

POSITION DESCRIPTION – Alfred Health / The Alfred / Caulfield Hospital / Sandringham Hospital

DATE REVISED:	February, 2022
POSITION:	Manager, Alfred Health Coding & Casemix Services
AWARD/AGREEMENT:	Allied Health Professionals
CLASSIFICATION TITLE:	HIM Grade 4
DEPARTMENT/UNIT:	Coding & Casemix Services
CLINICAL PROGRAM:	Coding & Casemix Services
DIVISION:	Operations
ACCOUNTABLE TO:	Deputy Chief Operating Officer, Alfred Health

ALFRED HEALTH

Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and is also a major provider of specialist services to people across Victoria. The health service operates three outstanding facilities, The Alfred, Caulfield, and Sandringham.

OUR PURPOSE AND BELIEFS

To improve the lives of our patients and their families, our communities and humanity. Our staff are expected to demonstrate and uphold the beliefs of Alfred Health:

- Patients are the heart and reason we are here – they are always the focus of what we do.
- The values of respect, support and compassion go hand in hand with knowledge, skills and wisdom – all of which are the foundations of everything we do.
- The outcome of all endeavours centres around the safety and care of patients and staff.
- Excellence is the standard we work to everyday. Through research and education, we raise the bar for tomorrow.

- We work together, our collaborative environments play vital roles in achieving success not only as a team, but as an organisation that strives to achieve extraordinary results.
- Our leadership shares pioneering ideas and represent behaviours that inspire others.

DEPARTMENT

ALFRED HEALTH CODING & CASEMIX SERVICES

POSITION SUMMARY

- 1. Leadership and Management**
- 2. Financial Management**
- 3. Reporting Performance, Productivity and Quality**
- 4. Education and Development**
- 5. Casemix**
- 6. Other**

KEY CAPABILITIES AND VALUES:

- Highly developed organisational, communication and interpersonal skills
- Ability to prioritise workload and work without supervision
- Sound knowledge of Microsoft Office software
- Experience with 3M Code-finder software
- Experience and sound knowledge of audit processes/tools
- Knowledge of Australian and Victorian Coding Standards
- Thorough understanding of the Victorian Admitted Episodes Dataset and Victorian – public hospitals and mental health services policy and funding guidelines

QUALITY, SAFETY, RISK and IMPROVEMENT

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives
- Follow organisational safety, quality & risk policies and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Escalate concerns regarding safety, quality & risk to appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.

- Comply with Alfred Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.

OTHER REQUIREMENTS FOR ALL ALFRED HEALTH STAFF:

- Ensure compliance with relevant Alfred Health clinical and administrative policies and guidelines.
- Comply with relevant privacy legislation.
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Alfred Health.
- Comply with Alfred Health medication management and medication safety policies and guidelines.
- In this position you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.
- Research activities will be undertaken commensurate with the role
- In compliance with the Victorian Chief Health Officer's Mandatory Vaccination Directions, all Alfred Health employees must be vaccinated against COVID-19 with a TGA approved vaccine.

KEY CAPABILITIES:

DUTIES AND RESPONSIBILITIES

1. Leadership and Management

- 1.1** Management and delivery of the Coding & Casemix Services across Alfred Health.
- 1.2** Management of the HIM Educator\Auditor Leadership Group and the Coding team.
- 1.3** Lead 360 Encompass Pilot Project and other innovations to improve clinical documentation
- 1.4** Manage and co-ordinate the Coding from Home Program in accordance with the Alfred Health Working from Home and OH&S Policy.
- 1.5** Manage external Coding contractor resources, ensuring coding throughput and quality is optimal.
- 1.6** Monitor workflow and allocation of resources to meet service delivery requirements across Alfred Health
- 1.7** Manage, guide and support staff to ensure they are working as a team whilst ensuring a home / work balance environment.

- 1.8 Recruitment of Coding HIMs / Clinical Coders for Alfred Health Coding & Casemix Services
- 1.9 Manage employee information, recruitment, pay, leave, variations and performance via on-line *eHub* system.
- 1.10 Establish yearly Coding roster for leave management to report planned absences due to (sick, annual, maternity, LSL and ADO's) leave.
- 1.11 Manage approvals, changes and signoff of time sheets using the *Kronos* system.
- 1.12 Develop, implement and maintain annual performance management agreements and discussions with all Coding HIMs\Clinical Coders
- 1.13 Provide effective leadership and support staff to ensure appropriate professional development.
- 1.14 Work in collaboration with the HIS site Managers for Alfred, Caulfield and Sandringham to standardise and improve work practices and VAED quality across Alfred Health Coding Services, as required
- 1.15 Work in collaboration with the Strategy & Planning team for the coding and reconciliation of data in accordance with the Partnerships with Private Hospitals.

