

Position	SALHN Coding Auditor/Educator
Classification	ASO6
Division	Finance & Corporate Services
Department / Section / Unit / Ward	Clinical Coding Service
Role reports to	Operationally: > SALHN Coding Manager Professionally: > SALHN Coding Manager
CHRIS 21 Position Number P56718	Role Created / SALHN 2023-24-0316 06/05/2024
Criminal History Clearance Requirements <input type="checkbox"/> Child - Prescribed (Working with Children Check) <input checked="" type="checkbox"/> General Probity (NPC)	Immunisation Risk Category Category C (minimal patient contact)

JOB SPECIFICATION

Primary Objective(s) of role:

The SALHN Coding Auditor/Educators are responsible for providing training and education for coding staff to ensure an accurate and comprehensive Casemix profile. The incumbent provides clinicians and other relevant hospital staff with education on documentation, coding and Casemix systems. In addition, the Coding Auditor/Educators will conduct a regular cycle of random and targeted audits to ensure accurate coding, legitimate maximisation of Casemix/ABF revenue and to identify education requirements for clinical coders and clinicians.

The Coding Auditor/Educators contribute significantly toward the achievement of revenue maximisation and comprehensive casemix profile across SALHN.

Direct Reports: (List positions reporting directly to this position)

- > Responsible for Trainee Clinical Coders – ASO3

Key Relationships / Interactions:

Internal:

- > Works closely with coders to develop their coding skills and knowledge.
- > Works collaboratively with clinicians / health care teams to improve documentation.
- > Conducts and participates in Coding Service meetings and training sessions.
- > Required to participate in / facilitate regular coding staff meetings
- > May be required to deputise for the FMC Coding Operations Managers or the SALHN Coding Manager.

External:

- > Liaises with the Health Information Governance Unit (HIGU) within the Department of Health and Wellbeing on education and coding matters.
- > Represent SALHN at coding related meetings, at the local, state and/or national level.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Ensuring accurate and timely allocation of the latest version of ICD-10-AM coding for SALHN separations in accordance with the Australian and South Australian Coding Standards to enable data to be used for many functions and to meet Casemix/ABF deadlines, in a period where Coding resources are scarce.
- > Establishing and maintaining relationships with clinicians to improve clinical documentation. Working with other staff to develop and establish continuous improvement strategies for Coding.
- > Facilitate and update the SALHN accelerated Clinical Coding trainee program

Delegations: (As defined in SALHN instruments of delegations)

(Levels / limits of authority in relation to finance, human resources, Work Health and Safety and administrative requirements as defined by Departmental delegations and policies.)

Financial	N/A
Human Resources	Level 6
Procurement	N/A

Resilience

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Performance Development

As an individual it is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position.

As a Manager you, or your delegate, are required to action the Performance Review & Development Program inclusive of six (6) monthly reviews, for all employees for whom you are responsible.

General Requirements

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies, Procedures and legislative requirements including but not limited to:

- > National Safety and Quality Health Care Service Standards.
- > *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Meet immunisation requirements as outlined in the Immunisation for Health Care Workers in South Australia Policy Directive.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- > *Public Interest Disclosure Act 2018*.
- > Disability Discrimination.
- > Information Privacy Principles.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008*, and the SA Health (Health Care Act) Human Resources Manual.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.

Handling of Official Information

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

Special Conditions

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the *Child Safety (Prohibited Persons) Act 2016* and *Child Safety (Prohibited Persons) Regulations 2019* must obtain a Working with Children Clearance through the Screening Unit, Department of Human Services.
- > Working with Children Clearance must be renewed every five (5) years.
- > 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 1998* made in pursuant to the *Aged Care Act 2007* (Cth) must be renewed every 3 years.
- > Appointment and ongoing employment is subject to immunisation requirements as per Risk Category identified on page 1.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the SA Health (Health Care Act) Human Resources Manual for *Health Care Act 2008* employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Some out of hours work may be required to meet Coding / Casemix reporting deadlines.
- > Represent the Southern Adelaide Local Health Network at coding related meetings, at the local, state and / or national level.
- > The incumbent will be required to read patient medical records, where the information may be highly sensitive and/or emotionally distressing.
- >

