



ROLE DESCRIPTION

Role Title:	NALHN Coding Auditor/ Educator
Classification Code:	ASO5
LHN/ HN/ SAAS/ DHA:	Northern Adelaide Local Health Network
Hospital/ Service/ Cluster:	Lyell McEwin & Modbury
Division:	Corporate Services
Department/ Section/ Unit/ Ward:	Clinical Coding
Role reports to:	Manager, Clinical Coding Services, NALHN
Role Created/ Reviewed Date:	
Criminal and Relevant History Screening:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working with Children Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
Immunisation Risk Category Requirements:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

The Clinical Coding Auditor/ Educator reports directly to the Manager, Coding Services and is responsible for providing audit of clinical documentation, ICD code assignment and application of coding standards. The role includes sharing learnings from audits, training and education for coding staff to ensure an accurate and comprehensive casemix profile and optimisation of Casemix revenue.

The incumbent provides clinicians and other relevant hospital staff with education on documentation and Casemix systems. In addition, the Coding Auditor/Educator will conduct a regular cycle of random and targeted audits to ensure the quality and integrity of administrative data collected resulting in accurate coding, optimisation of Casemix revenue, comprehensive APC data submissions and to identify education requirements for Clinical Coders, clinicians and administrative staff.

Direct Reports:

- > Clinical Coding Trainees – 2.0 FTE
- > Graduate Clinical Coders – 1.0 FTE

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 Unit meetings and training sessions.
- > Communicates with relevant administrative staff to ensure the quality and integrity of administrative data.
- > May be required to deputise for the Manager, Coding Services NALHN.

External

- > Liaises with the Health Information Governance Unit (HIGU) within the Department of Health and Wellbeing on education and coding matters.

- > Represent NALHN at coding related meetings at the local, state and or national level.
- > Health Round Table.

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 NALHN separations in accordance with the Australian and South Australian Coding Standards to enable data to be used for many functions, including to meet deadlines in a period where Coding resources are scarce.
- > Establishing and maintaining relationships with clinicians to improve clinical documentation and administrative staff to collect comprehensive and accurate patient demographics and admission, transfer and discharge information.
- > Working with other staff to develop and establish continuous improvement strategies for Coding.

Delegations:

- > Nil

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Support Manager Coding Services by providing efficient and effective auditing schedule, and preparation of reports	<ul style="list-style-type: none"> > Planning, developing and undertaking ICD coding audits in liaison with Manager Coding Services, for data analysis, data validation and reconciliation activities. > Active participation in the creation and implementation of the Coding Services Quality Plan, producing monthly internal audits to identify targeted Casemix, code-specific requirements and DRG accuracy for financial and coding compliance. > Identifying root cause for errors and creating/applying strategies to overcome these, tailoring to the needs of coding, Casemix, clinical and other stakeholders. > Creating reports, tables and other data analyses for use by LHN Executive, Casemix and other LHN stakeholders. > Ensuring that Australian Coding Standards directives and definitions are followed and applied in clinical coding actions by interpreting these and promulgating advice and information as appropriate. > Comply with Clinical Coding ethical standards and the Coders Creed. > Provide advice and accountability to the Manager, Coding Services on all matters relating directly or indirectly to the Coding Service audit and education functions. > In liaison with the Manager, Coding Services establishing and maintaining effective lines of communication and reporting procedures within the department and the local health network. > Supporting the Manager, Coding Services in the management process of DRG complexity performance for Divisions. > Supporting the Clinical Coding Service Accreditation requirements as set out by the Australian Council on Healthcare Standards.
Support the Manager, Coding Services by providing an efficient and effective educational program	<ul style="list-style-type: none"> > Contributing in the establishment of auditing and educational policies and procedure for the Clinical Coding Service and ensure these are current, relevant and accessible to all staff. > Undertaking training and development of clinical coding staff through education, mentoring and coaching programmes, particularly for new graduates and trainees. > Assisting the Manager, Coding Service with Performance Review and Development reporting. > Ensuring adherence to the confidentiality and safe keeping of medical records.

