



Position Description

Health Information Manager

The employee will undertake their role in a manner that demonstrates commitment to Ramsay Health Care and its values.

The Ramsay Way

We are caring, progressive, enjoy our work and use a positive spirit to succeed

We take pride in our achievements and actively seek new ways of doing things better

We value integrity, credibility and respect for the individual

We build constructive relationships to achieve positive outcomes for all

We believe that success comes through recognizing and encouraging the value of people and teams

We aim to grow our business while maintaining sustainable levels of profitability, providing a basis for stakeholder loyalty

Position Title Health Information Services Manager

Unit/ Department Health Information Services

Position Summary The Health Information Services Manager is responsible for the administration and management of Health Information Services to ensure data is collected, collated and managed in line with site, state and federal legislative requirements.

Qualifications/ Key Selection Criteria

Essential

- Diploma/ Bachelor of Health Information Management (or equivalent)
- To be eligible for membership with the Health Information Management Association of Australia
- Effective communication skills and proven ability to work effectively in a team environment and independently as required

Desirable

- Previous private health experience
- Knowledge of health fund contracting system
- Working knowledge of Patient Management System

Behavioural Attributes

Personal Resilience Be positive and even tempered in the workplace

Professionalism Demonstrate honesty, integrity and ethics in the workplace.

Leadership Take responsibility for guiding and directing other's actions to achieve goals

Team Management Develop and maintains effective interpersonal relationships to work with others in a constructive and collaborative fashion

Communication, Consultation and Change Management: Positively influences others by explaining information and ideas to solicit and engage staff in what needs to be done

Operational Management Dedicated to meeting both internal and external customer expectations and requirements

Business Development Take responsibility for guiding the strategies, policies and processes implemented in the department, and assumes accountability for the results achieved

Key Performance Criteria

Element	Criteria
Workforce Management	Workforce Planning & Development <ul style="list-style-type: none">• Undertake an annual workforce analysis of your department to identify current and future workforce needs relating to qualifications and skill set• Manage the process of recruitment, selection, appointment and retention of appropriately skilled staff on an ongoing basis• Develop strategies to minimise agency usage in line with Ramsay Health Care targets• Monitor attrition on a regular basis identifying reason for employees leaving and develop strategies to address this if required• Where possible develop a succession plan for key positions for your department• Align education and future professional development activities with the strategic direction and requirements of the department, organisation and industry• implement processes for effective utilisation of human resources in line with Key Performance Indicators
	Workforce Utilisation <ul style="list-style-type: none">• Ensure cost effective use of labour to ensure the target for workhours per patient day is achieved• Ensure rostering practices are appropriate across all shifts in the departments in relation to skill set in order to ensure the appropriate level of service delivery can be achieved• Regularly review leave entitlements in line with organisational targets and develop a plan that enables this target to be met on an ongoing basis
	Outcome Measures: <ol style="list-style-type: none">1. Achieve Workhour and labour cost targets2. Achieve agency target3. Annual leave liability is reviewed and maintained at appropriate levels4. 100% of workforce vacancies are actively managed and filled5. Monthly update of training undertaken by employees in the department as paid and unpaid time6. Mandatory training is tracked and reported on a monthly basis with identified processes to manage poor compliance

