SA Health Job Pack

Job Title	Clinical Analyst Revenue Optimisation
Job Number	635579
Applications Closing Date	23 February 2018
Region / Division	Department for Health and Ageing
Health Service	EPAS Program
Location	Adelaide
Classification	ASO6
Job Status	Full Time / Term Contract (up to 30 June 2018)
Total Indicative Remuneration Package	$96,599-$102,467

Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

☒ Child Related Employment Screening - **DCSI**

☐ Vulnerable Person-Related Employment Screening - **NPC**

☒ Aged Care Sector Employment Screening - **NPC**

☐ General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Contact Details

Full name	Bruce Harris
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Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -
- **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to http://www.sahealthcareers.com.au/information/ for further information regarding
- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements

ROLE DESCRIPTION

Role Title:	Clinical Analyst Revenue Optimisation
Classification Code:	ASO6
LHN/ HN/ SAAS/ DHA:	DHA
Hospital/ Service/ Cluster	
Division:	eHealth Systems
Department/Section / Unit/ Ward:	EPAS Program
Role reports to:	Manager, Clinical Content
Role Created/ Reviewed Date:	October 2013
Criminal History Clearance Requirements:	☒ Aged (NPC) ☒ Child- Prescribed (DCSI) ☐ Vulnerable (NPC) ☐ General Probity (NPC)

ROLE CONTEXT

Primary Objective(s) of role:

> Provide high level advice and expertise into the planning, design, build, configuration and maintenance of the Patient Billing component of the EPAS Solution, and its associated data capture, data integrity and data integration processes, to underpin efficient and effective revenue collection and disbursement.
> Identify opportunities for improved work flow based on improved information management capabilities presented by the EPAS application to support and enhance; billing and claiming, receipting, patient debtor management and reporting.
> Responsible for performing compliance reviews, maintenance and development of compliant business processes, systems and procedures.

Direct Reports:

> Nil

Key Relationships/ Interactions:

(Describe contact, frequency and purpose. Main contacts only both internal and external which includes roles/ committees/ working parties/ project teams or organisations. Clearly and briefly illustrate difficulty and/or significance of communication).
Internal

> Primary working relationship with the Manager, Clinical Content Team.
> Liaises extensively with all Managers within the EPAS Program and the Hospital Revenue Services branch of SA Health.
> Liaises extensively with the EPAS Program Clinical and SA Health Corporate Leadership and Financial and Administrative Services.
> Close working relationship within and across all teams in EPAS Adoption and Operations.
> Close working relationships with in scope health unit Registration and Scheduling and Health Information management business process stakeholders/informants.
> Collaborative working relationships with SA Health and in scope health unit Financial and Administration Services.
> Close working relationships with the EPAS Program implementation, business change and Administration Services.

<u>External</u>

> Liaises with Medicare Australia, external service providers, vendors and partners.

Challenges associated with Role:
Major challenges currently associated with the role include: > Understanding the complexity of SA Health patient billing > Translating and configuring SA Health revenue optimisation requirements within in the EPAS – Sunrise Financial Management(SFM) application

Delegations:
> Nil

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Patient Billing	> Analyse, document, configure and maintain the enterprise requirements for EPAS Solution to support SA Health revenue optimisation. > Analyse, document, configure and maintain the EPAS Solution data capture reference tables within Patient Registration, Waiting List and Patient Visits modules to enhance complete and accurate data capture – prior to, during and post patient visit. This includes but is not limited to patient demographic and financial data capture including patient election details, patient visit details including clinical coding, transfer and discharge details. > Analyse, design, document and assist with the implementation of administrative processes to enhance SA Health financial cost recovery and revenue optimisation through the accurate collection of data; patient demographic details including Medicare and private health insurance details, and private/public election. > Analyse and contribute to the specification, design, testing and implementation of data integration between EPAS revenue, billing modules and SA Health financial and billing systems. > Ensure there are effective internal controls, standard and audit trails applied within revenue systems and their associated business processes. > Provide revenue database audit and administrative functions as required. > Identify and communicate business process and administrative impacts of Commonwealth and other requirements and contribute to the development of the new processes to ensure compliance. > Ensure compliance to EPAS Change Management processes.
Testing and Training	> Undertake EPAS system testing to facilitate system stability, useability and conformance with agreed functional specifications. > Support end user training throughout the implementation and operationalization phases.

