

# Role Description

## Senior Health Information Officer – Service Line

<b>Job ad reference:</b>	RD413549		
<b>Location*:</b>	Redcliffe	<b>Unit/Department:</b>	Health Information Services
<b>Status:</b>	Permanent full time	<b>Classification:</b>	AO6
<b>Salary Range:</b>	\$108 936 - \$116 690 per annum (plus superannuation and leave loading benefits)	<b>Closing Date:</b>	Thursday, 14 April 2022
<b>Contact name:</b>	Gemma Van Fleet	<b>Contact number:</b>	(07) 3883 7295
<b>Online applications:</b>	<a href="http://www.smartjobs.govnet.qld.gov.au">www.smartjobs.govnet.qld.gov.au</a>		

\* Please note: there may be a requirement to work at other facilities located across Metro North Health.

\*\*Future recurring vacancies may also be filled through this recruitment process at any location across Metro North Health.

\*\*\*Applications from third parties will not be accepted.

### Purpose of the role

- Responsible for providing Health Information Management support to the Service Line and optimise Weighted Activity Units. The Senior Health Information Officer - Service Line will also act as an expert professional consultant in the area of Weighted Activity Unit Optimisation and coordinate Health Information Management responses and actions as necessary.
- The position is located within a Service Line to provide direct support of Health Information Management functions.
- The position reports directly to and works in close collaboration with the Director Clinical Health Information Services in regards to departmental operational requirements.
- Duties are performed independently within scope to exercise initiative within established practices and procedures.

### Context and Delegations

- This role reports directly to the Assistant Director – Coding, Classification & Analysis
- This role will work directly with multidisciplinary team members of the delegated Service Line and with the Health Information Services team.

### Key Accountabilities

This successful applicant will carry out the following key accountabilities in accordance with the Metro North Health's values:

- Fulfil the responsibilities of this role in accordance with Queensland Health's core values, as outlined above.
- Conduct real time reviews of clinical information from appropriate tools and resources to identify omissions in documentation for response by the treating clinicians of the designated Service Line.
- Maintain knowledge of appropriate resources e.g. Queensland Hospital Admitted Patient Data Collection (QHAPDC), Funding Agreement, Quality Improvement Payments, Localisations etc. to ensure that the program is counting activity accurately.
- Provide clinical classification, coding and documentation education to program key stakeholders for the accurate reporting of Activity Based Funding activity.
- Coordinate / participate in Health Information Service functions specific to the Service Line to ensure the accurate assignment of clinical codes.

- Complete targeted clinical coding audits for the Service Line and identify priority areas for inclusion on the audit schedule.
- Participate in costing reviews to identify variances to the efficient price.
- Ensure HBCIS accurately reflects the episode of care and collaborate with the Manager Health Informatics and Senior Health Information Manager – Clinical Coding as required.
- Develop and review DRG Allocation Sheet/s to ensure that the correct prompts are provided to clinicians to improve the accuracy of clinical coding.
- Provide expert advice to the designated Program and the HIS on key clinical coding, classification, counting and costing issues that impact Activity Based Funding (ABF).
- Identify potential improvements in ABF processes to accurately reflect the programs activity.
- Initiate, manage and participate in quality improvement activities, projects and initiatives for the Health Information Service.
- Act as a resource for coding advice and expertise to the Director Clinical Health Information Services, the Service Line and all members of the Coding, Classification and Analytics team.
- Represent the Health Information Service on relevant committees and report outcomes, changes and relevant directives.
- Advise, consult or refer as necessary to other Health Information Service streams in order to meet service line requirements.
- Provide morbidity data advice on recommendations to support the management of service delivery, quality improvement projects, research projects and ad hoc reports
- Manage own continuous learning in knowledge of clinical coding, ABF, and performance monitoring including new developments, legislation, and industry standards.
- Participate in the Coding Quality Program, including performance of individual and departmental coding audits, and provision of audit feedback and education to relevant staff to ensure a high standard of coding accuracy, consistency and timeliness.
- Assist in the development, implementation and coordination of the clinical coding education program including education schedules which incorporate coder competencies, education and training sessions and coding education needs based on coding audit outcomes.
- Participate in coding communication and education meetings by provision of agenda, items for discussion.
- Provision of information for Performance and Development Plan (PDP) for coding staff.

