

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	Associate Program Director Information Integrity – Classification and Coding
<b>Award Classification:</b>	Health Information Manager Grade 5
<b>Award / Agreement Name:</b>	Victorian Public Health Sector (Allied Health Professionals) Single Interest Enterprise Agreement
<b>Position Reports to:</b>	Co Program Director Information Integrity – Data Quality & Reporting, Coding, Privacy & Information Release

### EASTERN HEALTH – GREAT CARE, EVERYWHERE, EVERY TIME

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



## 1. POSITION PURPOSE

The Associate Program Director Information Integrity – Classification and Coding is responsible for the leadership and management of the classification and coding function within Eastern Health. This role drives strategic change with a focus on the use of developing technologies to support timely and accurate coding whilst supporting team well-being and cohesion. This requires detailed understanding of the industry standards and governing rules that support the collection of quality data for the use of funding, planning, research and quality of care. This role leads and mentors a team of Coding Coordinators each with specific responsibilities to ensure a robust and high performing Coding Service. Regular workforce planning needs to be undertaken to align service demand and achievement of targets. Development of innovative approaches in all aspects of the classification and coding function (including the use of AI and other technologies) are required. A key focus of the role is the optimisation of inpatient NWAU funding under the Activity Based Funding arrangements.

## 2. MAJOR DUTIES AND/OR RESPONSIBILITIES

### Leadership and Management

- **Strategic planning** to position the Coding Service for ongoing **digital transformation**; including the adoption of AI technologies to support workflow, code assignment and revenue optimisation.
- **Provide guidance to Coding Coordinators in the following key streams of work:**
  - Coding Auditing to maximise coding quality and optimise reimbursement
  - Clinical Documentation Improvement (CDI)
  - Training and Education (of Coding staff) and external stakeholders including clinical staff
  - Staff management at three service hubs
- Development of **workforce strategies** and frameworks that support efficiency of staff utilisation and available appropriate skills to deliver an effective and quality service.
- Promote and foster a productive and collaborative team environment that supports innovation
- Engage with and provide advice to Eastern Health business units relating to Coding and NWAU funding
- Apply human resource management strategies to facilitate staff recruitment, selection, retention, supervision, and exit in line with organisational policy and procedures and relevant state and federal legislation
- Consider succession planning for key roles within the Service and align education and mentoring activities
- **Provide expert advice** to EH staff in the area of coding, AR-DRGs, and its influence on NWAU including reviewing submissions/business cases for additional resources based on potential NWAU gain
- **Adoption of innovation such as AI** to facilitate the streamlining of coding and related workflows and training of staff and clinicians
- Facilitate and support digital transformation by providing expert advice, support implementation, effective communication and **lead required change** ensuring the service's needs are considered
- Develop a close working relationship with the Data Analytics and Insight Service in report specification development, appropriate data advice, assessing compliance with DoH reporting requirements and analysis of casemix issues and audit programs
- As a member of the Program's Senior Leadership team provide input into the future strategic direction of the Program ensuring that they align with EH strategic values and plans
- Collaborate with the Data Quality & Reporting team and the Systems, Standards and Integrity team to ensure timely and accurate implementation of July 1 changes and subsequent consolidation processes
- Manage required change within the service to reduce adverse impact to service delivery.
- Manage and complete projects related to Health Information
- Represent the Program on committees (internal and external) as required

## **Finance and Performance**

- Completion of coding within monthly and annual deadlines
- Support the development of an annual budget in line with EH guidelines and undertake monthly monitoring of the budget identifying reasons for variation and propose strategies to address
- Manage tenders and contracts relating to Coding Services
- Engage and manage external providers to ensure provision of products and services related to Coding Services are in line with contracted agreements.
- Identify opportunities for **collaboration with external providers** in the further development of technology to support the Coding Service.
- In conjunction with the Coding Coordinators actively monitor performance through the review of KPIs collected internally and externally and respond accordingly to results including investigating reason for variance.
- In conjunction with Clinical Operations and DAIS actively assess and identify opportunities for Eastern Health in the application of the policy and funding guidelines
- **Ensure auditing activities** are undertaken that assist EH to maximise revenue for work undertaken

## **Learning and Growth**

- Ensure appraisal and performance development plans are completed annually for relevant staff
- Ensure completion of mandatory training of relevant staff
- Ensure adequate training is provided to staff required to complete duties and that they have the tools required to meet throughput and quality targets.
- Actively self-educate to keep abreast of industry changes and advancements in the area of health information management, funding models, classification systems, AI and other technologies
- Mentoring and coaching relevant staff to enable professional growth and progression opportunities supporting succession planning initiatives
- Ensure education is provided for but limited to:
  - Clinicians in the areas of medical record documentation (discharge summary completion), AR-DRGs, NWAU and funding policy;
  - Clinical coders in the area of coding standards, auditing expectations, documentation essentials, DoH funding policy and Hospital Admission policy; and Relevant clerical staff on the Hospital Admission Policy and relevant administrative data issues
- Assist with the delivery of Program education activities by supporting coordinators of key initiatives

