

Clinical Coding Quality, Audit and Training Co-ordinator

Position Description

Date: June 2017

Job Title : **Quality, Audit and Education Co-ordinator - .5FTE**
Senior Accredited Clinical Coder - .5FTE

Department : Clinical Coding

Location : NSH & WTH

Reporting To : Clinical Records & Coding Manager

Direct Reports : None

Functional Relationships with : Internal

Clinical Coding Department
Clinicians
Decision Support Group
Clinical Records
Information Services
Administration staff
Clerical staff

External

New Zealand Health Information Service
New Zealand Coding Authority
HIANZ
NCCA
Other external agencies as required

Purpose : To contribute to the provision of an efficient and effective clinical coding department at WDHB
To measure, report and enhance clinical coding quality and provide guidance in relation to coding quality issues
To enhance inpatient data quality through audit and education
To co-ordinate and assist with continuing education for clinical coding staff
To maintain and update personal ICD-10 coding skills
To operate within the scope of WDHB policies and procedures
To provide advice and education to WDHB staff on clinical coding, Casemix and documentation issues
To provide management cover of the department in the absence of Clinical Coding Manager as requested
To ensure confidentiality of patient information by supporting WDHB and departmental policies and procedures
To ensure all tasks assigned are completed in a timely manner and within set deadlines

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| KEY TASKS | EXPECTED OUTCOMES |
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| <p>Coding Audit and Quality</p> <p>Enhance inpatient data quality through auditing and education</p> | <ul style="list-style-type: none"> • Complete regular random individual quality audits of 5% of each coder's total monthly throughput • Conduct level progression audits as required by the Clinical Coding & Records Manager • Provide feedback to Clinical Coding & Records Manager on individual and departmental coding quality following each audit • As required conduct targeted service specific audits focusing on (but not exclusive to) documentation, ACS compliance, DRG's • Work with clinical coders to review assigned invalid DRG's prior to submission to Ministry of Health • Quality standards are maintained by participating as part of the team to ensure that current coding practices are understood and communicated • Liaise with Decision Support Group on data quality issues • Maintain register of Coding Information and Education material • Assist Clinical Coding & Records Manager with development and review of performance indicators of coding quality • Utilise audit results to plan individual and team education and training programmes • Update and support Coding team to ensure national changes in coding practice are understood and implemented in the coding department • Assist Service Managers, analysts and clinicians with advice on coding matters • Educate staff on management of data inaccuracies relating to inpatient episodes and ensure these are corrected and processed in a timely manner • Liaise with clinical staff to ensure correct assignment of ICD-10-AM codes |



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Coder Education and Development

Develop and conduct clinical coding, Casemix and clinical documentation education

- Support coding team by providing training, guidance and education on appropriate use of applications such as Plato PDC, Concerto, HCC and Healthware etc.
- Conduct a minimum of tri-monthly Clinical Coder education and training sessions. This includes the development and distribution of subject matter on a specialist topic prior to education session, MOH updates, KPIs and addressing consistent errors
- Assist the Clinical Coding & Records Manager with the development of KPI's for the Clinical Coders
- Target education programs to audit/quality issues
- As required provide education on coding classification standards and conventions for Decision Support Group staff
- Assist with providing Casemix education to WDHB staff as required
- Organise and support coder participation in training courses, study days and ongoing education
- Encourage and support coding team to plan and present at team education sessions

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| <p>Clinical Coding Department</p> <p>Contribute to the provision of an effective and efficient clinical coding department to WDHB</p> <p>Support Team Goals</p> | <ul style="list-style-type: none"> • Promote the Clinical Coding Department both within and external to WDHB • Provide management cover for department in Clinical Coding Team Leader or CC&R Manager's absence as required • Maintain a high standard of practice at all times, adhering to Clinical Coding Department and WDHB Policies and Procedures • Maintain patient confidentiality at all times • Perform other duties as directed • Assist the Department to meet coding deadlines by devoting a proportion of time to coding patient records as directed by the Clinical Coding & Record Manager • Work co-operatively with the Clinical Coding & Record Manager to support and develop a motivated and appropriately skilled team • Assist with the development and implementation of effective standards and policies to meet the changing needs of the department • Establish relationships with key stakeholders to formulate a collaborative approach to clinical coder professional development |
| <p>Information Technology</p> | <ul style="list-style-type: none"> • High level of competence for IT applications used within department • Maintain own professional development by attending relevant IT& Coding educational programmes • Maintain competence as super user for systems used within the clinical coding service i.e. PiMS, Plato, 3M Codefinder/Grouper, eBooks etc. • Provide first level support to users of the system in the service. • Acceptance testing of new software releases as required. • Conduct service-specific training on systems as required |
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| <p>Self Improvement</p> | <ul style="list-style-type: none"> • Undertake further education as required and approved by the Clinical Coding & Records Manager • Familiarisation with Clinical Coding and WDHB Policies and Procedures • Maintain communication with other staff and Clinical Coding & Records Manager • Membership of groups/organisations which promote clinical coding and health information management strategies |
| <p>Health and Safety</p> <p>To recognise Individual Responsibility for Workplace Health and Safety under the Health and Safety in Employment Act 1992</p> | <ul style="list-style-type: none"> • Waitemata DHB Health and Safety policies are read and understood and relevant procedures applied to own work activities • Workplace hazards are identified and reported including self management of hazards where appropriate • Ability to identify health and safety representative for area • Ensure a safe working environment and safe practices • Ensure that all accidents/incidents in the workplace are reported promptly |
| <p>Cultural Safety</p> <p>Commitment to the principles of Treaty of Waitangi</p> | <p>Respect, sensitivity, cultural awareness is evident in interpersonal relationships</p> |

