

Role description

Mackay Hospital and Health Service

Role details

Job ad reference	QLD/370435	Classification	PO4
Role title	Senior Health Information Manager	Salary	\$102,982 - \$111,067 p.a. \$3,947.30 - \$4,257.20 p.f.
Employment status	Temporary Full Time (76 hours p.f.) From 14 June 2021 to 26 June 2022	Closing date	Monday, 3 May 2021
Unit / Team / Department	Health Information Services	Contact name	Judy Hearl – Manager, Health Information Services
Division	Corporate Services	Contact number	07 4885 7373
Facility	Mackay Base Hospital		
Location	Mackay (Or working remotely)		

Applications must be submitted online via the Smartjobs website – www.smartjobs.qld.gov.au

Your employer – Mackay Hospital and Health Service

The Mackay Hospital and Health Service provides a working environment which embraces professional development, builds capabilities, provides roles with variety and flexibility, supports staff to maximise their health and wellbeing and encourages work/life balance.

Our values

To support that the Mackay Hospital and Health Service is regarded as an employer of choice, staff have been consulted and selected four (4) values they strive to demonstrate in their daily activities:



Through partnerships and co-operation, we drive innovation



Having confidence and belief in each other to be able to rely and depend on our actions



We show respect and compassion for the people we care for and work with



We depend on and support one another individually and as a team

There is an expectation of each employee, by their colleagues, manager and the Executive, to exhibit values-based behaviours in the completion of all their tasks.



About the Mackay Hospital and Health Service

The Mackay HHS is a contemporary organisation providing extensive health services in a range of regional, community and rural settings, to a population of around 182,000 people. Our region covers Sarina in the south, Clermont in the west, and Bowen and the Whitsunday Islands in the northeast, which is an area of approximately 90,000km².

The Mackay HHS has six hospitals, two multi-purpose health services and four community health centres that employs more than 3,300 staff. The Mackay Base Hospital is the referral hospital for our region and is one of the most modern healthcare facilities in Queensland. It is a state-of-the-art facility equipped with leading edge technology to assist us in providing the highest level of care to our patients and their families.

Our staff are passionate about community engagement and delivering outstanding healthcare services to the communities throughout our diverse region. Our Vision is to deliver Queensland's Best Rural and Regional Health Care, and our Purpose is to deliver outstanding health care services to our communities through our people and partners.

The Mackay HHS respectfully acknowledges the Traditional Custodians of the land and sea on which we serve our communities, and pay our respect to Elders past, present and emerging. We also declare our commitment to reducing inequalities in health outcomes for Aboriginal and Torres Strait Islander peoples as we move to a place of equity, justice and partnership together. We strongly encourage Aboriginal and Torres Strait Islander peoples to apply for all advertised positions.

The Mackay HHS values its people, respecting and embracing diversity and a balance between work and life commitments. People of all ages, abilities, gender and ethnicity are encouraged to apply for positions.

Working for the Mackay HHS offers all the benefits of coast and country living and the convenience of a growing regional city where you can pursue a wide range of interests and lifestyles in a secure, family friendly and culturally diverse environment. We throw in eclectic cafes, restaurants and bars, quirky festivals and an arty and interesting community to make this a great place for those looking to escape the craziness of the city and try life at a different pace.

Visit: <http://www.mackay.health.qld.gov.au/>.

About the Unit / Team / Department

Health Information Services consists of Medical Records, Switchboard, Clinical Coders, Information Access Unit, Health Information Managers, Medical Typists, Mail Room Clerk and Corporate Information Coordinator. The Health Information Service provides specialist services that embrace overall commitment to the management and provision of quality patient information to the Mackay Hospital and Health Service.

While the main office base for the Health Information Service is the Mackay Base Hospital, the Senior Health Information Manager is able to complete this role from anywhere in Queensland providing they have suitable computer access.