Key Result Areas	Major Responsibilities
Lead the team	<ul style="list-style-type: none"> > Ensure the delivery of high quality and safe care consistent with the SALHN Integrated Governance Framework and Consumer Engagement Framework and Plan. > Ensure that service provision and the activities of the Division / Unit / Ward / Service are person and family centred and professionally and effectively conducted by contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers. > Ensure the effective management of human, financial and physical assets through appropriate planning and allocation of resources to achieve agreed Division / Unit / Ward / Service and strategic plans. > Lead, develop and foster a positive work culture which is based on SA Public Sector and SALHN values and promotes patient / client focused service, learning and development, safety, and welfare of employees, acknowledges differences, and encourages creativity and innovation. > Budget preparation, monitoring and reporting and adherence to resources allocations.
Contribute to an annual audit plan and implementation across SALHN by:	<ul style="list-style-type: none"> > Developing and participating in the design of coding / documentation audit tools > Conducting random and targeted coding audits, reporting audit results to management, and providing feedback to coders including making recommendations on education and action as required > Establishing and implementing benchmarks for coding accuracy and monitoring performance against predetermined criteria including the financial impact of changes > Identifying key classification issues that impact on Casemix / ABF funding and flagging those which will potentially impact on data quality, and which may also have revenue implications > Ensuring the Coding Service meet all relevant Accreditation requirements from the Australian Council on Healthcare Standards
Contribute to ongoing Casemix and Coding education by:	<ul style="list-style-type: none"> > Providing ongoing training, education, and advice to coding staff including co-ordinating an annual education program containing clinical presentations, coding workshops and protocols regarding the integrity of data > Consulting with and engaging coding staff to identify training needs for the Coding Service and assisting in training and mentoring of new coding staff > Engaging with and providing ongoing coding and Casemix / ABF education to clinicians and other relevant hospital staff via presentations and / or one-on-one education sessions > Facilitating sessions with clinicians and coders to discuss identified documentation issues and key audit findings > Facilitating coding consistency studies and lead discussions with the SALHN coding staff > Providing relevant educational material to clinical coders (e.g. Australian Coding Standards, Independent Health and Aged Care Pricing Authority, Health Information Governance Unit) > Being responsible for facilitating and updating the SALHN accelerated Clinical Coding Trainee Program > Managing, supervising and organising Trainee Clinical Coders and work flow including rostering of staff, acting as a mentor, conducting recruitment

	<p>and selection programs and managing individual staff member's performance review and development / training needs</p> <ul style="list-style-type: none"> > Recognising and handling conflict including negotiating solutions which result in a mutually acceptable outcome > Determining competency levels to enable progression through the levels of the career structure in line with established criteria > Updating coder references in OneNote and procedure manuals > Participating in Intern Education Sessions and regular coding staff meetings
Contribute to data collection and reporting by:	<ul style="list-style-type: none"> > Conducting regular data monitoring, coding and DRG audits > Managing the completion of clinical coding to all inpatient separations to meet the Department of Health and Wellbeing's end of month data submission deadline and the hospital's data requirements, when required (e.g. leave cover) > Ensuring classification codes (currently ICD-10-AM) are allocated according to National and State Coding Guidelines > Utilising electronic coding systems to assist in the coding sequencing and optimal DRG assignment > Collecting key performance indicators and preparing action plans to improve the efficiency of coding activities > Meeting agreed coding / auditing targets > Providing research and data analysis (e.g. DRG analysis, length of stay, special projects) > Preparing professional and accurate information reports as requested and ensuring completion within agreed time frames > Obtaining clinical clarification where documentation, clinical practice and /or coding standards may be in conflict > Submitting coding queries to the Health Information Governance Unit where appropriate.
Contribute to continuous improvement by:	<ul style="list-style-type: none"> > Fostering a team environment, which promotes positivity, learning and development, safety and welfare of employees, acknowledges differences and encourages creativity and innovation > Leading and encouraging the coders to develop a positive approach and commitment to customer service and team work > Actively dealing with conflict and inappropriate behaviours expediently and effectively to promote a positive team environment > Role modelling a positive approach and commitment to customer service > Promoting open communication, trust, and value between team members > Contributing to analysing and evaluating information management process and effectiveness on a continual basis and recommending and implementing changes as required to ensure its effectiveness > Maintaining and supporting a culture of high performance, professionalism, and continuous improvement. > Providing advice to the Health Information Governance Unit (HIGU) and other LHN coding services as requested

1. ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Successful completion of a recognised HLT50321 Diploma of Clinical Coding Course in ICD-10-AM or equivalent, together with demonstrated advanced competency in ICD-10-AM (current edition) coding as determined by Manager.

Personal Abilities/Aptitudes/Skills

- > Well-developed interpersonal and communication skills (written and verbal) including the ability to develop and maintain effective working relationships with peers and staff internally and externally
- > Ability to manage a varied workload without supervision, to determine priorities and meet deadlines
- > Expertise in the use of coding software and standards and the ability to convey this knowledge to others
- > Ability to analyse problems and demonstrate autonomy and initiative to develop and implement solutions
- > High level time management and organisational skills
- > Perform duties with a high level of accuracy and be able to identify weaknesses and discrepancies in data and recommend solutions
- > Reliable and conscientious
- > Proven commitment to the principles and practise of:
 - EEO, Ethical Conduct, Diversity and Worker Health & Safety.
 - Quality management and the provision of person and family centred care.
 - Risk management.