## **Quality and Compliance**

- Participation in annual planning processes to assist with the creation of a work plan that guides projected work requirements for the following 12 months
- Assist in the achievement of compliance with required standards, regulations and legislation including National Safety and Quality Health Care standards, Health Records Act, Data and Reporting Act and Public Record Office Standards
- Keep abreast of the National Activity Based Funding Model development and assess implications to Eastern Health as relevant to the Service
- Ensure the service is always utilising the current version /edition of standards, AR-DRGs, classification systems and funding policies. Undertake follow up assessment to ensure accurate adoption
- Assist in achieving good data integrity for reported data submissions including Cancer Reporting and other associated data sets
- An understanding of DoH reporting requirements for data collections and relevant policies, and recommend and support auditing activities of such data collections
- Developing, reviewing, monitoring and reporting coding and auditing KPIs and preparation of regular reports on coding achievement and education to stakeholders and relevant committees

- Ensure business continuity plans are up to date with the inclusion of contingency for the Coding related application
- Host the DoH VAED auditors and coordinate responses to audit results and recommendations and ensure implementation of proposed actions
- Assist with the coordination of the annual changes required to the Patient Administration System to implement new/revised DoH VAED data reporting items

#### **Networking**

- Represent Eastern Health on external communities of practice or committees relating to Coding services
- Showcase the work of the Coding Service at conferences, seminars or similar events

#### **Other**

- Be respectful of the needs of patients, visitors and other staff and maintain a professional approach in all interactions
- Travel between sites will be required
- Undertake other duties as required

### **3. SAFE PRACTICE AND ENVIRONMENT**

#### **Occupational Health and Safety**

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

### **4. TRAINING AND DEVELOPMENT**

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem-solving approach and to be competency based. You are expected to participate in the personal development process on an annual basis.

### **5. QUALITY**

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must

ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centred care.

## **6. CONFIDENTIALITY**

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

## **7. EQUAL EMPLOYMENT OPPORTUNITY**

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

## **8. PERFORMANCE DEVELOPMENT**

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

## **9. ATTACHMENTS**

- Attachment 1 Key Selection Criteria

## **10. NOTE**

*Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.*

*Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.*

*Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.*

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Manager

**INCUMBENT STATEMENT**

I \_\_\_\_\_ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**ATTACHMENT 1**

**KEY SELECTION CRITERIA**

<b>Position Title:</b>	Associate Program Director Information Integrity – Classification and Coding
<b>Award Classification:</b>	Health Information Manager Grade 4
<b>Award / Agreement Name:</b>	Victorian Public Health Sector (Allied Health Professionals) Single Interest Enterprise Agreement 2020-2021
<b>Position Reports to:</b>	Chief Data and Analytics Officer/Program Director Information Integrity

**Essential**

- Bachelor of Health Information Management or equivalent Tertiary qualification
- Eligibility for membership of Health Information Management Association of Australia (HIMAA)
- Demonstrated extensive previous experience and knowledge as a coding manager or senior health information management role
- Extensive experience in coding and casemix data collection and analysis
- Service redesign, change management and culture setting
- Excellence in understanding and application of clinical classification systems and associated national and state coding standards/principles
- Good understanding of relevant funding policy and guidelines

- Demonstrated motivation and strong leadership and decision-making skills
- The ability to effect change and adapt technology
- Contemporary knowledge of the information management issues, emerging trends in coding and digital health solutions
- Possess good verbal communication skills with people at all levels
- Possess good negotiation and conflict resolution skills
- Ability to work closely with all levels of hospital employees and external stakeholders
- Ability to review own performance and improve in assigned duties
- Demonstrated planning and organisational skills
- Commitment to quality improvement
- Demonstrated ability to manage self and others in order to meet deadlines
- Ability to plan strategically for the future
- Competency in utilising word processing, spreadsheet, presentation, database and web applications
- Willingness to adopt and implement change in an agile environment
- Willingness to adopt new technologies to facilitate improvement in coding practices
- Demonstrated behaviour that promotes teamwork and collaboration
- Current Victorian driver's licence

#### **Desirable**

- Completion of post graduate studies in coding auditing or equivalent
- Working knowledge of coding and casemix software and relevant references eg: NWAU calculator, AR-DRG definitions manual
- Working knowledge of PAS and coding associated software
- Experience in developing coding auditing programs