

POSITION DESCRIPTION

INFORMATION ACCESS AND QUALITY MANAGER



Mercy Values:	Compassion, Hospitality, Respect, Innovation, Stewardship, Teamwork		
Position title:	Information Access and Quality Manager	Employee name:	
Facility:	Mercy Health Services	Date:	
Business Unit/Department:	Health Information Services (HIS)		
Position reports to:	Manager Quality, Systems and Extracts	Positions reporting to this one:	Information Access Officers
Position Purpose:	<ul style="list-style-type: none"> • Manage and provide leadership to the Information Release team for Mercy Health. Including management of all policies and procedures associated with the release of health information. Working closely with the Chief Medical Officers Team on complex requests and participating in the decision making process. • Under the assistance of the Privacy Officer provide support and education to staff on all Privacy related matters and assisting with any Privacy related breaches • As the Quality Manager for Health Information Services you will be responsible for ensuring that the HIS quality plan is actively managed and up to date as well as maintaining the HIS KPIs. 		
Qualifications & Requirements:	<ul style="list-style-type: none"> • Relevant tertiary or postgraduate qualifications in Health Information Management or equivalent • Eligible for full membership of the Health Information Management Association of Australia (HIMAA) 		
Resource management:	Total staff management (FTE): Annual Operating Expenditure: Annual Capital Expenditure:	1.9	
Leadership Capability Framework Leader Level:	Team/Project Leader		

Mandatory Competencies and Requirements

- Comply with all mandatory organisational competencies (annual completion required)
- Act professionally and in accordance with the Mercy Health Code of Conduct (All Employees) and the Code of Conduct for Children (VIC only)
- Participate in annual performance development review (PDR) process (where applicable)
- Recruitment & Selection Training

Personal Competencies

- Commitment to the Mercy values
- Demonstrated ability to build relationships with people at all levels
- Ability to manage and work as part of a team
- Capacity for constructive self-reflection and learning from actions and feedback
- Highly developed leadership skills
- Demonstrated interpersonal, verbal and written communication skills
- Perform with a high level of integrity and professionalism
- Capacity for constructive self-reflection and learning from actions and feedback
- Understanding of and commitment to customer service
- Client and customer focused with a commitment to privacy and confidentiality at all times.

Job Competencies

- Comply with the requirements of the annual organisational mandatory and role related competencies
- Demonstrates values and behaviours aligning with the applicable leader level in the Leadership Capability Framework
- Demonstrated understanding of quality improvement principles and accreditation processes.
- Demonstrated ability to understand system structure and identify data discrepancies
- Comprehensive knowledge of FOI (Freedom of Information, ROI (Release of Information) and Privacy legislation
- Demonstrated understanding of mandatory reporting processes, medical record management and related standards and legislation
- Ability to liaise with all levels of clinical and non-clinical staff in relation to Health Information Services matters
- IT application experience, including Microsoft Office suite experience and exposure to the Patient & Client Management System (PCMS) or ability to pick up in-house systems quickly

Job Specific Requirements

<i>Key Result Areas</i>	<i>Key Activities</i>	<i>Standard Measures</i>
<ul style="list-style-type: none"> • Information Release capability 	<ul style="list-style-type: none"> • Management of the Information Access Officers, including performance development • Ensure Mercy Health adhere to privacy policies, procedures, standards and 	<ul style="list-style-type: none"> • Works collaboratively with the Manager HIS WMH and Manager HIS MHW to support the provision of an effective and efficient Freedom of Information service and ensure