## About Metro North Health

Delivering outstanding health services is just one of the ways that we care for our community. Our passion for people is reflected in the way we do our work and live our values every day. We value and nurture our team members so they can provide quality value based care to our patients across our diverse organisation. Our focus on Value Based Healthcare means we expect our staff to deliver the care the patient needs, no more and no less, to achieve the best quality of life for our community. This passion fuels our collaborative culture of innovation and research.

We embrace the diversity of local and greater communities as we provide services to people throughout Queensland, northern New South Wales and the Northern Territory, in all major health specialities including medicine, surgery, mental health, cancer care, trauma, women's and newborn care, and more than 30 sub-specialities. Metro North Health services include rural, regional and tertiary hospitals, and community and oral health services.






Our diverse Health Service provides a wide variety of rewarding career paths across our tertiary/quaternary referral hospitals, secondary hospitals, community health centres, residential and extended care facilities and regional community hospitals. We expect our staff and volunteers to translate our values into action through providing high quality connected care that is relevant, efficient and respectful of our patients' needs and wishes. Our people are passionate about our community and patients, with a focus on putting people first. Come and work where people are at the centre of everything we do and your contribution is truly valued.

Please visit our website for additional information about Metro North Health. <http://metronorth.health.qld.gov.au/>

## Our Vision

Excellent healthcare, working together, strong and healthy communities.

## Metro North Health Values and their corresponding Lominger™ competencies:

				
Respect	Teamwork	Compassion	High performance	Integrity
<ul style="list-style-type: none"> <li>• Interpersonal savvy</li> <li>• Manages conflict</li> <li>• Communicates effectively</li> <li>• Balances stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>• Collaborates</li> <li>• Develops talent</li> <li>• Values differences</li> <li>• Builds effective teams</li> </ul>	<ul style="list-style-type: none"> <li>• Customer / patient focus</li> <li>• Demonstrates self-awareness</li> <li>• Manages ambiguity</li> <li>• Being resilient</li> </ul>	<ul style="list-style-type: none"> <li>• Cultivates innovation</li> <li>• Action oriented</li> <li>• Drives results</li> <li>• Drives vision and purpose</li> </ul>	<ul style="list-style-type: none"> <li>• Decision quality</li> <li>• Ensures accountability</li> <li>• Courage</li> <li>• Manages complexity</li> </ul>

### How you will be assessed

You will be assessed on your ability to demonstrate the following values within the context of the “Key Accountabilities”. The ideal applicant will be able to demonstrate the following:

- **Respect** – demonstrates interpersonal savvy, manages conflict appropriately, communicates effectively and balances the needs of all stakeholders with utmost respect to all people at all times
- **Teamwork** – collaborates effectively, develops talent, values differences and builds effective teams to bring about best use of resources to deliver healthcare services
- **Compassion** – is patient / client focussed, demonstrates self-awareness and the effects of behaviour on others, deals with or manages ambiguity and complexity, demonstrates resilience in the delivery of patient services or support in the delivery of services to patients
- **High Performance** – cultivates innovation, is action oriented, drives results and supports Metro North Health’s vision and purpose to exceed expectations of our patients and stakeholders
- **Integrity** – demonstrates sound decision quality, ensures accountability, demonstrates courage in the face of adversity and works effectively / manages complexity to ensure work output and decisions are ethical and invariably of a high standard
- Demonstrated communication (verbal and written), problem solving, organisational and interpersonal skills, with ability to work in a team environment developing effective relationships with stakeholders and liaise with staff at all levels, while working as an integral member of the HIS team.
- Demonstrated ability to implement and maintain organisational change and best practice principles, initiatives and concepts in relation to health information systems and management.
- Sound knowledge of clinical classification with ability to provide education to Clinicians regarding clinical classification, Activity Based Funding and principles and guidelines relating to health information services and quality management principles.
- High level commitment to continuous quality improvement and expertise and experience in the development and implementation of quality management and audit activities in relation to all aspects of health information including coded data.
- Demonstrated ability to coordinate and manage a diverse range of professional activities including formal meetings, audit, education and reporting within a complex health care environment.
- Demonstrated ability to use or quickly acquire the skills to use relevant software including HBCIS, The Viewer, 3M Codefinder, Crystal Reporting, word processing, spreadsheets and other relevant software as required.