	<ul style="list-style-type: none"> > Contribute in the development and introduction of new coding or documentation forms.
<p>Contribute to an annual audit plan and implementation across NALHN</p>	<ul style="list-style-type: none"> > Contribute to the effectiveness and efficiency of the coding unit by participating in regular audits, quality and KPI activities: <ul style="list-style-type: none"> - Complete and maintain record of Documentation Queries - Check and update PICQ/RISQ notifications; APC edits - Reviewing AR-DRG allocation in conjunction with associated information such as length of stay, specialty, legal status and care type - Accept responsibility for the follow-up and correction of personal coding errors where applicable. > Developing and participating in the design of coding/documentation audit tools. > Conducting random and targeted coding audits using analytical skills to select records, reporting audit results to management and providing feedback to coders including making of recommendations on education and actions plans as required. > Establishing and implementing benchmarks for coding accuracy and monitoring performance against predetermined criteria including the financial impact of changes for this role and for clinical coders. > 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 unit meets all relevant Accreditation requirements for the Australian Council on Healthcare Standards.
<p>Contribute to ongoing Casemix and Coding Education</p>	<ul style="list-style-type: none"> > Providing ongoing training, education, and advice to coding staff including co-ordinating annual education program containing clinical presentations, coding workshops and protocols regarding the integrity of data. > Consulting with and educating coding staff to identify training needs for the Coding Units and assisting in training and mentoring new coding staff. > Contribute to the provision of educational programs for all hospital staff on the appropriate documentation required to ensure adequate Casemix reimbursement in line with the Department standards. > Attend relevant committees as required. > Ensuring the competence of Coding Service staff through the development and provision of programs for continuing education and professional development in coordination with the Manager, Coding Services. > Engaging with and providing ongoing coding, documentation and Casemix/ABF educations for clinicians and other relevant hospital staff via presentations and/or one-on-one educations sessions. > Ensuring administrative data entry which impacts on data submissions and coding adheres to relevant policies and procedures around admission criteria, episodes of care and the APC guidelines. > Facilitating sessions with clinicians and coders to discuss identified documentation issues and key audit findings. > Facilitating coding consistency studies and lead discussions with NALHN coding staff. > Actively participate in LHN and state committees relating to Clinical Coding and where appropriate, to National committees and outside organisations such as coding software suppliers. > Provide relevant educational material to clinical coders (e.g. Australian Coding Standards, South Australian Coding Standards, IHACPA, HIGU). > Updating coder reference software 3M and procedure manuals. > Participating in Intern Education Sessions and regular coding staff

	meetings.
Contribute to data collection, reporting and benchmarking	<ul style="list-style-type: none"> > Conduct regular data monitoring, coding and DRG audits. > Manage 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 hospitals data requirements when required (e.g. leave cover). > Utilising electronic coding systems to assist in the coding sequencing and optimal DRG assignment. > Collecting key performance indicators and preparing actions 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 quality improvements	<ul style="list-style-type: none"> > Fostering a team environment, which prompts positivity, learning and development, safety and welfare of employee, acknowledging differences and encouraging creativity and innovation. > Leading and encouraging team members to develop a positive approach and commitment to customer service and teamwork. > 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. > Analysing regular audit results and comparing with set competencies to target coder education.
Corporate Compliance	<ul style="list-style-type: none"> > Comply with Work Health, Safety and Welfare principles and procedures. > Participate in Quality Improvement Activities (inclusive of accreditation requirements), including the identification of performance standards and opportunities for efficiencies. > Comply with Equal Employment Opportunity principles and procedures on a daily basis. > Participate in performance management, including annual performance appraisals. > Comply with SA Health Delegations of Authority. > Comply with the SA Privacy Policy Directive.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- > Satisfactory completion of the Health Information Management Association of Australia (HIMAA) coding Course, together with demonstrated competency in ICD-10-AM coding.

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.
- > Complex clinical coding and auditing experience in a tertiary hospital including demonstrated competence in ICD-10-AM coding.
- > High level time management and organisational skills to manage a varied workload without supervision, to determine priorities and meet deadlines.
- > Proven experience in basic computing skills, including the use of Microsoft Office (Outlook, Excel, Word and Powerpoint), and expertise in the use of coding software and standards and the ability to convey this knowledge to others.
- > Demonstrated problem solving and decision-making skills consistently demonstrating best practice and a commitment to quality standards, pro-actively participating in service improvement and showing initiative in meeting improvement needs.
- > Perform duties with a high level of accuracy and be able to identify weaknesses and discrepancies in data and recommend solutions.
- > Displays personal energy and enthusiasm and maintains a positive outlook when faced with difficult situations and environments, demonstrating initiative, a high level of independent judgement and a high degree of organisational skills to prioritise workload and meet deadlines.

Experience:

- > Development and conducting of training workshops to all levels of staff.
- > Experience in data analysis and interpretation.
- > Experience in working effectively in a team environment.

Knowledge:

- > Advance working knowledge of ICD-10-AM, ACHI and Australian Coding Standards, legislation and obligations for health information systems.
- > Working knowledge of DRG, Activity Based Funding and other Casemix classification systems.
- > Demonstrated high level understanding and knowledge of the Admitted Patient Care (APC) data collection, correction, processes and procedures.
- > Excellent knowledge of medical terminology.
- > Sound knowledge of the structures and functions of a hospital.
- > Sound knowledge of Work Health Safety principles and procedures.
- > Sound knowledge of Quality Management principles and procedures.
- > Understanding of delegated safety roles and responsibilities.
- > Understanding of the Charter of Health and Community Service rights.
- > Knowledge of National Safety and Quality health Service Standards.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- > Successful completion of Clinical Coding Auditing Course eg LaTrobe.
- > Tertiary qualification in Health Information Management/Medical Records Administration.
- > Accredited Advanced Coder Status.

