

# Position Description

Position Title	Health Information Manager
Position Number	30028530
Division	Clinical Operations
Department	MH Development and Systems
Enterprise Agreement	Victorian Public Health Mental Health Services Enterprise 2021 - 2024
Classification Description	Health Information Manager Grade 2
Classification Code	YA65 – YA68
Reports to	Manager Development and Systems
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>

## Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

## Our Vision

Excellent Care. Every Person. Every Time.

## Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

## The Clinical Operations Division

The Clinical Operations Division encompasses acute, allied health, cancer and mental health and wellbeing services. We provide a wide range of general medical, surgical and specialty services including but not limited to; Oncology, Cardiology, Renal, Emergency, Women's and Children's, Critical Care, Specialist Clinics, Cancer Clinics and Mental Health and Wellbeing Services. Our Allied Health teams provide a diverse range of programs and person centred care in inpatient, outpatient, community, home and residential care settings.

Within a state-of-the-art hospital, our Ambulatory and Critical Care, Medical Services, Surgical Services and Women's and Children's areas use the latest technologies to provide excellent care. Our world class Cancer Centre uses a multi-disciplinary, integrated approach to treat specific cancers. The Cancer Centre offers medical oncology, radiation oncology, specialist nurses, clinical trials and cancer research, palliative care, and a Cancer Wellness Program.

The Mental Health and Wellbeing Service provides psychiatric care and treatment across a large catchment area in Victoria stretching from Swan Hill in the north of the state to Gisborne in the south. Family sensitive practice is central to our models of mental health care and best practice ensures the identification, inclusion and support of families, carers and children.

Each year our onsite Specialist Clinics provide over 100,000 service events, we also see more than 60,000 people in our Emergency Department and welcome around 1700 babies into the world. The Clinical Operations Division assists with the admission of more than 50,000 patients into the hospital each year.

## The MH Development and Systems Department

The team is part of Bendigo Health's Mental Health and Wellbeing Directorate and delivers support and leadership to the MH directorate in service delivery improvements and performance, change management activities and the implementation of new initiatives. The team provides skills and experience in relation to data collection and analysis, clinical documentation and reporting systems as well as project management.

## The Position

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

Reporting to the Manager Development and Systems Mental Health and Wellbeing Services, the purpose of the position is to provide leadership and direction on the use of management of clinical data and health information across the Mental Health and Wellbeing (MHW) directorate in relation to:

- Accurate and timely collection and interrogation of data, including error correction
- Monitoring and analysis of data to understand and optimise performance

- Reporting of data to ensure compliance with regulatory requirements and support service development and
- Improving the governance and integrity of data processes.

## Responsibilities and Accountabilities

### Key Responsibilities

- Act as a key contact and resources both internally and in liaison with relevant stakeholders external to the directorate: primarily Health Information Services, the Performance Reporting Unit at Bendigo Health and the Department of Health and Human Services.
- Collaborate and provide guidance and direction with relevant key stakeholders to advise a system of data collection and reporting in relation to the MHDMR, both routine and ad hoc, in accordance with operational and legislative requirements
- Analysis of data collected/reported for the purpose of providing detailed recommendations for consideration and action
- Develop and provide tools and reporting to allow the timely monitoring and trending of performance against all relevant service Key Performance Indicators. Identify and monitor issues, facilitate error correction and implement improvements in data reporting.
- Identify, coordinate and contribute to quality improvement activities, including those related to Accreditation standards, across the directorate, particularly as relevant to the roles purpose.
- Collaborate and provide guidance of system monitoring and upgrades including the provision of business support and associated communications.
- Represent the Mental Health and Wellbeing directorate and / or the role on relevant working parties and / or committees reporting back and undertaking chairing responsibilities where required.
- Coordination and/or provision of staff education and training in response to service requirements in relation to data collection and management.
- Coordinate the broad administration of relevant systems and data bases primarily medtech, Patient Management System (iPM PAS) and Client Management Interface (CMI).

Work collaboratively with the Mental Health and Wellbeing Development and Systems team, contributing to the team functions, including performance development and support across roles.

### Generic Responsibilities

**Code of Conduct** - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

**Compliance with policies and procedures** - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

**Occupational Health and Safety** - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

**Infection Control** - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

**Confidentiality** - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

**Quality Improvement** - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

**Diversity** – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

## Key Selection Criteria

### Essential

1. Health Information Manager; an approved Degree, or working toward, from a recognised school of Health Information or other qualifications approved for eligibility for membership of the Health Information Management Association of Australia (HIMAA)

2. Demonstrated knowledge and experience of Health Information Record Systems, reporting requirements and associated databases and clinical applications, with a sound understanding of how they interrelate
3. Demonstrated understanding of the speciality of psychiatric care within health as it relates to statutory reporting and the management of clinical information for the division and its impact on service delivery
4. Understanding of legislation relating to health information management such as the Health Records Act, Freedom of Information Act and Victorian Mental Health and Wellbeing Act 2022.
5. Demonstrated skills in data capture, analysis and reporting with the inclusion or recommendations for change and improvement where required.
6. Experience in Mental Health service evaluation, statistical analysis and database management.

## Desirable

7. Exceptional interpersonal and communication skills that promote effective engagement across all internal and external stakeholders
8. Highly developed communication skills, both verbal and written, to convey complex technical concepts to non-technical stakeholders when engaging with all levels of staff to understand reporting requirements, providing advice and troubleshooting
9. Flexibility to operate in an environment of change with the ability to introduce new concepts through innovation and influence.
10. Ability to be self-directed and motivated working with minimal supervision to achieve agreed outcomes

## Mandatory Requirements

**National Police Record Check** A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

**Immunisation** As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

**Registration with Professional Regulatory Body or relevant Professional Association** For example, AHPRA, AHRI, RACS etc. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

**Drivers Licence** A current Victorian driver's licence is required for this position.

*All Bendigo Health sites, workplaces and vehicles are smoke free.*

*This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.*