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Behavioural Competencies

| <p>Adheres to Waitemata District Health Boards 5 organisational Values of:</p> <p style="text-align: center;">Respect Integrity Compassion Openness Customer Focus</p> | |
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| Behavioural Competencies | Behaviour Demonstrated |
| Communicates and Works Co-operatively | <ul style="list-style-type: none"> • Actively looks for ways to collaborate with and assist others to improve the experience of the healthcare workforce, patients & their families and the community & Iwi. • Situations may often call for tact, diplomacy and will require information to be handled in a discreet and sensitive manner • In conflict situations, will be required to exercise sound judgment, negotiation and persuasiveness skills, toward facilitating a workable outcome • Will be regularly challenged by a range of competing tasks. There will be a requirement to be able to prioritise issues and negotiate time frames, while still providing a quality service • There will be demands to meet deadlines, maintain accuracy and quality of information, for reporting purposes. Failure to do so could impact on the organization in terms of financial reimbursement, contractual requirements and robust data warehousing systems. |
| Is Committed to Learning | <ul style="list-style-type: none"> • Proactively follows up development needs and learning opportunities for oneself and the Clinical Coding Team • Encouraged to use initiative and problem solving skills to develop innovative approaches to issues • Discretion is required to be exercised in releasing confidential information to the appropriate parties |
| Is Transparent | <ul style="list-style-type: none"> • Communicates openly and engages widely across the organisation. • Enacts agreed decisions with integrity. • Will be responsible to the Clinical Coding & Records Manager for the achievement of agreed objectives and operate within the confines of Waitemata District Health Board |
| Is Customer Focused | <ul style="list-style-type: none"> • Responds to peoples needs appropriately and with effective results • Identifies opportunities for innovation and improvement |
| Works in Partnership to Reduce Inequality in Outcomes | <p>Works in a way that:</p> <ul style="list-style-type: none"> • Demonstrates awareness of partnership obligations under the Treaty of Waitangi. • Shows sensitivity to cultural complexity in the workforce and patient population. • Ensures service provision that does not vary because of peoples' personal characteristics. |
| Improves health | <ul style="list-style-type: none"> • Work practices show a concern for the promotion of health and well-being for self and others. |
| Prevents Harm | <ul style="list-style-type: none"> • Follows policies and guidelines designed to prevent harm. |



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| | <ul style="list-style-type: none"> • Acts to ensure the safety of themselves and others. |
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VERIFICATION:

Employee: _____

Manager: _____

Date: _____

Review Date: _____

Note: *This job description forms part of an individual's contract of employment with WDHB and must be attached to that contract.*

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PERSON SPECIFICATION

| | Minimum | Preferred |
|-----------------------------------|---|---|
| Qualification | <ul style="list-style-type: none"> Successful completion of HIMAA Advanced ICD 10-AM 6th Edition coding course | <ul style="list-style-type: none"> HIMAA Clinical Coder Certification Qualification in Audit processes |
| Experience | <ul style="list-style-type: none"> ICD-10-AM 6th Edition 3 years coding wide range of clinical specialties at tertiary level Ministry of Health reporting requirements ARDRGs WIES funding methodology ACBA / PICQ / other audit protocols | <ul style="list-style-type: none"> Clinical coding & documentation audit experience |
| Skills/Knowledge/Behaviour | <ul style="list-style-type: none"> High level computer literacy Excellent communication and interpersonal skills (verbal, written & presentation) Ability to give and receive constructive feedback and criticism appropriately High level of organisational skills with the ability to work under pressure and prioritise work tasks | <ul style="list-style-type: none"> Report Writing Presentation / Teaching experience Knowledge and understanding of casemix in health sector |



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| Personal Qualities | <ul style="list-style-type: none">• Successful completion of HIMAA Advanced ICD 10-AM 6th Edition coding course• Approachable, reliable and adaptable• Self motivated• Organised• Conceptual thinker• Detail conscientious• Good listener• Team focus• Positive attitude• Quality orientation | |
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