



POSITION DESCRIPTION

Position Title:	Medical Records Administration Officer
Department:	Medical Records
Location:	War Memorial Hospital
Uniting Purpose:	To inspire people, enliven communities & confront injustice
Uniting Values:	Imaginative, respectful, compassionate, bold

Classification:	Administration Officer – Level 3
Vaccination risk category:	A
Award:	MSIC & War Memorial Hospital (Waverley) Health Service Employees Agreement 2016
Employment status:	Permanent Part-time
Hours:	24 HPW

Position reports to:	Clinical Information & Medical Records Manager (CIMRM)
Position Supervises:	N/A
Key relationships:	CIMRM, Service Manager, Executive Manager, Allied Health & Integrated Care Manager, Business & Performance Manager, Nurse Unit Manager, Medical Team, full range of WMH clinical and administration staff, networks within South Eastern Sydney Local Health District, NSW Ministry of Health

POSITION PURPOSE

To provide high quality customer facing administration within the War Memorial Hospital (WMH) Clinical Information & Medical Records Department (CIMRD) at WMH. The role is directly involved in the administration, documentation and recording of the patient journey from admission to discharge in paper and electronic systems. The position ensures that efficient and legal practices are in place to meet organisational, medico-legal and industry standards.

War Memorial Hospital
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125 Birrell Street
Waverley NSW 2024
T 02 9369 0100
F 02 9387 7018

POSITION OBJECTIVES

- Supports the CIMRM in administering high quality, professional medical records and clinical information services inclusive of both paper and electronic medical record
 - Administers the patient admission and discharge journey to a high quality standard from perspective of patient, business and legal systems
 - Ensures accurate recording, reporting and storage of clinically related data for business and clinical performance purposes.
 - Communicates, trains and supports relevant staff in the information management requirements of care provision, business requirements, data recording and relevant health reporting
 - Awareness of and participation in delegated meetings pertaining to documentation, forms management, data recording and revenue optimisation as relevant to the CMIRM.
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KEY RESPONSIBILITIES

Financial management & awareness:

- Demonstrates financial awareness and stewardship in relation to efficient and effective use of hospital resources and services.
- Communicates and processes efficient patient billing inclusive of medical insurances and other eg telephony
- Maintains accurate data recording for the purposes of Activity Based Funding
- Educates clinicians in necessary detail of clinical documentation supportive of funding requirements
- Engages in patient classification processes eg SNAP & Functional Independence Inventory (FIM)
- Participates and helps to inform relevant meetings as designated

Operational processes:

- Supports the day to day operational functioning of the CIMRD, alongside and under the delegation of the CIMRM
- Engages readily with relevant health databases – eg iPM, CHOC, SyNAPTix, EDWARD, HIE, Bed Tool, HERO etc.
- Administers the patient admission and discharge journey with support and interface with other WMH administrative staff
- Complies and ensures medical record are accessible, easy to follow and legally compliant throughout a patient journey
- Contribute to clinical documentation improvement and make sure that data quality is maintained
- Ensures that forms/templates in the health record meet policy requirements, as guided by the District Forms Committee
- Ensures appropriate filing and archiving of relevant patient information, maintaining security and integrity of information/data
- Engages in the maintenance and data entry as per the hospital dashboard system
- Supports and administers access to medical records as per relevant policy and legislation
- Role models and educates on importance of clinical informatics privacy and confidentiality as per the NSW Health Privacy Manual and Uniting codes of conduct
- Engages in hospital and other meetings as delegated by CIMRM
- Actively engages in WMH Quality Improvement Plan, ACHS Accreditation as per the National Standards and NSW Health WHS Profiling
- Awareness and complies with organisational/Uniting/SESLHD policies and procedures
- Ensures 100% compliance with Mandatory Training
- Commitment to own professional development and annual performance development plan

- Willingness to fill in for CIMRM for short intervals of leave
- Other duties as designated by WMH Executive or CMIRM

Client management & engagement (internal & external stakeholders):

- Ably supports CIMRM in day to day operational processes of CIMRD
- Directly interfaces with other WMH Administrative staff
- Maintains a clear, positive and professional interface with patients/family of WMH
- Responsive to WMH Executive information management requirements
- Responsive to the information requirements of the WMH Business and Performance manager
- Ready engagement with the relevant clinical stakeholders across the full range of multi-disciplinary team – medical, nursing and allied health
- Assists in the local education requirements at WMH relating to CIMR systems
- Maintains positive and constructive relationships with medical records networks at external hospital and SESLHD levels as appropriate to delegation
- Actively engages with WMH consumers and seeks their input into service delivery