### Mandatory qualifications/professional registration/other requirements

Appointment to this position requires proof of qualification. Certified copies of the required information must be provided to the appropriate supervisor/manager prior to the commencement of duties.

- Clinical Coding Auditor qualification and / or Clinical Coding Audit experience.

- It is a condition of employment for this role for the employee to be, and remain, vaccinated against COVID-19 ([Health Employment Directive No. 12/21](#) and [Queensland Health Human Resources Policy B70](#)).

## How to apply

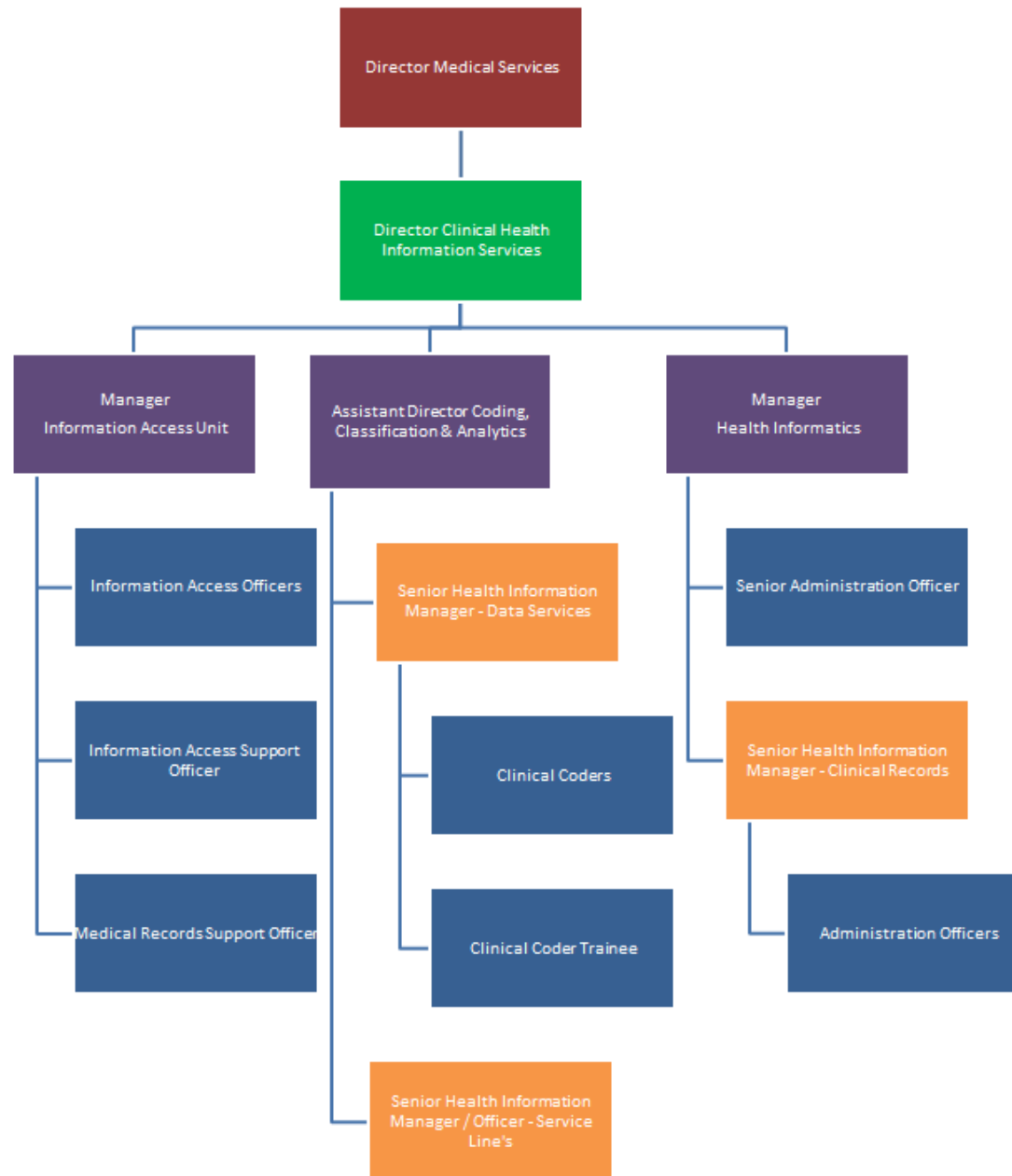
Please provide the following information to the panel to assess your suitability:

1. **A short statement (maximum 2 pages)** - Formulate your response to the dot points listed under “*How you will be Assessed*” within the context of the “*Key Accountabilities*”
2. **Your current CV or Resume, including referees.** You must seek approval prior to nominating a person as a referee. Referees should have thorough knowledge of your work performance and conduct, and it is preferable to include your current/immediate past supervisor. By providing the names and contact details of your referee/s you consent for these people to be contacted by the selection panel. If you do not wish for a referee to be contacted, please indicate this on your CV or Resume.

## Instructions on how to apply

- Submit your application online at [www.smartjobs.govnet.qld.gov.au](http://www.smartjobs.govnet.qld.gov.au) by the closing date.
- Please note that hand delivered applications will not be accepted.
- Only those persons eligible to work in Australia may be employed by Metro North Health. Prospective employees are required to provide proof of identity and documentary evidence of their right to work in Australia.
- Late applications cannot be submitted online. For a late application to be considered, please arrange approval and submission via the contact officer.

## Team Structure



### Diversity and Inclusion

We are committed to providing a diverse and inclusive workplace for our people and our community. We encourage people of all genders, races, ages and abilities to apply for roles within Metro North Health and strive to ensure that our workplace is free from all forms of discrimination and harassment.

As an Equal Employment Opportunity (EEO) employer we ensure that our selection processes and employment decisions are undertaken in a non-discriminatory way and are consistent with the requirements of the Anti-Discrimination Act 1991. If there are any reasons that you may have challenges with the recruitment process, please let us know when we contact you.

### Work Health and Safety

We are committed to *Putting People First* to provide better healthcare. This commitment includes a dedicated *People Focussed Safety* culture.

This culture commits to the health, safety and wellbeing of staff, volunteers and other persons, through the provision of a dynamic and comprehensive Health and Safety Management System (HSMS). The HSMS provides for proactive safety initiatives, early injury management practices with a strong focus on a safe and durable return to work.

The provision of a Health and Safety environment within Metro North Health is everyone's responsibility.

### Safety and Quality

Relevant to the position, staff participate in the ongoing education, implementation, monitoring and evaluation of safety and quality initiatives relevant to The National Safety and Quality Health Services Standards 2<sup>nd</sup> Edition and the Australian Council on Healthcare Standards (ACHS).

### Vaccine Preventable Diseases (VPD) Requirements ([Health Employment Directive No. 01/16](#))

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)
- Hepatitis B

Further vaccinations may be required due to particular risks for a role; examples include:

- Hepatitis A – Workers in regular contact with untreated sewerage
- Q Fever – Research or Laboratory staff regularly handling specimens

All new employees who will be working in clinical areas must be assessed for their risk of tuberculosis and screening undertaken if required.

Existing staff that are engaged prior to 1 July 2016 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 Health Service to another Health Service, Department of Health (DoH) to a Health Service, or Health Service to DoH).

## Additional Information

- Applications will remain current for 12 months or for the duration of the vacancy.
- Future vacancies of a temporary, full time and part time nature may also be filled through this recruitment process.
- Health Care Workers in Queensland Health whose occupation poses a potential risk of exposure to blood or body fluids must be immunised against Hepatitis B according to the National Health and Medical Research Council Australian Immunisation Handbook and the Queensland Health Infection Control Guidelines.
- 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. Roles providing services to National Disability Insurance Scheme (NDIS) participants require an NDIS worker screening check.
- Applicants may be required to disclose any pre-existing illness or injury which may impact on their ability to perform the role.
- Applicants will be required to give a statement of their employment as a lobbyist within one (1) month of taking up the appointment. Details are available at:  
<http://www.psc.qld.gov.au/publications/assets/policies/lobbyist-disclosure-policy.pdf>
- Employees who are appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment. For further information, refer to Probation HR Policy B2  
<https://www.health.qld.gov.au/system-governance/policies-standards/doh-policy/policy/qh-pol-197.pdf>
- 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.

# Metro North Health Executive Structure

