

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Clinical Documentation Specialist</b>
<b>Award Classification:</b>	<b>Allied Health Professionals /Nurses and Midwives</b>
<b>Award / Agreement Name:</b>	<b>Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026 or Nurses and Midwives (Victorian Public Sector) Single Interest Employers Enterprise Agreement 2024-2028</b>
<b>Position Reports to:</b>	<b>Associate Program Director – Classification and Coding</b>

### EASTERN HEALTH – HEALTHIER TOGETHER

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 Clinical Documentation Specialist (CDS) position is responsible for facilitating the overall quality, completeness, timeliness, and accuracy of clinical documentation in the patient record.

This supports the delivery of high-quality patient care, accreditation, and adherence to quality standards, clinical coding process, and appropriate hospital funding. Acting as a vital link between clinicians and coding teams, the CDS reviews medical records and collaborates with healthcare providers to clarify documentation, ensuring it accurately reflects the patient's condition and care.

## **2. MAJOR DUTIES AND/OR RESPONSIBILITIES**

- Assist in the development, co-ordination, operation and ongoing improvement of the Eastern Health Clinical Documentation Integrity (CDI) program with the aim of optimising clinical documentation across the organisation
- Support and educate clinicians on key principles of high-quality documentation to promote best practices and enhance clinical decision making and outcomes
- Develop rapport and build positive working relationships with clinical teams to support ongoing documentation improvement
- Conduct concurrent reviews of selected patient records with the aim of identifying deficiencies in documentation
- Conduct CDI interventions to address documentation deficiencies identified through the concurrent review & unit attendance process, including liaison with relevant members of the treating team.
- Attend unit meetings as required, e.g. Multidisciplinary Meetings (MDMs), Grand Rounds, Ward Rounds, discharge summary meetings
- Monitor record completeness (including discharge summary completion) and liaise with clinicians, ward clerks, and Coding Support Clerks as required to maximise record integrity
- Monitor documentation query completion and liaise with clinicians, ward clerks, and Coding Support Clerks to ensure the timely completion of outstanding documentation queries
- Regular liaison with Classification and Coding team
- Compile and report on EH CDI program performance in accordance with the National Safety and Quality Health Service (NSQHS) Standards, particularly Communicating for Safety
- Maintain currency and familiarity with clinical systems and the electronic capture of clinical documentation, and assess the impact on the quality of documentation
- Liaise with other programs (e.g. clinical, quality) to assist in increasing understanding of documentation requirements and impact of good quality documentation
- Other duties as directed by Coding Co-ordinator – Documentation and the APD Classification & Coding
- Maintain professional and ethical conduct at all times

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

### **Occupational Health and Safety**

Eastern Health is committed to providing and maintaining 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 based on 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. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers, and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

## 10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

## 11. 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**

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**Essential**

- A Bachelor's/Master's degree in either Nursing, Allied Health, Medicine, Health Information Management, or equivalent
- 3 years post graduate experience (acute care desirable)
- Evidence of strong critical thinking/problem solving and analytical skills
- Possess significant personal initiative and be skilled in program development
- Demonstrated high level organisational skills with attention to detail
- Excellent communication skills and ability to engage and build a rapport with a variety of stakeholders
- Be able to respond to and implement change to identify and achieve improvement
- Ability to work autonomously and within a diverse team.
- A strong commitment to high quality care

**Desirable**

- Demonstrated interest in quality improvement (experience of involvement in quality improvement projects desirable)
- Certification in recognised Clinical Documentation Improvement competency
- Basic knowledge of clinical coding principles

**Aboriginal & Torres Strait Islander Candidates**

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at [Aboriginal.Workforce@easternhealth.org.au](mailto:Aboriginal.Workforce@easternhealth.org.au)