

POSITION:	Manager Health Information
ACCOUNTABLE TO:	Director Development & Improvement
DEPARTMENT:	Development & Improvement
AWARD:	TBC dependent on experience
CLASSIFICATION:	Allied Health
EMPLOYMENT STATUS:	Full time
DATE:	August 2021

ORGANISATIONAL BACKGROUND

Kilmore District Health (KDH) is located in Victoria in the Mitchell Shire and services a population over 35,000 that extends to Broadford and Pyalong in the north, Wallan and Craigieburn in the south, Lancefield and Romsey to the west; and Whittlesea to the east.

Comprehensive acute and aged care services are provided to our rapidly increasing catchment population. In 2018-19 over 2,500 inpatients and 14,500 non-admitted patients were treated, 240 babies born, more than 100 residents accommodated, over 320 staff employed and operating expenditure amounts in excess of \$26 million.

KDH operates from one site encompassing four facilities. The main hospital houses the multi-day beds providing acute and subacute inpatient services, a peri operative suite, and the Urgent Care Centre. There are two residential aged care facilities that provide both residential and respite care and an outpatient and specialist consult facility. A District Nursing Service provides home based care 7 days a week to our community.

Our Vision

Caring Together. Better health and wellbeing for our community.

Our Purpose

Providing safe, quality, accessible care and a dynamic place to work and learn.

Our Values

- **RESPECT:** We recognise the rights, beliefs and choice of every individual
- **EXCELLENCE:** We demonstrate a commitment to the highest standards of safety, quality and service
- **ACCOUNTABILITY:** We take responsibility for our decisions, actions, attitudes and health
- **COMPASSION:** We consistently act with empathy and compassion
- **HONESTY:** We are open, ethical, and fair

Our Priorities

- Quality of care for our patients, residents and clients
- Care and development of our workforce
- Business continuity
- Connection with our community
- Strategic relationships

Position statement

The Manager of Health Information is accountable for the effective leadership and management of the Health Information Services and Main Reception team. The Manager works collaboratively with the senior leadership team, clinical and non-clinical staff and consumers to ensure that KDH has an effective, coordinated, organisation-wide approach to the provision of health information management.

The Manager of Health Information will be responsible for the professional oversight and organisational management of the Health Information Services team including patient liaison, admissions and reception staff. The Manager is responsible for coding inpatient episodes using ICD-10-AM, ensuring KPI's are consistently met for Coding and all mandatory data requirements including the Victorian Admitted Episode Dataset (VAED). The Manager is responsible for the development of medical records forms according to Australian Standards.

Reporting directly to the Director of Development & Improvement this position will lead the management of Health Information Services to achieve the organisational objectives.

Organisational outcomes

- Operational management that is aligned with organisational direction and directives
- Effective coordination of hospital resources to ensure safe operational continuity
- Occupational Health and Safety Legislation, Acts and KDH procedures are met.
- Ongoing quality improvement.
- Collaborative, productive and harmonious team environment
- High level of productivity is achieved

Accountability

With Whom	For What
Director Development & Improvement	Leadership of the Health Information Services team driving quality improvement, mandatory data requirements, management of data and casemix information
Patient/clients and support group	Provision of a person centred and coordinated service
Self, colleagues and peers	Professional Standards of Practice, knowledgeable resource

Communication interface

Working With	Liaising With
Executive and Senior Leadership Team	All staff as required
Consumers and community partners	Patients, clients, care recipients and residents and their families and community members
Other health service providers	Partners agencies, peer and benchmark services, accreditation bodies
Government Departments and regulatory bodies	Department of Health & Human Services; Department of Health, Victorian Managed Insurance Authority

PRE-REQUISITES / QUALIFICATIONS FOR THE POSITION

Requirements for this position:

- Bachelor of Health Information Management
- Previous experience in health care agencies

Personal Behaviours & Attributes:

- Commitment to KDH vision, mission and values
- Strong commitment to providing high levels of customer service (both internal and external stakeholders)
- Initiative, flexibility and ability to work independently as well as in a team
- High levels of self-motivation and initiative
- Ownership and accountability of one's work
- High levels of confidentiality and integrity (relating to both data and verbal communication)
- Passion for the community and making the extra effort to achieve the desired outcomes

