

# Position Description

Position Title	Senior Coding Educator/Auditor
Position Number	30027911
Division	Quality & Patient Information
Department	Health Information Services
Enterprise Agreement	Allied Health Professional Staff
Classification Code	Health Info Manager G3 Y4 - JB10 – JB13
Reports to	Manager, Coding Services
Management Level	Tier 3 - Business Manager
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 Finance & Resources Division

The Finance and Resources Division is responsible for financial functions, including reporting, budgeting, forecasting, performance monitoring and analysis, together with our procurement, materials management and facilities management functions. The division also includes Health Information Services with key roles in medical record management, clinical documentation, freedom of information, and external data reporting requirements.

These are essential non-clinical services providing high-quality support, advice, monitoring and compliance functions. The team are focussed on delivering the strategic vision within their responsibilities and on assisting the organisation operationally.

## The Health Information Services Team

Health Information Services (HIS) provides a range of services for Bendigo Health including:

- specialised management of health information and medical records;
- clinical coding and expertise in clinical classification and activity-based funding models;
- clinical documentation education and support;
- statutory data reporting compliance mandated by Department of Health & Human Services (DHHS) policies and business rules;
- data quality responsibilities across Bendigo Health to maintain integrity for internal and external reporting;
- medical records form design and records standards;
- Freedom of Information (FOI) responsibilities and Release of Information (ROI) for general practitioners and external health care providers; and
- medical transcription services
- requests for medical records and request for other information and privacy.

## 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.

The Senior Coding Educator / Auditor is an individual who is either a qualified Health Information Manager (HIM) or an experienced Clinical Coder who has completed up to the Advanced level of Clinical Coding certificates through the Health Information Management Association of Australia (HIMAA). This position is responsible for the education of the Coding Services team with the objectives of improving coding accuracy and providing professional development for team members. The Senior Coding Educator / Auditor is also responsible for the coordination and delivery of the Trainee Clinical Coder Program and auditing of records according to the Auditing Program.

## Responsibilities and Accountabilities

## Key Responsibilities

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.

### **Coding Education responsibilities includes:**

- Participate in the ongoing development and delivery of a comprehensive and sustainable program of coding education to the Coding Team to improve accuracy and throughput and provide professional development to these staff.
- Involvement in the development, coordination and delivery of training to the trainee clinical coding staff.
- Involvement in the ongoing review and development of Bendigo Health Trainee Clinical Coder Program
- Work in conjunction with the Manager - Coding Services to ensure that coding is performed in accordance with Australian / Victorian Coding Standards.
- Coordinate Bendigo Health clinical staff to conduct in-house training sessions on relevant subjects to improve knowledge base of clinical coding team.

### **Coding Auditing responsibilities includes:**

- Support the development and evaluate effectiveness of Bendigo Health Clinical Coding Audit Program and refine as required.
- Ensure all audit functions are compliant with Australian Coding Standards, the policy requirements of the business and audit custom and practice.
- Lead and participate in an ongoing coding auditing program that improves coding and optimises revenue opportunities. Being aware of outliers and other data indicators at the time of coding, to ensure diagnosis or procedure codes accurately reflect the episode of care.
- Where necessary seek clarification through the coding query/audit process if documentation is unclear.

### **Coding quality improvement responsibilities includes:**

- Identify opportunities for improvement in coding accuracy and ensure documentation improvements sufficiently meet coding and VAED requirements.
- Assist the Manager - Coding Services in establishing procedures and guidelines along with an audit and education schedule, ensuring a standard approach to clinical coding is followed.
- Participation in regular coding and education meetings as well as meetings with clinical units regarding case mix, coding and clinical documentation improvement initiatives
- Participating in internal coding education, coding edition update education workshops and HIMAA education sessions and conferences. Undertake additional duties as directed by Director, HIS or Manager, Coding Service.

## 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

Qualifications / Certificates

1. Qualified Health Information Manager or equivalent, eligible for membership of the Health Information Management Association of Australia (HIMAA).

### Specialist Expertise

- 2 Extensive coding and auditing experience with excellent knowledge and application of the Australian Coding Standards, ICD-10-AM, ACHI and National & State published coding advice.
- 3 Evidence of education and/or experience in clinical coding audits
- 4 Demonstrated ability to plan, implement and deliver education and training activities to clinical coders, trainees and other hospital staff
- 5 Knowledge of current activity-based funding models.
- 6 Demonstrate competency in a range of software applications (PICQ, 3M Code finder, TurboLoader and Microsoft Office suite).

### Personal Qualities, Knowledge and Skills

- 7 Demonstrate high standard of organisational and communication skills, attention to detail and interpersonal skills.

## 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.

**Influenza and COVID-19 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 the Bendigo Health's various infection control policy and procedures. All staff are required to have a current influenza and COVID-19 vaccination prior to commencement at Bendigo Health.

*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.*