Personal Abilities/Aptitudes/Skills:

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

Experience:

- > Experience in the planning, co-ordination, implementation and evaluation of audits and significant projects.
- > Experience in the measuring of service and performance outcomes and benchmarking.
- > Proven ability to measure service provision against benchmarks, and develop Clinical Coding service strategies and initiatives to achieve continuous quality improvements, coder competency and efficiencies.
- > Demonstrated ability to identify training and educational needs, plan and develop training materials and deliver training to clinical coding staff, and other key stakeholders, in groups and one-on-one.
- > Understanding of Work Health and Safety principles and procedures.
- > Understanding of the Australian National Safety & Quality Health Service Standards.

Knowledge:

- > Knowledge of Activity Based Funding.
- > Knowledge of the functions and practices of a medical records department within a hospital.

Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > 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 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.

General Requirements:

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

- > *Work Health and Safety Act 2012 (SA)* maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act, 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 by the *Immunisation for Health Care Workers in South Australia Policy Directive*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012 (SA)*.
- > *Information Privacy Principles Instruction*.
- > 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.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Performance Development:

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

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.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Cultural Commitment:

NALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, NALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce.

Resilience:

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

Organisational Context

SA Health

SA Health is committed to protecting and improving the health of all South Australians by providing leadership in health reform, public health services, health and medical research, policy development and planning, with an increased focus on wellbeing, illness prevention, early intervention and quality care.

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health, the Minister for Health & Wellbeing. The State Government has reformed the governance of SA Health, including establishing 10 Local Health Networks (LHNs), each with its own Governing Board.

These reforms have taken a staged approach, with the most significant changes to taking place from 1 July 2019 when the new Governing Boards become fully operational.

SA Health is comprised of the Department for Health and Wellbeing and the following legal entities:

- > Central Adelaide Local Health Network
- > **Northern Adelaide Local Health Network**
- > Southern Adelaide Local Health Network
- > Women's and Children's Health Network
- > Barossa Hills Fleurieu Local Health Network
- > Eyre and Far North Local Health Network
- > Flinders and Upper North Local Health Network
- > Riverland Mallee Coorong Local Health Network
- > Limestone Coast Local Health Network
- > Yorke and Northern Local Health Network
- > SA Ambulance Service

Northern Adelaide Local Health Network

The Northern Adelaide Local Health Network (NALHN) provides care to more than 400,000 people living in the northern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. NALHN works to ensure quality and timely delivery of health care, whilst building a highly skilled, engaged and resilient workforce based on a culture of collaboration, respect, integrity and accountability.

NALHN offers a range of primary health care services across the northern metropolitan area of Adelaide, with a focus on providing preventive and health promoting programs in the community, and transition and hospital substitution and avoidance programs targeted at chronic disease and frail aged.

Clinical leadership of care systems is central to the current national and state wide health reforms. NALHN care delivery is configured within clinical divisions that are patient-focused, clinically led groupings of services. Clinical Divisions are responsible for managing service delivery activities across NALHN campuses and units, bringing together empowered experts to directly make relevant decisions.

NALHN includes:

- > Lyell McEwin Hospital (LMH) - a 336-bed specialist referral public teaching hospital which has links to the University of Adelaide, University of South Australia and Flinders University. LMH provides a full range of high-quality medical, surgical, diagnostic, emergency and support services.
- > Modbury Hospital is a 174-bed, acute care teaching hospital that provides inpatient, outpatient, emergency services, Aged Care, Rehabilitation and Palliative Care. GP Plus Health Care Centres and Super Clinics
- > Aboriginal Health Services
- > Mental Health Services (including two statewide services – Forensics and Older Persons)
- > Sub-acute Services

The total operating budget for 23/24 for NALHN is \$1.02 bn with a workforce of 4,710 FTE / 6,325 head count.

NALHN Governing Board

The Governing Board members bring to NALHN a wealth of knowledge and experience across many areas.

NALHN is confident that with the support of our highly qualified Governing Board, NALHN will be well placed to achieve better health service decisions tailored to local needs and deliver a safe, high quality and financially sustainable LHN into the future.

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

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:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity - Acting at all times in such a way as to uphold the public trust.
- > Accountability - Holding ourselves accountable for everything we do.
- > Professional Conduct Standards - Exhibiting the highest standards of professional conduct.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics, and contribute to a culture of integrity within SA Health.

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

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name:

Signature:

Date:

Version control and change history

Version	Date from	Date to	Amendment
V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17	14/05/20	Minor formatting with order of information amended.
V4	15/05/20	19/10/2020	Organisation Context Updated
V5	20/10/2020	08/04/2021	Organisation Context Updated
V6	09/04/2021	20/12/2023	Financial Delegation Updated Management Position Clause Updated Code of Ethics Clause Updated
V7	21/12/2023		Special Conditions Updated General Requirements Updated Organisational Context Updated