KEY SELECTION CRITERIA

KSC1	Demonstrated ability to manage a team of staff
KSC2	Excellent organisation skills, with proven ability to prioritize work
KSC3	Excellent knowledge of Department of Health (DoH) data reporting requirements for the Victorian Admitted Episode Dataset (VAED) , Agency Information Management System (AIMS) & Victorian Health Experience Survey (VHES)
KSC4	Knowledge of Casemix funding with the expertise to report and analyses casemix information.
KSC5	Excellent knowledge of clinical coding principals and standards. Including recent clinical coding knowledge and experience using ICD 10AM (10 th Edition)
KSC6	Proficient computer and data management skills (including a minimum of intermediate knowledge of Microsoft Office programs).
KSC8	Experience in the development of medical record forms according to Australian Standards
KSC9	Commitment to ongoing personal and professional development
KSC10	Understanding and knowledge of requirements to manage a budget.

KEY RESULT AREAS

The key outcomes for this role will be identified in the incumbent's performance plan and will align with KDH Strategic Plan.

KRA1: Leadership and Professional Practice

Demonstrates practice within the vision, mission and values of KDH:

- Act in accordance with the Code of Conduct
- Demonstrate a commitment to organisational change
- Accept accountability for own actions and seek guidance when limited by own expertise
- Comply with KDH policy and procedures.
- Actively foster a positive culture that is team-based and focussed on a 'whole of organisation' approach
- Demonstrate the values of KDH whilst working to fulfil its purpose and strategic goals
- Provide high quality administrative assistance to the CEO, and other senior KDH staff
- Provide leadership, support and expert advice to staff across KDH in the development and implementation of the design and publications portfolio

KRA2: Design and Publication Development and Management

Provide responsive, appropriate and effective services to enable a comprehensive design and publications service:

- Coordinate the planning, implementation and evaluation of key activities articulated in the KDH Quality and Safety strategic and operational plans for Health Information Services
- Support the Risk Management Framework and system
- Coordinate, implement, evaluate and review Health Information's key performance indicators program, and provide regular reports to the Manager, clinical governance committee members, DHHS and other key stakeholders as required
- Support the delivery of timely and accurate information to the Executive and, key Clinical Governance Committees and other internal/external stakeholders so that they can confidently assess the quality and safety of services provided by KDH
- Reporting of Australian Council on Health Care Standards (ACHS) Clinical Indicators and to support analysis, evaluation and benchmarking exercises for internal and external purposes (e.g. DHHS, Health Roundtable, Dr Foster, and (ACHS) or other accreditation provider)
- Ensure effective systems are in place to monitor and maintain legislative compliance for health information and privacy
- Provide direction and support to Health Information staff to ensure that standards of service delivery meet the criteria set down by the ACHS, the Aged Care Standards Accreditation Agency and other relevant standards and legislation
- Contribute to the development of the Annual Report

KRA3: Human Resource Management

Demonstrates application of knowledge to support quality health care, a competent workforce and a satisfying and safe work environment for all employees

Contribute to the development and implementation of strategies to ensure a safe environment for patients, staff and the community

- Support an organisational culture of continuous improvement and learning that also facilitates open reporting, discussion and treatment of quality, risk and safety issues
- Participate in the annual performance appraisal
- Act to ensure Annual Leave liability complies with health service policy
- Demonstrate an ability to resolve conflict
- Promote and maintain an environment of teamwork and professionalism
- Manage and support the administration staff within Health Information and Reception
- Develop position descriptions, performance guidelines and standards for direct reports

KRA4: Business Management

Contribute to the delivery of the Operational Plan requirements of the hospital and residential facilities through efficient and effective utilisation of time, resources and equipment

- Work within *Delegations of Authority* consistent with the role
- Management of the Health Information Services team
- Development of medical record forms according to Australian Standards
- Manage staffing levels within legislative guidelines in order to support budgetary goals
- Support and promote the effective use of all KDH resources (clinical and non-clinical) in order to support budgetary goals
- Reporting and reconciliation of the following datasets to the department of health VAED, AIMS, & VHES
- Reporting to the Victorian Audit of Surgical Mortality
- Support change management required with implementation of new patient administration systems

KRA5: Learning Organisation

Participate in research and professional development opportunities to promote a culture of learning

- Support a learning culture throughout the organisation
- Develop and lead the Health Information audit program
- Maintain currency of knowledge through attendance and participation in relevant courses, conference, seminars and educational opportunities
- Participate in the review of one's own professional development annually, identifying key areas for professional and personal growth