Experience

- > Complex clinical coding experience including demonstrated advanced competency in ICD-10-AM coding
- > Development and conducting of training and workshops
- > Experience in the auditing of clinical coded data
- > Experience in data analysis and interpretation
- > Experience in working effectively in a team environment
- > Proven experience in basic computing skills, including the use of Microsoft Office (email, Excel and word processing)
- > Proven experience in delivering high quality and safe care consistent with the National Safety and Quality Health Care Service Standards. (Mandatory for all clinical positions.)

Knowledge

- > Working knowledge of ICD-10-AM,ACHI and state and Australian Coding Standards, legislation and obligations for health information systems including electronic health records
- > Working knowledge of 3M Codefinder and other grouping software
- > Working knowledge of DRG and other Casemix classification systems
- > Excellent knowledge of medical terminology
- > Sound knowledge of the Admitted Patient Care (APC) data collection process and procedures and the implications on diagnostic coding
- > Sound knowledge of the structures and functions of a hospital
- > Understanding of the Charter of Health and Community Services rights.
- > Working knowledge of Microsoft Applications
- > Awareness of National Safety and Quality Health Service Standards.
- > Understanding of Delegated Safety Roles and Responsibilities.
- > Understanding of Work Health Safety principles and procedures.
- > Understanding of Quality Management principles and procedures.
- > Awareness of person and family centred care principles and consumer engagement principles and procedures.

2. DESIRABLE CHARACTERISTICS (to distinguish between applicants who meet all essential requirements)**Personal Abilities/Aptitudes/Skills**

- > Ability to manage staff effectively including the abilities to lead and build teams
- > Ability to influence and implement change

Experience

- > Minimum of five years' experience of clinical coding at a tertiary hospital or demonstrated experience coding moderate to complex inpatient episodes using the current ICD-10-AM version.
- > Experience in the planning, co-ordination, implementation and evaluation of audits and significant projects
- > Experience in developing and providing education to all levels of staff
- > Experience in the measuring of service and performance outcomes and benchmarking
- > Experience in the use of computers in relation to health record and clinical classification applications
- > Proven experience in basic computing skills, including email and word processing.

Knowledge

- > Knowledge of the Casemix / Activity Based Funding model
- > Knowledge of the functions and practices of a medical records department within a hospital
- > Awareness of the Charter of Health and Community Services rights.

Educational/Vocational Qualifications

- > Successful completion of a recognised Clinical Coding Auditing Course
- > Tertiary qualification in Health Information Management / Medical Records Administration.
- > Successful completion of HIMAA Advanced Coding Qualification.
- > Accredited Advanced Clinical Coder Status (i.e. successful completion of exam)

Other Details

- > Nil

Organisational Overview

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

SA Health Challenges

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce strategies, and ageing infrastructure. The SA Health Strategic Plan has been developed to meet these challenges and ensure South Australians have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Our Legal Entities

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

Governing Boards

The State Government is reforming the governance of SA Health, including from 1 July 2019 the establishment of 10 Local Health Networks, each with its own Governing Board.

Statewide	> Women's and Children's Health Network
Metropolitan	> Central Adelaide Local Health Network > Southern Adelaide Local Health Network > Northern Adelaide Local Health Network
Regional	> Barossa Hills Fleurieu Local Health Network > Yorke and Northern Local Health Network > Flinders and Upper North Local Health Network > Riverland Mallee Coorong Local Health Network > Eyre and Far North Local Health Network > South East Local Health Network

Southern Adelaide Local Health Network (SALHN)

SALHN provides care for more than 350,000 people living in the southern metropolitan area of Adelaide as well as providing a number of statewide services, and services to those in regional areas. More than 7,500 skilled staff provide high quality patient care, education, research and health promoting services.

SALHN provides a range of acute and sub-acute health services for people of all ages.

SALHN includes

- > [Flinders Medical Centre](#)
- > [Noarlunga Hospital](#)
- > [GP Plus Health Care Centres and Super Clinics](#)
- > [Mental Health Services](#)
- > Sub-acute services, including [Repat Health Precinct](#)
- > [Jamie Larcombe Centre](#)
- > [Aboriginal Family Clinics](#)



Code of Ethics

The Code of Ethics for the South Australian Public Sector provides an ethical framework for the public sector and applies to all public service employees; it sets out the **South Australian Public Sector Values** as:

- > **Service** – We proudly serve the community and Government of South Australia.
- > **Professionalism** – We strive for excellence.
- > **Trust** – We have confidence in the ability of others.
- > **Respect** – We value every individual.
- > **Collaboration & engagement** – We create solutions together.
- > **Honesty & integrity** – We act truthfully, consistently, and fairly.
- > **Courage & tenacity** – We never give up.
- > **Sustainability** – We work to get the best results for current and future generations of South Australians.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Domestic and Family Violence

The Southern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives, of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.

Role Acceptance

I have read and understand the responsibilities associated with the SALHN Coding Auditor/Educator in the corporate finance and organisational context and the values of SA Health as described within this document.

Name

Signature

Date