Your opportunity

- The Senior Health Information Officer is responsible for the professional oversight of the data quality functions and to assist with the co-ordination of medical records and clinical information systems in accordance with Queensland Health strategic directions for the MHHS.
- This position reports to the Manager of Health Information Services.
- This position is the professional lead for the Data Quality Unit.
- **While the main office base for the Health Information Service is the Mackay Base Hospital, the Senior Health Information Manager is able to complete this role from anywhere in Queensland providing they have suitable computer access.**

Your role

Generic responsibilities:

- Fulfil the responsibilities of this role in accordance with the Queensland Public Service and the Mackay HHS Values as outlined above and <http://www.mackay.health.qld.gov.au/about-us/living-our-values/>.
- Understand your broad responsibility for safety and quality in healthcare, actively participate in continuous quality and safety improvement activities within the workplace and notify a relevant clinical or non-clinical responsible officer when concerns exist about workplace or patient safety.
- The provision of a Healthy and Safe environment within Mackay Hospital and Health Service is everyone's responsibility.
- Carry out work in accordance with prescribed practices and procedures and in a manner that will not create health and safety hazards for yourself or others in the workplace. Understand your accountability to uphold the principles and practices of the Health Service's Health and Safety Management System in accordance with legislation and industry standards. For supervisors, actively promote good health and safety practices to staff of your work area.
- Employees who are appointed to the Mackay HHS are accountable for information security, management and appropriate use, in accordance with legislation, standards, policies and procedures.

Role-specific responsibilities:

- Provide high level and detailed review, analysis, advice and recommendations on data quality issues and data collection and documentation within ieMR and other health information systems, to enhance data integrity within MHHS and report such to senior and middle management.
- Identify, develop and implement continuous improvement strategy to ensure quality standards are maintained and actively contribute to quality accreditation, planning and improvement of the documentation within the ieMR environment.
- Coordinate the collection and reporting of performance data pursuant to deadlines.
- Manage and direct the work of the Data Quality HIM, providing professional guidance and expertise, and participating in the Professional Performance and Development (PPD) process for all staff under Health Information Management professional supervision.
- Assist in the provision of clinical classification audits to ensure compliance with the Australian Coding Standards, correct ICD-10-AM allocation and accurate DRG assignment.
- Assist in the management of data requests relating to patient information (including Privacy Impact Assessments and PHA Applications) and liaise closely with the Research Governance Office and the Ethics approval process.

- Oversee and execute the operational and strategic requirements of clinical record and clinical data management.
- Oversee and support compliance in conjunction with Health Information Services and Legal services to ensure ethical, legal, regulatory and best practice standards are met relevant to ieMR and associated clinical record systems.
- Ensure an environment of innovation by maintaining a broad knowledge of current and developing health information management trends, including electronic clinical records management and eHealth.
- Develop, implement and maintain innovative continuous quality improvement in the area of data collection and business processes, re-engineering in line with policy and health agreements including the establishment of benchmarking key performance indicators for patient information management systems.
- Develop and maintain effective networks, consult and negotiate with internal and external clients, other government agencies and professional staff and the development of policies, briefs, business cases and submissions under minimal direction.
- Represent the MHHS at relevant forums and liaise with stakeholders regarding enterprise facility wide electronic health information system management requirements e.g. application support, data extracts and reporting, rectification of system problems, upgrades or system enhancement and computer training needs.
- Provide authoritative and consultative advice, support and opinion for other relevant Health Information Management issues and activities as they arise in the MHHS, including departmental and facility-wide impacts, and risks resulting from enterprise systems.
- Manage own continuous learning in knowledge of clinical coding, ABF, HIM and performance monitoring including new developments, legislation and industry standards.
- Exercise judgement when necessary to solve problems in situations where precedents have not been set and provide options and solutions.
- Comply with the requirements of workplace health and safety, employment equity and antidiscrimination practices and behaviours in the work environment.

