

## Position Description

### Regional Health Information Manager CQ & NQ

Department / Unit:

Health Information Services

Location:

Townsville

Classification:

n/a

Agreement:

Common Law

Position ID:

101934

Key Clients:

- Health Funds

Key Stakeholders:

- Director of Revenue Strategy
- Clinical & Nursing Staff
- Director of Clinical Governance Health, Residential Care & Community Services

Issue Date:

March 2021

### Organisational Environment

**Mater** is a catholic not-for-profit ministry of Mercy Partners, bringing together a collective expertise and resources across health, education and research to help the community make better choices about their health every day.

Through an extensive network of hospitals, health centres and related businesses, a nationally accredited education provider, a world-class medical research institute and philanthropic support, we're working together to improve the health of our community.

**Mater Private Hospital Townsville** (MPHT) is part of the Mater Health ministry that forms part of Mater. For more than 75 years, Mater Private Hospital Townsville has supported the North Queensland community, providing medical excellence and specialist services, backed by a commitment to values-based care in the Mercy tradition. Offering 200 beds across our Pimlico and Hyde Park Campuses, we are leading tertiary medical facility.

### We are our Mission

For more than a century Mater have existed to respond to unmet community need; to provide compassionate care to those who need it most. Our Mission and values are our constant guide to make appropriate decisions for a sustainable, socially relevant service that is genuinely committed to the delivery of a healthy community for everyone.

#### Our Mission

We serve together to bring God's mercy to our communities through compassionate, transforming, healing ministries.

#### Our Values

- We express God's mission of mercy through our values:
- We honour and promote the dignity of human life and of all creation
- We act with compassion and integrity
- We strive for excellence

### Position Statement

The Regional Health Information Manager is a senior management role across the Northern and Central Queensland Mater sites and is accountable to the state Director of Revenue Strategy. The role also has a dotted line accountability to the Finance and Operations Manager at each Mater site.

The role has overall operational responsibility for the health information and record management services for the CQ and NQ hospitals including records management, and clinical coding functions with a support role for medicolegal / release of information functions.

This position is responsible for the overall management of the Regional Health Information Service, looking after five hospitals Bundaberg, Rockhampton, Mackay, Pimlico and Hyde Park.

## Accountabilities

### Role specific expectations

- Evaluate facility and organisational health information processes and systems and provide recommendations for resource utilisation and procedure that support best practice and business objectives.
- Ensure revenue optimisation opportunities and outcomes are considered when evaluating facility and organisational health information and coding processes.
- Support the Clinical Documentation Specialist teams in education and guidance when reviewing clinical documentation to ensure accurate documentation in the medical record while strengthening the understanding of hospital funding requirements of clinical staff.
- Support the Quality and Safety Managers with the production of the Hospital Acquired Complication report, Clinical Indicators for ACHS and Private Health Unit and other data reporting as required.
- Co-ordinate and act as the Data Manager for the ANZTS Australian New Zealand Cardiac Database Registry.
- Educate and support clinical Managers in strategies that improve clinical documentation to aid in the application of accurate DRG assignment.
- Presentations at forums such as Hospital Orientation, Intern, Medical and Student Nursing Orientation of the importance of Privacy/Confidentiality and high quality documentation in the medical record.

### Clinical Outcomes

- Ensure that the medical record is available for every patient at each presentation to the hospital.
- Work together with the Clinical Documentation Specialists to optimise best practice documentation processes across the facilities.
- Provide support in the preparation and provision of clinical quality information to the Clinical Governance teams.

### Service and Operational Outcomes

- Provide expert advice to management and other stakeholders on key coding classification issues that impact on funding, clinical reviews & audits.
- Recruit, selection and manage the clinical coders ensuring they have appropriate training and development opportunities available to them to assist in achieving objectives.
- Foster a collaborative team environment and maintain open communication with Coder through effective interpersonal skills and appropriate forums.

- Roster, delegate and allocated adequate resources to ensure service delivery is provided in a safe, competent and sustainable manner meeting organisational needs.
- Ensure the achievement of operational targets such as work hours, absenteeism, labour costs and budget.
- Co-ordinate the management of the clinical forms, overseeing the ordering, supply, accuracy, distribution.