Element	Criteria
Operational Management	<p data-bbox="424 181 592 215">Administrative</p> <ul data-bbox="424 226 1418 936" style="list-style-type: none"> <li data-bbox="424 226 1418 282">• Administration and management of the Health Information Services, including organisation of staff and daily activities, together with organisation of work flow <li data-bbox="424 293 1418 349">• Involvement in the design, planning, implementation and control of medical record systems, including the maintenance of policy & procedure manuals <li data-bbox="424 360 1418 394">• Liaising with medical officers, wards and secretaries as appropriate <li data-bbox="424 405 1418 461">• Oversee the creation, modification, implementation and assessment of form design and management appropriate to the size and functions of the hospital <li data-bbox="424 472 1418 528">• Assistance in the protection of the legal interests of the patient, hospital staff and visiting medical officers <li data-bbox="424 539 1418 618">• Act as the Privacy Officer and manage the release of all information to patients, researchers, lawyers, health funds, the coroner and other individuals/organisations as appropriate in accordance with the Health Records Act 2001 <li data-bbox="424 629 1418 663">• Where indicated assume the role of the Privacy Officer for the site <li data-bbox="424 674 1418 730">• Ensure privacy of all patient and staff information in accordance with the Privacy Legislation <li data-bbox="424 741 1418 797">• Responsible for archiving all health information data for the organisation according to corporate, federal and state legislation <li data-bbox="424 808 1418 842">• Manage off site storage as required <li data-bbox="424 853 1418 936">• Collection, compilation, retrieval, analysis and presentation of statistical data as required for administration purposes including research projects, casemix measurement and planning and evaluation <li data-bbox="424 947 1418 981">• Reporting and analysis of episodic funding as required <p data-bbox="424 992 520 1025">Support</p> <ul data-bbox="424 1037 1418 1361" style="list-style-type: none"> <li data-bbox="424 1037 1418 1093">• Actively participating in the education of medical and hospital staff in matters relating to Casemix, Quality, Documentation requirements and Medicolegal/ Privacy aspects <li data-bbox="424 1104 1418 1182">• Co-ordination of Casemix activities within Health Information Services including analysis of DRG's, provision of data for administrative purposes and required by medical staff, nursing staff and hospital administration <li data-bbox="424 1193 1418 1227">• Act as a resource person for the hospital in relation to Health Information <li data-bbox="424 1238 1418 1272">• Chairperson for the Information Management Committee where indicated <li data-bbox="424 1283 1418 1361">• Support the development of policies and procedures relating to practices within the department are in line with both best practice and legislative requirements and are readily accessible by staff <li data-bbox="424 1373 1418 1451">• Manage Complaints in a timely and sensitive manner in line with the Ramsay Complaint Policy and process <p data-bbox="424 1462 655 1496">Outcome Measures:</p> <ol data-bbox="424 1507 1418 1563" style="list-style-type: none"> <li data-bbox="424 1507 1418 1563">8. 100% of consumer complaints are managed in accordance with Ramsay Health Care Policy and process for Complaints Management

Element	Criteria
Leadership, Management & Communication	<p data-bbox="424 185 855 215">Ramsay's 10 Management Principles:</p> <ul data-bbox="424 232 1418 786" style="list-style-type: none"> <li data-bbox="424 232 1418 286">• As a manager you will practice and support the following Ramsay Health Care Management principles <ul data-bbox="544 293 1418 786" style="list-style-type: none"> <li data-bbox="544 293 1418 322">– <i>We aim to be industry leaders in all areas of our business</i> <li data-bbox="544 327 1418 378">– <i>We have a decentralised management structure but with key functions centralised when it adds value</i> <li data-bbox="544 383 1418 461">– <i>We encourage our managers to conduct their hospitals as autonomous business units and achieve prominence in their local communities with support of the Ramsay brand nationally</i> <li data-bbox="544 465 1418 495">– <i>We strive for continuous quality improvement and better outcomes for all</i> <li data-bbox="544 499 1418 551">– <i>We strive to build positive partnerships with doctors and other stakeholders in our business</i> <li data-bbox="544 555 1418 584">– <i>We are committed to managing and recognising staff performance</i> <li data-bbox="544 589 1418 640">– <i>We provide staff at all levels with career enhancement and professional development opportunities</i> <li data-bbox="544 645 1418 674">– <i>We are committed to achieving financial and operational performance targets</i> <li data-bbox="544 678 1418 730">– <i>We are committed to encouraging and developing teaching and research in the private hospital sector</i> <li data-bbox="544 734 1418 786">– <i>We encourage the development of our special culture known as "The Ramsay Way"</i> <p data-bbox="424 792 751 822">Leadership & Team Building</p> <ul data-bbox="424 831 1418 1301" style="list-style-type: none"> <li data-bbox="424 831 1418 860">• Undertake specific projects as required by the Executive team <li data-bbox="424 864 1418 920">• Proactively manage the health, safety and well-being of team members and treat employees fairly, equitably and with respect <li data-bbox="424 925 1418 1070">• Demonstrate creative and innovative leadership in line with corporate responsibility principles and the Ramsay Way vision and values. Corporate responsibility requires the management of Ramsay's impact on society and the environment through its operations, products or services, and through its interaction with key stakeholders such as employees, customers, investors, communities and suppliers <li data-bbox="424 1075 1418 1131">• Promote effective team building strategies to ensure a cohesive and supportive department <li data-bbox="424 1135 1418 1164">• Act as an advocate for both patients and staff within the department <li data-bbox="424 1169 1418 1225">• Empower staff to be involved in decision making and implementation of corporate responsibility measures within the department and organisation <li data-bbox="424 1229 1418 1301">• Be a positive role model for the team while fostering a culture that is positive, free from blame and forward thinking while supporting staff to meet their goals <p data-bbox="424 1308 786 1337">Communication & Consultation</p> <ul data-bbox="424 1346 1418 1727" style="list-style-type: none"> <li data-bbox="424 1346 1418 1402">• Empower staff to be involved in decision making and implementation of corporate responsibility measures within the department and organisation <li data-bbox="424 1406 1418 1435">• Encourage departmental involvement in staff satisfaction surveys as they occur <li data-bbox="424 1440 1418 1529">• Participate in designated meetings and committees and feed back information to staff to ensure all employees of your department are abreast of changes and the future direction of the organisation <li data-bbox="424 1534 1418 1590">• Communicate openly, succinctly & articulately ensuring strong positive relationships with all staff and stakeholders <li data-bbox="424 1594 1418 1650">• Develop and maintain effective working relationships with team members, and foster a cohesive, constructive & collaborative team working environment <li data-bbox="424 1655 1418 1727">• Conduct department meetings in line with organisational requirements ensuring there are documented minute/ action plans to address outcomes from each meeting <p data-bbox="424 1733 730 1762">Performance Management</p> <ul data-bbox="424 1771 1418 1980" style="list-style-type: none"> <li data-bbox="424 1771 1418 1861">• Implement the principles of performance management by ensuring the ongoing identification of performance gaps and introduction of a valid reward system which ensures recognition and reward for high performance <li data-bbox="424 1865 1418 1980">• Ensure annual performance reviews are conducted with all department staff within the designated time frame or more frequently if required, and for new employees within the probation period, using the Ramsay Health Care Performance Review & Development Policy and tools

Element	Criteria
	<ul style="list-style-type: none"> • Performance manage staff in a professional timely manner in line with Ramsay Health Care requirements • Provide regular, meaningful feedback to team members on their performance, recognising both positive performance examples and providing constructive feedback on areas needing improvement • Ensure new employees are inducted to Ramsay Health Care, the organisation and the department in a timely and professional manner <p>Training & Development</p> <ul style="list-style-type: none"> • Ensure new employees are inducted to Ramsay Health Care, the organisation and the department in a timely and professional manner • Support individual and departmental professional development to ensure the workforce skill set meets the needs of the diversity and acuity of current and future direction of the organisation and legislative requirements <p>Outcome Measures:</p> <ol style="list-style-type: none"> 9. 100% of staff have had their annual Performance Development Review completed within designated time frames 10. Frequency of departmental meetings is in line with organisational directives with documented minutes, action plans and outcomes available
<p>Business Development & Change Management</p>	<ul style="list-style-type: none"> • Ensure opportunities are sought to ensure inclusion of ward/hospital in significant community/healthcare events • Support Ramsay Health Care to grow the business while maintaining sustainable levels of profitability, providing a basis for stakeholder loyalty • Support growth, business development and respond to the business needs identified by the Executive team and Ramsay Health Care • Engage and liaise with key stakeholders in the promotion and advancement of the organisation • Promote the services and people of the organisation to both internal and external clients • Provide a positive and consultative approach towards managing change • Support and participate as required in the marketing & business promotion activities of the organisation • Participate in designated meetings and committees and feed back information to staff to ensure all employees of your department are abreast of changes and the future direction of the organisation <p>Outcome Measures:</p> <ol style="list-style-type: none"> 11. 100% of actions identified within the Business development plan relating to your department are actioned

Element	Criteria
Professionalism & Personal Resilience	<ul style="list-style-type: none"> • Act in a professional manner at all times when dealing with all internal & external stakeholders and exhibit values in line with the principles of <i>The Ramsay Way</i> • Promote the company in a positive manner both internally and externally • Actively seek out education and further learning to ensure skills meet the changing needs of the department, the Hospital, and the relevant professional body • Demonstrate a good work ethic that includes punctuality, integrity, respect for others and a commitment to professional practice • Ability to demonstrate a good work ethic that includes punctuality, integrity, respect of others and a commitment to professional practice • Understand and adhere to the <i>Ramsay Code of Conduct, Confidentiality Privacy & Intellectual Property Policy, Safety Community & Environment Policy and Workplace Discrimination & Harassment Policy</i> • Support and encourage improvement programs as highlighted in staff or patient satisfaction surveys, including addressing any individual needs highlighted (eg. Press Ganey surveys) • Participate in the annual Performance Development Review process • Dress and personal presentation reflect the professional requirements of Ramsay Health Care, and adhere to the <i>Ramsay Dress Code & Appearance Policy</i> • Assist staff to understand, and foster awareness of, corporate responsibility principles • Promote best practice in line with Ramsay policies & procedures • Have a sound knowledge of your current profession including policies and practices and be able to initiate, manage and nurture a culture that embraces change in accordance with best practice, organisational policies and procedures and state legislation. • Demonstrates a commitment to the profession through memberships to appropriate professional organisations and special interest groups • Complete organisational and unit specific competencies annually or as required • Demonstrates a commitment to the profession through memberships to appropriate professional organisations and special interest groups • Complete organisational and unit specific competencies annually or as required
Continuous Improvement	<ul style="list-style-type: none"> • Complete an Annual Continuous Improvement/ Quality & Business Improvement/ Risk Management Plan and contribute to your sites strategic plan each year • Contribute to the hospitals continuous improvement program and other facility audits and programs to meet industry/ Accreditation standards • Support staff within your unit to participate in and document projects on the annual departmental Continuous Improvement and Risk Plan and report these at the required committees • Demonstrate knowledge of all legislative requirements and Australian Standards that relate to your department • Implement and support evidence based practice <p>Outcome Measures:</p> <p>12. Annual Quality & Risk Management plan completed and updated across the year</p> <p>Report at relevant committees current quality actives/ projects being undertaken/ completed</p>

Element	Criteria
Risk Minimisation	<p>Workplace Safety</p> <ul style="list-style-type: none"> • Attend facility workplace health and safety training including orientation and mandatory training sessions; Manual Handling and Emergency Procedures in line with legislative requirements • Facilitate employee's attendance at relevant safety education and training including Manual Handling and Emergency Procedures training • Participate in and contribute to health and safety to ensure a safe work environment for clients, community, staff and visitors • Ensure safety is an agenda item for departmental meetings outlining issues and actions required/ taken • Ensure all employees/ contractors working within your area of responsibility have been inducted and trained as required to perform tasks safely • Ensure the workplace safety representative in your department has adequate allocated time to perform their required safety duties and audits • Review all health and safety related reports and take appropriate action • Communicate regularly with your departments workplace safety representative on relevant workplace safety matters • Manage and report incidents and hazards in line with facility reporting mechanisms <p>Injury Management</p> <ul style="list-style-type: none"> • Complete injury management training and updates as indicated by Ramsay Health Care • Report all workplace injuries in line with Ramsay Health Care Injury Management Polices and Procedures • Participate in the rehabilitation of injured workers, in consultation with the Return to Work Coordinator <p>Infection Control</p> <ul style="list-style-type: none"> • Ensure compliance with Infection Control Polices and Procedures throughout the department • Facilitate and action recommendations from infection Control Audits as required and report status at relevant committees <p>Outcome Measures:</p> <ol style="list-style-type: none"> 14. Manage lost time injuries in line with Ramsay Health requirements 15. 100% of incidents and hazards are reported utilising the facilities reporting procedures and mechanisms

Employees Name _____	Date: _____
Signature: _____	