Clinical Content	> Contribute to the development of Clinical Content Team policy, standards, procedures and work instructions to ensure the integrity of the EPAS application in production is maintained.
	> Prioritise and ensure assigned work is completed on schedule in accordance with agreed timelines and work practices.
	> Deliver expertise for the provision of functional advice on complex issues affecting the team in meeting its collective objectives.
	> Consult with current domain specific information system owners, relevant ICT staff and key business stakeholder to inform the EPAS project
Risk Management	> Comply with Clinical Content Team risk management processes to ensure that information management is accurate and appropriate to support clinical service delivery for patients and the business of SA Health.
	> Comply with testing and sign off regimes for changes/maintenance to the Patient Administration modules to ensure that enterprise and end user requirements are met.
	> Participate in EPAS system testing to ensure changes to the EPAS Solution Patient Administration modules do not affect the performance or integrity of the EPAS Solution including outputs such as reports.
	> Contribute to the EPAS Program Risk Management process by ensuring that risks are documented with plausible elimination or mitigation strategies. Ensure that appropriate solutions are constructed, approved and implemented and that uncontrolled risks are escalated to EPAS Program Risk Management as required.
Continuous Improvement	> Contribute to the development of an integrated team approach and culture which is highly responsive to the needs of the EPAS Program.
	> Demonstrate appropriate behaviours which reflect a commitment to the Department of Health values and strategic directions.
	> Participate in the Performance Review and Development program which will include a regular review of the employee's performance against the responsibilities and outcomes of their position.
	> Undertake training as required attaining and maintaining the required competency level of skills and knowledge applicable to the role.
	> Support the development of a culture and ethos across the EPAS Program which is outcome and performance focused.
	> Contribute to the generation of ideas for the improvement and review of work practices..
Corporate Compliance	> Comply with all SA Health workplace policies and procedures.
	> Comply with the Code of Conduct for Public Sector Employees.
	> Adequately manage the official records he/she creates and receives according to relevant legislation, policies and procedures.
	> Identify and report all health and safety risks, accidents, incidents, injuries property damage and near misses in the workplace.
	> Participate in all activities associated with the management of workplace health and safety.
	> Promote awareness and compliance with Equal Employment Opportunity principles.
	> Participate in personal development reviews.
	> Ensure cultural sensitivity is maintained by attending and contributing to their learning in diversity of Cultural awareness and cross cultural

	training, with a frequency determined as appropriate by the organisation.
	> Contribute to the well-being of people in South Australia through participation 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.
Patient Billing	> Analyse, document, configure and maintain the enterprise requirements for EPAS Solution to support SA Health revenue optimisation.
	> Analyse, document, configure and maintain the EPAS Solution data capture reference tables within Patient Registration, Waiting List and Patient Visits modules to enhance complete and accurate data capture – prior to, during and post patient visit. This includes but is not limited to patient demographic and financial data capture including patient election details, patient visit details including clinical coding, transfer and discharge details.
	> Analyse, design, document and assist with the implementation of administrative processes to enhance SA Health financial cost recovery and revenue optimisation through the accurate collection of data; patient demographic details including Medicare and private health insurance details, and private/public election.
	> Analyse and contribute to the specification, design, testing and implementation of data integration between EPAS revenue, billing modules and SA Health financial and billing systems.
	> Ensure there are effective internal controls, standard and audit trails applied within revenue systems and their associated business processes.
	> Provide revenue database audit and administrative functions as required.
	> Identify and communicate business process and administrative impacts of Commonwealth and other requirements and contribute to the development of the new processes to ensure compliance.
	> Ensure compliance to EPAS Change Management processes.
Testing and Training	> Undertake EPAS system testing to facilitate system stability, useability and conformance with agreed functional specifications.
	> Support end user training throughout the implementation and operationalization phases.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