People management & teamwork:

- Engages with CMIRM in efficient and effective departmental service delivery
- Direct engagement with other WMH administrative staff as per operational processes
- Supports WMH in development of new forms and processes relating to information management
- Develops understanding and knowledge of new clinical information systems at WMH
- Participates in maintaining a safe and healthy work environment for all WMH employees
- Participates in relevant hospital meetings
- Active participation in WMH campus initiatives

KEY PERFORMANCE INDICATORS

Financial management & awareness:

- Actively involved in daily/weekly/monthly data recording and data error correction
- Produces requisite reporting from patient activity level
- Produces requisite reporting from patient billing level – eg private patient insurance conversions
- Supports the CIMRM in attendance of relevant meetings eg ABF, costing etc
- Demonstrates financial and resource stewardship in daily practices

Operational processes:

- Direct and indirect attendance to admission and discharge processes
- Demonstrated proficiency and competency with relevant health data bases
- Efficient health record compilation and filing
- Efficient data entry – daily/weekly/monthly
- Scheduled data reporting – daily/weekly/monthly
- Sound conduct and recording of medico-legal access
- Demonstrates effective problem solving and analytical thinking
- Attendance at relevant WMH meetings as designated by CIMRM
- Participation in hospital accreditation requirements as per WMH Quality Improvement Plan and National Standards as relevant to CIMR systems
- Maintains 100% compliance with mandatory training
- Participates in annual performance development plan with commitment to own professional development

Client management & engagement (internal & external stakeholders):

- Demonstrated highly effective communication skills
- Attendance and engagement with CIMRM at CIMRD meetings
- Demonstrated professional engagement of patient/consumer in CIMRM process
- Participation in WMH patient/consumer surveys

People management & teamwork:

- Attends regular departmental meeting within the CIMRD
- Communicate to all staff, ensuring that data quality is maintained.
- Attends WMH meetings as designated
- Ready engagement in departmental and hospital processes pertaining to WMH Quality Improvement Plan, National Standards
- Participates in WHS Health Profiling processes
- Monitors the development of any new forms at WMH and SESLHD
- Directly engages in implementation of new clinical information systems at WMH
- Provides direct support and guidance to WMH staff pertaining to legal documentation and forms
- Support of leave relief roles, eg short term CIMRM

Work Health Safety and Welfare Requirements:

All staff are required to assist in creating and maintaining a safe and healthy work environment by working in a safe and healthy manner, adhering to instructions and using the equipment provided in accordance with safe operating procedures. Where appropriate, staff will initiate and participate in worksite inspections, accident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision.

- Incident rates monitored related to policy and procedure requirements or breaches
- Evidence of training in relation to clinical service provision and policies and procedures
- 100% compliance with mandatory training requirements
- Incident and complaint response and turnaround times are within requirements
- Escalation of issues identified in relation to resources and unit performance
- Evidence that complaint causes are used to remodel service delivery
- Evidence of Quality Improvement outcomes
- Risk assessments are undertaken and documented
- Reporting of incidents related to WHS, infection control and sterilisation issues
- Monitoring of locally agreed Key Performance indicators

PROFESSIONAL SKILLS AND KNOWLEDGE**Qualifications/Skills & Experience:**

1. Experience in the provision of high quality administration services in a clinical informatics healthcare environment
2. Experience or willingness to learn about medical records and Clinical Information Systems as per service requirements.
3. Experience in health billing processes ensuring efficient workflows and optimal funding streams
4. Capacity to work under direct supervision and also autonomously in meeting departmental and hospital duties ensuring effective organisation, prioritisation and timely completion of tasks
5. Proven high level oral, written, presentation and interpersonal communication skills with a customer focus and a sound attention to detail

6. Ability to support the CIMR Manager in delivering relevant workplace training on clinical informatics systems utilising adult education principles
7. Demonstrated computer experience including the Microsoft Office Suite and experience in or willingness to learn health database packages (such as iPM, CHOC, eMR etc) including report generation
8. Experience in or knowledge of ACHS hospital accreditation requirements under the National Standards with specific focus on clinical informatics and medical records

Employee		Managers Name:	Glenda de Mesa
Name:		Title	Clinical Information and Medical Records Manager
Date:		Date:	
Signature:		Signature:	