2. **Financial Management**

- 2.1 Manage appropriate EFT (including Contract coding EFT) according to budget.
- 2.2 Manage staff ADOs, annual leave to ensure excess leave is kept to a minimum.
- 2.3 Manage invoices for approval and payment for contracted coding services
- 2.4 Manage Licenses and Subscriptions from external Vendors (3m, Data Agility, Health Round Table) in accordance with Legal Office contract processes.
- 2.5 Manage Capital Expenditure Revenue (CER) for 360 Encompass Pilot Project
- 2.6 Raise requisitions for Purchase Orders on eReq system.
- 2.7 Forward invoices for approval to the Deputy Chief Operating Officer.
- 2.8 Forward approved invoices to Accounts Payable with Cost Centre & corresponding Definitive.
- 2.9 Liaise with Business Accountant for budget review and advice.

3. **Reporting Performance, Productivity and Quality**

- 3.1 Ensure systems are in place to meet, monitor and report internal coding activity, targets and deadlines

- 3.2** Develop, monitor, evaluate and report appropriate Key Performance Indicators for the Coding team.
- 3.3** Monitor individual coder trends and performance manage as necessary.
- 3.4** Monitor the Code Focus database to facilitate the query and audit program, coder training, coder performance and reporting of inpatient activity data.
- 3.5** Monitor Alfred Health NWAU performance against targets, and initiate targeted coding and casemix audits when required, in conjunction with the HIM Educator Auditor - Lead
- 3.6** Monitor the Audit for Complexity and Coding Quality Improvement Audit Program and education of Coding HIM's\Clinical Coders, to ensure optimal Casemix revenue and quality coded data.
- 3.7** Monitor and assist with the 3M Code-finder software and iPM in conjunction with the HIM Educator – IT Support and Educator team members.
- 3.8** Oversee and liaise with external auditors during VAED audits. Prepare written responses to the VAED audit reports.
- 3.9** Provide baseline metrics data for the 360 Encompass Pilot Project
- 3.10** Prepare and distribute appropriate periodic coding activity reports to the Deputy Chief Operating Officer, Finance, Alfred Executive, and other staff within the organisation.
- 3.11** Escalate outstanding reporting issues to the Deputy Chief Operating Officer, Program Directors and Specialty Heads of Unit, if required.

4. Education and Development

- 4.1** Liaise with the HIM Educator\Auditor team to review a comprehensive orientation and training program for HIM Graduates, Coding HIMs\Clinical Coders and HIM Coders returning to work.
- 4.2** Ensure Coding HIMs\Clinical Coders are adequately educated on, clinical documentation and coding classification, VAED data and compliance with the Criteria for Reporting and Casemix funding in accordance with the Victorian Policy and Funding guidelines.
- 4.3** Liaise with the Educator\Auditor team to ensure that appropriate education of all coding HIMs\Clinical Coders occurs for each new edition of ICD10AM and each new version of AR-DRGs.

- 4.4 Liaise with the HIM Educator\Auditor team to hold periodic Alfred Health Coding Meetings to discuss issues related to coding and casemix with all Coding HIMs and Clinical Coders

5. **Casemix**

- 5.1 Respond to casemix queries from clinicians and other departments
- 5.2 Assist Finance, Data Analytic Services (DAS) and Strategy & Planning Project Officers in casemix related matters such as ICD codes and DRG assignment, clinical costing, applications for new technology grants, Criteria for Reporting validity, etc.
- 5.3 Provide advice to Finance on other casemix related matters to optimise funding and to minimise activities that are not financially viable.
- 5.4 Assist Clinical Specialties by providing and interpreting data required for annual Clinical Unit audits or Business cases.
- 5.5 Ensure responses to requests for demographic/coded data from researchers/units/departments are provided in a timely manner.

6. **Other**

- 6.1 Liaison with other Departments within Alfred Health (i.e. HIS, Operations, Finance, Strategy & Planning, Clinical Governance, Digital Health).
- 6.2 Other duties as required by the Deputy Chief Operating Officer

QUALIFICATIONS/EXPERIENCE REQUIRED

Essential

- Bachelor of Health Information Management or equivalent
- At least 7 years in a Clinical Coding position at tertiary level
- Previous coding management experience

Desirable

- Experience with database management like Power BI reports
- Experience with other Hospital systems\software

Position Description authorised by: Deputy Chief Operating Officer

Date: February 2022