KRA6: Working in Partnership

Build and promote relationships that respect our diverse community and colleagues and enhance the patient, client, care recipient and resident experience:

- Support and utilise consumer input, encourage practices that are person-centred and actively engage consumers to participate in the development, implementation and evaluation of initiatives to improve the quality, design, integration and provision of patient services across the care continuum
- Facilitate effective communication with all levels of staff
- Liaise, consult and work collaboratively with internal and external service providers, partners, stakeholders, staff and consumers to achieve service innovations and continuously improve practices

KEY PERFORMANCE INDICATORS FOR THIS POSITION

- To meet the minimum requirements of the position as stated in this Position Profile and as expressly agreed with your Manager
- To meet the objectives as agreed in your Performance Review Plan
- Attendance at a minimum of 80% Operations meetings per annum
- Meet the objectives in your Continuing Professional Development Plan
- Completion of all prescribed annual competencies

GENERAL RESPONSIBILITIES FOR ALL POSITIONS

Human Resources

- Employees must comply with and demonstrate the Organisational Values
- All employees of KDH are required to participate in an annual Performance Review and Planning process, ensuring all documentation is provided for the personnel file
- All employees will undertake a departmental orientation induction program and complete training requirements relevant to the position, including all mandatory training requirements
- On an annual basis complete mandatory training requirements
- KDH adopts and applies the Victorian Public Sector Code of Conduct. Each employee has the right to a work environment free from any form of workplace harassment and bullying.
- Act to ensure Annual Leave liability complies with health service policy

Administration

- Be conversant with KDH policies and procedures and be able to demonstrate how to access relevant policies and procedures using the PROMPT system

Occupational Health and Safety

- Each employee has the right to a safe working environment and should advise their Manager of any risk or condition likely to result in accident or injury
- Ensure that work practices are carried out in such a manner that minimises risks to patients/clients/care recipients/residents, other staff members and visitors
- Are confidently able to complete a VHIMS incident report and report safety issues immediately to their manager/supervisor and/or Safety Representative
- Ensure that infection control guidelines and requirements are known and incorporated into daily work activities
- KDH is a totally smoke free work place

Quality and Safety

- Demonstrate a commitment to the delivery of quality services
- Demonstrate a focus on partnering with consumers in the planning, delivery and evaluation of services and care, by actively seeking feedback and engaging consumers in their care planning as appropriate to employee role
- Ensure all KDH activities are in accordance with the National Safety and Quality Health Service Standards (organisation wide) and the Australian Aged Care Quality Agency Accreditation Standards (Aged Care Services)
- To actively participate in the review and continuous improvement of the quality and safety of clinical care including contribution to external accreditation processes
- To identify and make recommendations on opportunity to improve processes, quality and safe service delivery outcomes on clinical services provided as appropriate
- Be able to identify risks and follow KDH Risk Management Policy and Procedure
- Have processes to monitor and evaluate the performance of the services provided by the work area

Authority and Conditions

- All employees of KDH must sign a Confidentiality Statement. This is to ensure that employees shall not at any time during the period of employment, or at its completion, divulge either directly or indirectly to any person, confidential knowledge or information acquired during the course of this employment.

- All employees of KDH are required to recognise consumer rights and operate within the Charter of Human Rights
- Operate in accordance with the Delegation of Authority Framework

OTHER RELEVANT INFORMATION

- Appointment is subject to a six month qualifying period from the date of commencement
- Appointment is subject to satisfactory clearance of a current Police and Working with Children Check
- Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive
- Management may alter this Position Profile if and when the need arises. Any such changes will be made in consultation with the affected employee(s)
- A Performance Review will occur six (6) months from commencement, then annually taking account of the key roles and responsibilities outlined in this position description. In addition to reviewing performance (individual and work team), the annual meeting provides an opportunity to ensure role clarity, revise key performance activities/measure and set development objectives and goals for the year ahead
- A Salary package and other entitlements will be negotiated with the successful applicant

I have read, understand and agree to comply with the duties and responsibilities of this Position Profile.

I accept the above Terms of Employment.

Employee _____
(Signature)

Employee _____
(Print Name)

Director _____
(Signature)

Director _____
(Print Name)

Date _____

Date _____