> Nil

Personal Abilities/Aptitudes/Skills:

> Proven ability to manage competing work priorities to meet agreed work schedules and outcomes.
> Demonstrated ability to perform as a collaborative member of a multi-disciplinary team.
> Demonstrated effective interpersonal analytical, written and verbal, communication skills with a capacity to present complex concepts clearly and concisely.
> Demonstrated ability to understand, interpret and apply business process and policy requirements to practical situations, and provide solutions.

Experience

> Proven experience working in a detailed and self - directed manner
> Proven experience in the design, development, implementation and maintenance of major business systems projects in a revenue, finance, accounting, IT , Business Analysis or similar function.
> Demonstrated experience in functional and technical application analysis, design, configuration and support of software solutions within a large, complex clinical organisation.
> Experience with business system solutions including data extraction/integration using industry based file formats
> Proven experience in negotiating and liaising with external clients and agencies.
> Demonstrated experience in managing data integrity and internal controls from multiple systems and sources involving financial processing functions in a large scale environment.
> Experience in the implementation of Online Medical claiming systems and procedures.

Knowledge

> Knowledge of the principles and administration requirements associated with Medicare and hospital revenue systems.
> Demonstrated sound knowledge of the principles of information databases, data integrity and matching.
> Demonstrated knowledge of large computer based medical billing and administration systems and their structural relationship with subsidiary systems.
> Demonstrated knowledge of National and SA Health Reform, benchmarking initiatives and evolving models of care for clinical service delivery.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

> Relevant degree or post graduate qualification.

Special Conditions:

> Work outside of normal business hours may be required.
> May be required to work across EPAS Clinical Analyst Teams
> Participation in an on call roster may be required
> May be required to participate in a 24 x 7 Clinical Solution Support Centre roster
> A flexible approach to the taking of leave is required.
> *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
> Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for *'Prescribed Positions'* under the *Children's Protection Act 1993* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* pursuant to the *Aged Care Act 2007* (Cth).
> 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) 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 Guidelines for Health Care Workers in South Australia 2014.*
> *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
> *Children's Protection Act 1993 (Cth) – '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.

Resilience:

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

Organisational Context

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

Our Legal Entities:

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

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Country Health SA Local Health Network Inc. and SA Ambulance Service Inc.

SA Health Challenges:

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

Health Network/ Division/ Department:

SA Health has committed to implementing a new Enterprise Patient Administration System ("EPAS") as the foundation of Australia's first fully integrated state-wide electronic Health Record ("eHR").

The implementation of an EPAS will signal significant change throughout SA Health. Most, if not all, medical, nursing, midwifery, allied health and support staff will be affected by the introduction of the new system and in particular the new capabilities and associated ways of working that will result from the introduction of an EPAS.

Clinical leadership and engagement will be paramount to drive business change across the health system with particular focus on developing new business models of patient care which the EPAS solution will be configured to support. As a result, clinical engagement for the EPAS program will need to commence in the planning phase for the Program and continue throughout the implementation and post-implementation phases to ensure effective and efficient delivery of the EPAS Program. The SA Health EPAS Program is a clinical Program that uses information technology to support clinical practice innovation. Therefore embedding an ethos of innovation and clinical engagement through the course of the Program is critical.

The EPAS Program brings together SA Health leadership, the clinical community, administration and ICT staff into a single Program Team responsible for the implementation of EPAS across all South Australia's health care facilities. The EPAS solution will play a central role in supporting the South Australian health reform agenda by providing the means of transforming SA Healthcare: A single information system for partnerships in care at all times in all places.

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.

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 understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document
Name: **Signature:**

Date: