querying clinicians to ensure correct ICD-10-AM and ACHI code assignment to correctly reflect clinical concepts as required. • Review individual PICQ indicators and correct errors in accordance with the Correction of PICQ Report process. • Notify cancers to the Victorian Cancer Registry using iSoft's Electronic Cancer Registration.	• Coding for Complexity Audits -Coder Inaccuracy: % DRG changes should be **<5%.** • Coding for Complexity Audits -Incomplete Documentation – Missing/Ambiguous Documentation: % of DRG changes should be **<15%.** • PICQ audit: % of PICQ Fatal Error should be **<1%.** • Other coding audits: % DRG changes should be **<5%.**

Coding Efficiency / WIP	
• Code as per daily allocation requirements • Ensure all records are coded within timeframes specified in Health Fund Contracts.	• Achieve set coding KPIs • End of week and end of month WIP KPIs across Epworth HealthCare are achieved. • All Health Fund billing deadlines are met.
Coding Education	
• Attend and actively participate in Epworth HealthCare Coding Meetings. • Read Coding Meeting minutes and complete coding meeting training and education exercises (when applicable). • Aware of and correct application of current National and State published coding advice.	• Participation in coding educational and training programs. • Coding knowledge is current and maintained in line with Classification Edition and Published Advice.
Late correspondence	
• Ensure the Late Correspondence process is adhered to and the minimum amount of time specified is allocated on a daily basis. • Completion of Late Correspondence reporting requirements	• 30 minutes per day is spent reviewing Late Correspondence, unless otherwise notified.
HIS & Coding Processes	
• Demonstrate HIS and coding processes have been understood and are applied correctly.	• Compliance with HIS and coding processes. • Knowledge of Health Information Group Policies and Procedures.
Other	
• Participate in Quality Improvement activities. • Ensure that access to and release of health information is granted to authorised personnel.	• Participate and assist with other duties as directed by your manager.

Customer Service	
Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers. Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees. • Provide excellent, helpful service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's (customers) expectations and issues	• Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions • Issues are escalated to the manager and resolved in a timely manner
Safety and Wellbeing Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace • Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan	• Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures • Mandatory training completed at agreed frequency

6. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	**Essential** • Bachelor of Health Information Management (HIM) or Certificate IV in Clinical Classification or equivalent. • Eligible for full membership of Health Information Management Association of Australia (HIMAA).
Previous Experience	**Desirable** • Previous coding experience in a tertiary level hospital • Previous experience working in the health sector environment
Required Knowledge & Skills	**Essential** • Sound knowledge of the Australian Coding Standards. **Desirable** • Good working knowledge of Microsoft Office Suite
Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours • Respect • Excellence • Compassion • Community • Integrity • Accountability	**Essential** • Prepared to make a commitment to Epworth HealthCare's Values and Behaviours. • Committed to ongoing professional development and learning. • Committed to continuous quality improvement. • Ability to maintain strict confidentiality. • Competent and accurate coding skills. • Ability to work independently and as part of a team. **Desirable** • Effective communication and interpersonal skills. • Well-developed organisational skills. • Ability to work under pressure and meet deadlines.

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Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
August 2015	Jan 2019	Coding Manager – Richmond & Group Operations

Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature:

Print Name: Date: