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## SA Health Job Pack – Casual Pool 2019

Job Title	Clinical Coder - Casual
Job Number	682838
Applications Closing Date	6/12/2019
Region / Division	Country Health SA Local Health Network
Health Service	Barossa Hills Fleurieu Region
Location	Gawler, Angaston, Tanunda, Kapunda, Eudunda, Victor Harbor, Strathalbyn, Mt Barker, Gumeracha, Mt Pleasant
Classification	ASO3
Job Status	Casual Appointment
Indicative Total Remuneration*	\$31.01 - \$33.15 per hour + 25% casual loading

## 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 - **DHS**
- ☐ 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](http://www.sahealth.sa.gov.au/careers) - see Career Information, or by referring to the nominated contact person below.

## Contact Details

Full name	Katie McCusker
Phone number	8552 0500
Email address	katie.mccusker@sa.gov.au

# 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

<b>Role Title:</b>	Casual Clinical Coder
<b>Classification Code:</b>	ASO3
<b>LHN/ HN/ SAAS/ DHA:</b>	Country Health SA LHN
<b>Hospital/ Service/ Cluster</b>	Barossa Hills Fleurieu Region
<b>Division:</b>	Barossa Hills Fleurieu Health Services
<b>Department/Section / Unit/ Ward:</b>	Administration
<b>Role reports to:</b>	Administration Manager BHFR
<b>Role Created/ Reviewed Date:</b>	November 2018
<b>Criminal History Clearance Requirements:</b>	<input checked="" type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)

## ROLE CONTEXT

### Primary Objective(s) of role:

- > The Casual Clinical Coder is accountable to the Administration Manager for the provision of a timely and accurate casemix coding service for inpatient and same day episodes of care in accordance with Country Health SA and the ISAAC/Casemix Reporting Schedule.

### Direct Reports:

- > Nil

### Key Relationships/ Interactions:

#### Internal

- > Reports to Manager Administration & Information and provides support as needed to a small team of Clinical Coders within the region. Is required to liaise closely with Clinical staff.

#### External

- > The Casual Clinical Coder is required to establish and maintain a close working relationship with treating Medical Officers, staff in the Data Operations Centre and Medical Record Unit of the Department of Human Services and other Clinical Coders.

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > To work across other sites that fall under the BHF regional Coding business unit as required.
- > Compliance with the monthly submissions of data to SA Health and the correction of ISAAC data reports.
- > Understanding the documentation and key medical terminology of various clinicians when coding the medical records.

**Delegations:**

- > Nil

**Resilience:**

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

**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.

**General Requirements:**

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

- > Work Health and Safety (WHS).
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > Keeping Them Safe Legislation (inclusive of Mandatory Notifier).
- > Disability Discrimination.
- > Code of Fair Information Practice.
- > 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.

#### 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 Statement:

CHSALHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. CSHALHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

#### 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 Children's Protection Act (1993) must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion (DCSI).
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of working in Aged Care.
- > Prescribed Positions will also require a NPC general probity clearance.
- > Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue.
- > 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.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<ul style="list-style-type: none"> <li>&gt; Provide a Casemix Coding Service in accordance with the CHSA ISAAC/Casemix Reporting Schedule, National and State Coding Standards, and International Classification Conventions</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Translating the narrative descriptions of diagnoses and procedures into valid, accurate and complete classification codes which reflect the resources consumed for all inpatient and same day episodes of care.</li> <li>&gt; Assisting clinical staff in ensuring that the diagnoses and procedure descriptions recorded for coding include all levels of data specificity required for the assignment of classification codes. Ensuring the sequencing and selection of the principal diagnosis/procedure, complications and co-morbidities reflect the Australian and South Australian Coding Standards and are clinically substantiated by supporting documentation within the medical record.</li> <li>&gt; Assessing DRG assignment variations and liaison with clinical staff for clarification of information and completion of documentation/casemix reports as required.</li> <li>&gt; Facilitating timely submission of data and error correction processing in accordance with the ISAAC Casemix Reporting Schedule.</li> <li>&gt; Ensuring that the CHSA Error Reports (coding and administrative) are corrected and submitted to ISAAC within the specified timeframe, following referral to the medical record for validation of codes assigned.</li> <li>&gt; Ensuring accurate entry of coded data (indexing) as appropriate into health service computer systems.</li> <li>&gt; Participating regularly in data quality audits (coding and documentation), including the balancing of in-house information with that submitted to the ISAAC data base.</li> <li>&gt; Liaising with other coders and the Medical Records Advisory Unit (MRAU) as appropriate, with regard to queries or problems in determining appropriate classification convention interpretations and promotion of coding consistency.</li> <li>&gt; Maintaining international/national classification coding books and standards to ensure these are current and complete (as determined by DH).</li> <li>&gt; Identifying Compensable/Non-Medicare episodes of care, allocating an appropriate ANDRG and maintaining a Compensable/Non-Medical patient register.</li> <li>&gt; Reviewing laboratory reports, prior to assigning classification codes.</li> <li>&gt; Documenting coded information legibly on the ISAAC Patient Summary.</li> <li>&gt; Participating in ongoing education programs to maintain knowledge of current coding and casemix issues.</li> </ul>
<ul style="list-style-type: none"> <li>&gt; Contribute to the integrity of health information management</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Maintaining the confidentiality of all patient and health care facility information, utilised or accessed during the provision of the casemix coding.</li> <li>&gt; Providing assistance to medical record and other Committee(s) in making relevant decisions regarding casemix coding requirements.</li> <li>&gt; Participation in the medical record management procedures of the health service.</li> <li>&gt; Assisting in provision of ISAAC reports when requested by authorised health service staff, through liaison with the Regional Health Information Manager and the Data Operations Centre.</li> </ul>

<ul style="list-style-type: none"> <li>&gt; Maintain professional development</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Attending training courses, seminars and workshops applicable to Clinical Coders.</li> <li>&gt; Participating in performance review and development discussions.</li> <li>&gt; Provide education and over-coding of trainee coders if required.</li> </ul>
<ul style="list-style-type: none"> <li>&gt; Contribute to an effective continuous quality improvement cycle through</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Assisting in the development and monitoring of Departmental Operational Plans and Key Performance Indicators for the BHF RR Regional Coding Business Unit.</li> <li>&gt; Participating in quality activities including regular coding audits.</li> <li>&gt; Developing best practice approaches to the coding function including benchmarking with other organisations.</li> <li>&gt; Active participation in ACHS EQulP program.</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

**Educational/Vocational Qualifications** (in accordance with the SA Health Workforce Advice – Minimum qualification requirements for non-executive SA Health employees)

- > Successful completion of the HIMAA Introductory / Intermediate Coding Course.

### **Personal Abilities/Aptitudes/Skills:**

- > Demonstrated ability to communicate effectively (both verbal and written).
- > Demonstrated ability to foster close working relationships with staff at all levels.
- > Demonstrated ability to solve complex problems.
- > Demonstrated ability to undertake assigned duties without supervision and to accept responsibility for the accurate and efficient completion of each task.
- > Demonstrated ability to maintain workload in an organised manner through planning and scheduling.
- > Demonstrated ability to work under pressure to meet external deadlines whilst maintaining quality.
- > Demonstrated flexibility and the ability to adapt to new situations to reflect changes occurring in the coding environment.
- > Computer keyboard skills.
- > Demonstrated ability to ensure confidentiality.
- > Demonstrated ability to promote a safe working environment.
- > A commitment to quality customer orientated service.
- > Demonstrated ability to work with people with a range of diverse value systems, cultural differences and special needs.
- > Ability to engage with Aboriginal community / consumers in a culturally appropriate manner and a willingness to undertake further training in this manner.

### **Experience**

- > Demonstrated competency and productivity level (through supervision) in ICD-10-AM coding.
- > Experience in providing administrative support services.
- > Experience in working effectively in a team environment.
- > Experience working with Aboriginal consumers.

### **Knowledge**

- > Sound knowledge of international/national classification coding methods and standards.
- > Satisfactory knowledge of relevant medical terminology.
- > Understanding of the day to day operations of a hospital.
- > Knowledge of medical record practice and procedures.
- > Knowledge of casemix and DRGs.
- > Knowledge of appropriate customer service practices.
- > Knowledge of safe work practices.
- > Understanding of the issues affecting Aboriginal people and the impact on health outcomes.
- > General understanding of Aboriginal culture and a willingness to undertake further training in this area.

### **DESIRABLE CHARACTERISTICS**

#### **Educational/Vocational Qualifications**

- > Tertiary education in Health Industry / Health Information Management.
- > Relevant auditing qualification



- > Completion of Medical Science course
- > Membership in the Clinical Coders' Society of Australia, HIMAA Ltd South Australian Branch
- > Membership to Health Information management Association of Australia HIMAA

**Personal Abilities/Aptitudes/Skills:**

- > Conflict identification and resolution skills.

**Experience**

- > Experience in the use of information systems particularly in relation to medical record and data reporting applications.
- > Previous experience in medical record unit management.

**Knowledge**

- > Knowledge of Casemix/DRG funding.
- > Knowledge of the quality improvement process and EQuIP program.

## 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 and Ageing and the Minister for Mental Health and Substance Abuse.

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

### 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:

*Country Health SA Local Health Network/ Barossa Hills Fleurieu Rural Region offers the following services:*

- > Residential Aged Care Services
- > Acute inpatient care
- > Theatre Service
- > Accident & Emergency
- > Maternity Services
- > Outpatient Services
- > Palliative Care (hospital and community based)
- > Home & Community Care (HACC)
- > Diversional Activities
- > Allied Health Services
- > Mental Health Services
- > Residential and in home respite services
- > Community Health and Out of Hospital Services

## 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.

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

## 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:**