JOB DEMANDS CHECKLIST

Job Title: Medical Records Administration Officer
 Service/Unit: War Memorial Hospital
 Department: Medical Records Department
 Manager / Supervisor: Glenda de Mesa
 Date of Assessment: May 2022
 Assessor: Jane McGuire
 Assessment Review: May 2023

Definitions:

★ Denotes a critical requirement of the job

Frequency

I	Infrequent – intermittent activity exists for a short time on a very infrequent basis	C	Constant – activity exists for more than 2/3 of the time when performing the job
O	Occasional - activity exists up to 1/3 of the time when performing the job	R	Repetitive – activity involves repetitive movements
F	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	N/A	Not applicable – activity is not required to perform the job

CRITICAL ★	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Sitting Remaining in a seated position to perform tasks			X			
	Standing Remaining standing without moving about to perform tasks			X			
	Walking Floor type: even/uneven/slippery, indoors/outdoors, slopes			X			
	Running Floor type: even/uneven/slippery, indoors/outdoors, slopes						X
	Bend/ Lean Forward from Waist Forward bending from the waist to perform tasks			X			
	Trunk Twisting Turning from the waist while sitting or standing to perform tasks		X				
	Kneeling Remaining in a kneeling posture to perform tasks		X				
	Squatting/ Crouching Adopting a squatting or crouching posture to perform tasks		X				
	Crawling Moving by crawling on knees & hands to perform tasks	X					
	Leg/ Foot Movement Use of leg and or foot to operate machinery		X				
	Climbing (stairs/ladders) Ascend/ descend stairs, ladders, steps, scaffolding		X				
	Lifting/ Carrying	Light lifting & carrying – 0 – 9kg					
		Moderate lifting & carrying – 10 – 15kg					
		Heavy lifting & carrying – 16kg and above					
	Reaching Arms fully extended forward or raised above shoulder		X				
	Pushing/ Pulling/ Restraining Using force to hold/restrain or move objects toward or away from body			X			
	Head/ Neck Postures Holding head in a position other than neutral (facing forward)	X					
	Hand & Arm Movements Repetitive movements of hands & arms				X		
	Grasping/ Fine Manipulation Gripping, holding, clasping with fingers or hands			X			
	Work at Heights Using ladders, footstools, scaffolding, or other objects to perform work	X					
	Driving Operating any motor powered vehicle		X				

CRITICAL ★	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Sight Use of sight is an integral part of work performance e.g. viewing of X-rays, computer screen				X		
	Hearing Use of hearing is an integral part of work performance e.g. telephone enquiries				X		

	Smell Use of smell is an integral part of work performance e.g. working with chemicals	X					
	Taste Use of taste is an integral part of work performance e.g. food preparation						X
	Touch Use of touch is an integral part of work performance			x			

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	Distressed people e.g. emergency or grief situations		X				
	Aggressive & uncooperative people e.g. drug/alcohol, dementia, mental illness		X				
	Unpredictable people e.g. dementia, mental illness and head injuries		X				
	Restraining Involvement in physical containment of patients/clients						X
	Exposure to distressing situations e.g. child abuse, viewing dead/mutilated bodies	X					

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Dust Exposure to atmospheric dust	X					
	Gases Working with explosive or flammable gases requiring precautionary measures						X
	Fumes Exposure to noxious or toxic fumes						X
	Liquids Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						X
	Hazardous substances e.g. dry chemicals, glues	X					
	Noise Environmental/background noise necessitates people to raise their voice to be heard	X					
	Inadequate lighting Risk of trips, falls or eyestrain						X
	Sunlight Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						X
	Extreme temperatures Environmental temperatures are < 15°C or > 35°C	X					
	Confined spaces Areas where only one egress (escape route) exists	X					
	Slippery or uneven surfaces Greasy or wet floor surfaces, ramps, uneven ground	X					
	Inadequate housekeeping Obstructions to walkways and work areas cause trips & falls						X
	Working at heights Ladders/stepladders/ scaffolding are required to perform tasks	X					
	Biological hazards e.g. exposure to body fluids, bacteria, infectious diseases	X					

Additional Position Requirements/Demands Summary: From the checklist, outline the main requirements or demands of the job. This information will then be transferred to the Position Description. Anything that is frequent and above or identified as critical to the job should be included in the position description.

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Signature of Manager: Date:/...../20.....

☐ I am able to fulfil the above requirements without modification.

☐ I am unable to fulfil the above job requirements and need the following modifications:

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Signature of Employee: Date:/...../20.....