Key Result Areas	Key Activities	Standard Measures
	<p>legislation to the role such as FOI Act and Health Records Act</p> <ul style="list-style-type: none"> • Understand current privacy legislation • Assist the privacy officer in reviewing and responding to privacy breaches • Provide on-going education to staff around privacy • Participate in the Decision making process • Manage all processes related to subpoenas, FOI, ROI, FVISS / CISS requests • Responding to all OVIC requests • Provide ongoing support in relation to information access and Freedom of Information • Ensure all reporting requirements and timeframes relating to Freedom of Information are met including the MHVL FOI Annual Report. • Oversee and co-ordinate the FOI sharepoint ensuring relevant stastics and KPIs are entered and escalating any issues. • Ensure policies and procedures relating to freedom of information, information access and confidentiality are up to date and consistant across the organisation. • Maintain an up to date knowledge of relevant legislation and government initiatives on freedom of information, medico legal, confidentiality and information security. • Support the education staff in relation to privacy, confidentiality, information access and information security 	<p>that all relevant obligations and reporting requirements are met.</p> <ul style="list-style-type: none"> • Provide advice on relevant legislation and government initiatives on freedom of information, medico legal, confidentiality and information security.
<ul style="list-style-type: none"> • Quality Manager capability 	<ul style="list-style-type: none"> • Co-ordination of quality activities for Health Information Services including the development and management of the HIS audit and quality plan and schedule participation in accreditation preparation and helping to ensure all relevant legislative and reporting requirements are met 	<ul style="list-style-type: none"> • All Health Information Services audits are completed on time and to a high quality. • Oversees and coordinates reporting, data error corrections and dataset reconciliation for allocated data extracts

Key Result Areas	Key Activities	Standard Measures
	<ul style="list-style-type: none"> • Provide support and advice to HIS staff on internal and external audits pertaining to HIS functions including VAED, VEMD, ESIS, record management, privacy and security and clinical applications. • Co ordinate and manage the Health Information Management Student placements with La Trobe University • Perform allocated audits and quality activities • Track and monitor relevant audit activities. • Review HIS audits to ensure they met relevant requirements, end user needs and support service improvements. • Feedback relevant audit results to stakeholders and follow-up audit actions, working closely with HIS Managers to ensure compliance is met • Support HIS staff in completion of audits via the electronic auditing platform “MARS” • Oversee and coordinate the reporting and submission of allocated data extracts including birth outcomes to the Victorian Perinatal Data Collection (VPDC) and Consultative Council on Obstetric & Pediatric Mortality and Morbidity (CCOPMM) and Victorian Audit of Surgical Mortality (VASM) 	
<ul style="list-style-type: none"> • Contributes to an effective Health Information Service for the organisation. 	<ul style="list-style-type: none"> • Support departmental and program objectives in line with the organisations strategic framework • Assists with the reporting and benchmarking relevant Key Performance Indicators (KPIs) to monitor service and performance levels • Contributes to the development and production of reports that are meaningful to performance monitoring and service improvement • Monitor and report compliance with relevant statutory, regulatory and health service governance requirements. 	<ul style="list-style-type: none"> • Contributes to Health Information Services meeting its Key Performance Indicators and stakeholder obligations. • All Health Information Services activity is delivered in compliance with health service, legislative, national standards and government requirements. • Policies and procedures are kept relevant, up to date and consistent across sites. • Attends and contributes to accreditation and standards working groups and committees as required.

Key Result Areas	Key Activities	Standard Measures
	<ul style="list-style-type: none"> • Contribute to the timely investigation and resolution of riskman and VHIMs incidents and staff and consumer feedback and complaints • Ensure confidentiality and privacy of health records and patient information is maintained at all times • Contribute to the development and review of policies and procedures. • Actively contribute to the achievement of accreditation especially in relation to health information management standards and criteria. 	<ul style="list-style-type: none"> • Assists in the completion of activities and the compilation of evidence to achieve accreditation. • Is flexible and willing to assist other team members to achieve department objectives and deadlines • Attend and work at multiple sites as needed.
<ul style="list-style-type: none"> • Engagement with Internal and External Stakeholders 	<ul style="list-style-type: none"> • Ensure professional working relationships and effective communication with all internal and external stakeholders • Attends regular team meetings and provides feedback and contributions to discussions. • Provide information and support to the organisation in particular senior management in relation to Health Information 	<ul style="list-style-type: none"> • Effective lines of communication are maintained both internally and externally. • Actively stays engaged and informed of service needs and any planned changes • Influences and drives positive change amongst diverse groups of stakeholders • Attends and contributes to relevant meetings, working groups and committees as required.
<ul style="list-style-type: none"> • Change Management and Service Improvement 	<ul style="list-style-type: none"> • Participate and contribute to service improvement projects aimed at improving HIS service, systems and procedures • Work towards better internal and external HIS customer service. • Contribute to the HIS Service Improvement plan and document all quality improvement activities. • Contribute to relevant HIS and organisation projects as required. 	<ul style="list-style-type: none"> • Supports procedural and workflow changes to improve service quality and operational efficiency
<ul style="list-style-type: none"> • Training, Education and Professional development 	<ul style="list-style-type: none"> • Support the production, implementation and management of staff education and training relevant to the role and responsibilities • Contribute to the supervision of university and work experience students • Attend conferences, workshops, seminars and meetings as required. 	<ul style="list-style-type: none"> • Completes all mandatory training • Participates in performance review and professional development activities. • Develops and maintains own professional knowledge and education.