Mandatory qualifications / Professional registration / Other requirements

- **Mandatory Qualification:** Mandatory possession of a qualification in Health Information Management, or equivalent, from a registered tertiary institution or equivalent is essential.
- **Professional Membership:** Possession of, or eligibility to obtain, professional membership with the Health Information Management Association of Australia (HIMAA).
- **Proof of Identity and Qualification Documents:** Applicants must provide certified copies of any identity documents that are requested by the supervisor/manager, for the purposes of Criminal History checking. In addition, applicants must provide certified copies of any qualification/licence/registration documents that are requested by the supervisor/manager, prior to the commencement of duties.
- **Licence to Operate Vehicle:** This position may require the incumbent to operate a class C motor vehicle, therefore possession of the appropriate licence endorsement to operate this vehicle is required.
- **Vaccine Preventable Diseases (VPD) Requirements:** It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment: Measles, Mumps, Rubella, Varicella (chicken pox), Pertussis (whooping cough).
- **VPD Requirements for Existing Staff:** Employees that were engaged with the MHHS prior to 1 July 2016, with no break in service, are not subject to this condition of employment unless they apply for a role with VPD requirements that is with a different Queensland Health entity (i.e. one HHS to another HHS, Department to a HHS, or HHS to Department).

How you will be assessed

You will be assessed on your ability to demonstrate the following key capabilities, knowledge and experience. Within the context of the responsibilities described above under 'Your role', the ideal applicant will be someone who can demonstrate the following:

- Thorough knowledge of clinical records management, data management, clinical coding and medico-legal services.
- Demonstrated experience in educating and providing advice to clinical staff on all aspects of health information management including the importance of correct documentation, information collection, reporting and the requirement for accurate and timely information in evidence-based decision making.
- Demonstrated ability to plan, direct, evaluate and consult on all facets of a health information management service.
- Demonstrated knowledge of current and emerging electronic patient information systems.
- Demonstrated high level problem solving, interpersonal, communication and organisational skills.
- Sound knowledge at a strategic level of human resource management issues, including Workplace Health and Safety, Equal Employment Opportunity and Anti-discrimination and demonstrated commitment to their implementation.

Your application

Please provide the following information to the Selection Panel to assess your suitability:

- **A short response/cover letter:** Document should be a maximum of 2 pages and outlines how your experience, abilities and knowledge would enable you to achieve the key responsibilities and meet the key attributes in the "How you will be assessed" section above.
- **Your current CV or resume:** Document that includes names and contact details of two referees. Referees should have a thorough knowledge of your capabilities, work performance and conduct within the previous two years, and it is preferable to include your current/immediate/past supervisor.

Additional information

- **Currency of Applications:** Applications remain current for 12 months (permanent roles) and for the duration of the vacancy (temporary roles).
- **Recruitment Agency Submissions:** Only applications from candidates will be accepted; applications that may result in an agency fee will not be considered.
- **Future Vacancies:** Future vacancies of a temporary, full-time and part-time nature may also be filled through this recruitment process.
- **Pre-Employment Screening:** Pre-employment screening, including criminal history and discipline history checks, may be undertaken on persons recommended for employment. Roles providing health, counselling and support services mainly to children will require a blue card, unless otherwise exempt.
- **Probation:** Employees who are permanently appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment.
- **Child Abuse/Neglect:** All relevant health professionals, who in the course of their duties formulate a reasonable suspicion that a child or youth has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to Child Safety Services, Department of Communities.
- **Disclosure of Employment as a Lobbyist:** Applicants will be required to give a statement of their employment as a lobbyist within one month of taking up the appointment:

<https://www.forgov.qld.gov.au/documents/policy/lobbyist-disclosure>

- **Disclosure of Pre-Existing Illness:** Applicants may be required to disclose any pre-existing illness or injury which may impact on their ability to perform the role. Details are available in section 571 of the *Workers' Compensation and Rehabilitation Act 2003*.

<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2003-027>

- **Smoke-Free Healthcare:** In accordance with Government requirements and Queensland Health's commitment to a healthier workplace the Queensland Health Smoking Management Policy supports a smoke-free environment. Smoking is prohibited at all Queensland public hospitals and health facilities and for five (5) metres beyond their boundaries. Queensland Health employees may obtain assistance to quit smoking through staff program Quit Smoking for Life Program.
- **Quantitative Fit Testing of P2/N95 Masks:** As part of the ongoing response to COVID-19, the Mackay Hospital and Health Service has implemented a respiratory protection program with procedures and processes for conducting fit testing of P2/N95 masks for relevant healthcare workers.

Organisational chart