### **Financial Outcomes**

- Ensure clinical coding is completed efficiently within five business days and ensuring the WIP is meets KPI.

### **Quality, Risk Management and Governance**

- Commitment to continuous quality improvement and expertise in the development and implementation of quality management activities in relation to coded data.
- Assist in the provision of orientation and training of health professional and administrative staff in relation to privacy and documentation.
- Provide advice and education to clinical and non-clinical staff on information standards in relation to clinical documentation and the impact on coding, LOS and DRGs. Specifically reviewing ICU Certificates, Acute Care Certificates, Rehabilitation Certificates, Type B certificates that the information in the certificates is reflected in the coding.

### **Interprofessional Leadership**

- Represent Mater at appropriate industry forums.
- Lead teams across the Regional Mater site and work with the leadership of the revenue strategy team to develop and implement the Mater Revenue Strategy.

### **Performance and Accountability**

- Manager of Administrative Staff in the Medical Records Team and Clinical Coders across the Central and North Queensland Region.
- Responsibility of data reporting requirements as required and ensure all data is submitted accordingly meeting timelines.

### **Other Duties**

- Participate in meetings and other forums as required.
- Participate and instigate quality activities.
- Cooperate and collaborate with management and other personnel to seek and apply best practice to ensure optimum outcomes.
- Participate in and support the Accreditation process.
- Participate fully in the Hospital's Appraisal Scheme.
- Act as a role model in image and manner to staff under their direction.
- Identify and communicate quality improvement ideas to senior staff to enhance patient care.
- Participate in quality improvement initiatives as appropriate.
- Assume responsibility as an in-charge of shift when delegated.
- Participate in committees, working parties and projects as required.
- Undertake other duties/tasks as requested from time to time.

## Other Accountabilities

- Actively model our Mission and Values and demonstrate a commitment to the Code of Conduct.
- Observe the lawful and reasonable directions and decisions of MML and understand and comply with the relevant Enterprise Agreement.
- Comply with the Hospital's policies and procedures which reflect legislative obligations relating to workplace health, safety and the environment, contribute to the continuous improvement of our WHS performance and not wilfully place at risk the health & safety of self or any other person at the workplace. Utilise the risk management system to ensure accurate reporting, investigation and timely response.
- Observe the Hospital's Infection Control policies and procedures – Standard Additional Precautions, personal immunisation, and transmission of infection.

## Qualifications and Experience

### Essential

1. Bachelor of Health Information Management or equivalent.
2. Demonstrated Understanding of Private Hospital funding and contract interpretation.
3. Demonstrated ability to manage teams creating a positive culture.
4. Demonstrated self-starter who is highly motivated to support our people, our patients and our business.
5. Up to date knowledge and experience in Clinical Coding using current edition of ICD 10 AM andACHI and sound knowledge of Australian Coding standards and AR-DRGs.
6. Comprehensive working knowledge of current privacy and medico-legal legislation and standards with capacity to provide operational and strategic advice to hospital staff.
7. Demonstrated knowledge of appropriate legislation and policies relating to the management of a health information service.
8. Strong analytical skills with the ability to collect, organise, analyse and disseminate significant amounts of information with attention to detail and accuracy.
9. Demonstrated high level of leadership, communication (written and verbal) and interpersonal skills.
10. Eligible for Health Information Management Association of Australia Membership.
11. Demonstrated experience in the leadership and development of a team.
12. Ability to communicate effectively (verbally and in writing) to a diverse range of stakeholders.
13. Experience in coding audits, training of staff and the facilitation of coding education programs.

### Desirable

1. Ability to prioritise and effectively manage a heavy and constantly changing workload to meet service demands, productivity targets and deadlines.
2. Excellent Microsoft office and analytical skills with the ability to extract, interpret and present data.
3. Experience and understanding of all components of webPAS Patient Management System.
4. Experience using 3M Codefinder Software.
5. Proven ability to manage multidisciplinary stakeholders at all levels within the organisation.
6. Excellent planning and time management skills.
7. Able to work autonomously and as part of a team.