Mercy Health Requirements

Key Result Areas	Key Activities	Standard Measures
<ul style="list-style-type: none"> • Demonstrates and upholds the Values and Mission of Mercy Health. 	<ul style="list-style-type: none"> • Ensure the values of Mercy Health are incorporated into daily work practices for all staff. 	<ul style="list-style-type: none"> • Shows compassion and provides support to staff and customers. • Consistently shows respect and values each person's dignity. • Seeks opportunities to be innovative for improvement. • Communicates openly and honestly as an effective member of the leadership team. • Participates in Formation Opportunities • Establishes processes for staff to attend Formation Opportunities
<ul style="list-style-type: none"> • Demonstrates leadership in the area of safety, quality & risk and contributes to organisational quality and safety initiatives. 	<ul style="list-style-type: none"> • Maintain a safe and mentally healthy environment for patients/self/colleagues and members of the public • Maintain the safety of children and vulnerable people by acting in accordance with all child and vulnerable people related policies, procedures and regulations • Escalate concerns regarding safety, quality & risk if/where they are outside of delegated authority • Implement and participate in evaluation and continuous improvement and clinical indicator processes • Demonstrate and champion the principles of Person Centred Care: <ul style="list-style-type: none"> ○ Respect & Dignity ○ Information Sharing ○ Participation ○ Collaboration 	<ul style="list-style-type: none"> • Risk assessments completed and controls implemented. • Incident/s reported as soon as practicable. • Undertake incident investigations. • Injured employees are managed within Guidelines. • Ensure all staff are aware of and have been appropriately orientated, including any relevant local and/or organization orientation training • Ensure staff maintain compliance with relevant mandatory training Accreditation outcomes. • Evidence of satisfactory patient survey and experience result • Participate in implementation and delivery of annual quality plan and business plan. Achieves positive engagement survey results
<ul style="list-style-type: none"> • Communication 	<ul style="list-style-type: none"> • Ensure effective lines of communication are maintained both internally and externally • Share and disseminate organisational messaging to the workforce, including from appropriate management forums • Share resources and relevant information with colleagues to maximise productivity 	<ul style="list-style-type: none"> • Staff are well informed and updated • Evidence of a culture with open and transparent communication • Achieves positive engagement survey results

Key Result Areas	Key Activities	Standard Measures
<ul style="list-style-type: none"> • Equity and Inclusion Demonstrates leadership in diversity, inclusion and gender equality 	<ul style="list-style-type: none"> • Harnesses the benefits of diversity by identifying and including underrepresented groups • Reviews gender equality indicators at the team level (see Gender Equality on MercyNet) • Implements actions to address any areas of concern • Critically reflects on own unconscious bias • Is a visible champion for diversity and inclusion 	<ul style="list-style-type: none"> • Improved performance against gender equality indicators • Achieves positive engagement survey results • Participation in diversity related initiatives

Employee's Signature: _____

Date: _____

Print Name: _____

Manager Signature: _____

Date: _____

Print Name: _____