SA Health Job Pack

Job Title	Data Quality Coordinator Electronic Medical Records
Eligibility	Open to Everyone
Job Number	867876
Applications Closing Date	1/10/2024
Region / Division	Barossa Hills Fleurieu Local Health Network
Location	various locations across Barossa Hills Fleurieu region
Classification	ASO4
Job Status	Permanent Part time position working 15 hours per week
Salary	$76,561 to $80,256 p.a. (Pro-rata)

Contact Details

Full name	Tahlia Falting
Phone number	8521 2000
Email address	Tahlia.Falting2@sa.gov.au

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 Human Services (DHS) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☒ Working with Children Check (WWCC) - **DHS**
- ☐ National Disability Insurance Scheme (NDIS) Worker Check- **DHS**
- ☒ Unsupervised contact with Vulnerable groups- **NPC**
- ☐ Unsupervised contact with Aged Care Sector- **DHS**
- ☐ No contact with Vulnerable Groups - 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.

Immunisation

Risk Category B (indirect contact with blood or body substances)

This role carries specific immunisation requirements. To be eligible for appointment in this role   you will be required to meet the immunisation requirements associated with Category B (indirect contact with blood or body substances). Please click here for further information on these requirements.

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 **Guidelines for Applicants** for further information regarding
- Salary Packaging
- Opportunities for movement within SA Health
- Flexible working arrangements
- Criminal History screening and background checks
- Immunisation requirements
- Rights of review
- Information for applicants

ROLE DESCRIPTION

Role Title	**Data Quality Coordinator Electronic Medical Records**
Classification Code	**Administrative Services Officer Level 4 (ASO4)**
Position Number	**TBC**
Local Health Network	Barossa Hills Fleurieu Local Health Network Inc (BHFLHN)
Hospital/Service/Cluster/RSS	Barossa Hills Fleurieu Local Health Network Inc (BHFLHN)
Department/Section/Unit/Ward	Corporate Services
Role reports to	Administration Manager
Role Created Date	August 2024
Criminal History Clearance Requirements	☒ NPC – Unsupervised contact with vulnerable groups ☒ DHS Working With Children Check (WWCC) ☐ NDIS Worker Screening Please click here for further information on these requirements
Immunisation Risk Category	Category B (Indirect contact with blood or body substances) Please click here for further information on these requirements

ROLE CONTEXT

Primary Objective(s) of role

The Data Quality Coordinator Electronic Medical Records (EMR) supports the delivery of high quality care for Public Health consumers in South Australia through the delivery of data quality functions with the Electronic Medical Records.

The Data Quality Coordinator Electronic Medical Records is a member of the Corporate Services team and provides expertise and knowledge ensure an accountable and comprehensive registration procedure is maintained for the Patient Information Registers including Deaths, Unit Number Issues, Alerts and Legal Orders on Sunrise EMR.

The Data Quality Coordinator Electronic Medical Records is responsible and accountable to maintain databases and assist in Medical Record and Data Integrity Procedures including amending Admitted Patient Care (APC) errors and general PAS errors.

The Data Quality Coordinator Electronic Medical Records will be involved in the creation and maintenance of support materials including procedures, guides and generating reports and briefs to governance committees on a regular basis.

Direct Reports

> Nil

Key Relationships/ Interactions

Internal
> The Data Quality Coordinator Electronic Medical Records will work collaboratively with, establish and maintain positive working relationships with all levels of employees and other key stakeholders within the BHFLHN.
> The Data Quality Coordinator Electronic Medical Records will establish and have close working relationships with EMR Clinical Leads, Administration Supervisors, Administration Staff and the EMR Education Team
> Is an active member of the Corporate Services team.

External
> The Data Quality Coordinator Electronic Medical Records will establish and maintain positive working relationships and liaises with external agencies including APC, Casemix, Registry Integrity Unit, other Hospitals and Health Units, and the OACIS and Sunrise EMR teams within the Department of Health.
> Establishes and maintains positive working relationships with clinical and non-clinical staff within other LHNs.

Delegations

> Nil

Challenges associated with Role

Major challenges currently associated with the role include:

> Responsibility the accurate and timely revision and corrections of patient demographics for BHFLHN in Sunrise EMR.
> Working in a high-pressure environment and the use of electronic medical records and other electronic patient administrative systems.
> Ensure the continuing efficiency, effectiveness and development of the Data Integrity Unit.

Resilience

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

Performance Development

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and Barossa Hills Fleurieu Local Health Network Inc. values and strategic directions.

General Requirements

*NB References to legislation, policies and procedures includes any superseding versions

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 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.
> SA Health Respectful Behaviour (including management of bullying and harassment) Policy.
> SA Health / Barossa Hills Fleurieu Local Health Network Inc. policies, procedures and standards.

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

Barossa Hills Fleurieu Local Health Network Inc. welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace Barossa Hills Fleurieu Local Health Network Inc. is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

Special Conditions

*NB Reference to legislation, policies and procedures includes any superseding versions

> It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
> Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Screening and Licensing Unit, Department for Human Services (DHS).
> 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 employment involving unsupervised contact with vulnerable groups.
> Risk-Assessed roles under the National Disability Insurance Scheme (Practice Standards – Worker Screening Rules 2018) must obtain a satisfactory NDIS Worker Screening Check through the Department of Human Services (DHS) Screening Unit.
> National Police Certificates must be renewed every 3 years thereafter from date of issue.
> Working With Children Checks must be renewed every 5 years thereafter from date of issue.
> NDIS Worker Screening Check must be renewed every 5 years thereafter from date of issue.
> 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.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Coordinating and undertaking a range of administrative related support services	> Producing professional reports and briefings as required in relation to EMR data and quality activities. > Contribute to the planning, support and development of services and service systems which enable the achievement of positive outcomes for consumers. > Coordinate consultations with consumers and other relevant stakeholders aimed at assessing the relative merits of service options. > Provide expert advice to staff throughout the organisation on the approved functions of the Patient Administration System (PAS). > Provide a timely and effective advice for staff across the BHFLHN to ensure accuracy of patient data. > Provide a central point of contact to ensure consistency of practice across the BHFLHN.
Assisting in the facilitation of effective business management and achievement of organisational and divisional goals	> Promoting teamwork through collaboration and cooperation in all areas of EMR and Digital teams. > Undertake planning, implementation and coordination of programs and initiatives to meet the patient information needs of BHFLHN and South Australia. > Maintaining an accessible, accurate and current Patient Master Index. > Participating in effective change management strategies to ensure that services are maintained, improved, or enhanced. > Assisting with the devolution of management in Sunrise EMR. > Contributing to the development of policies and procedures relating to PAS functions by the provision of expert advice and liaising with key personnel as required. > Providing expert advice to key personnel in BHFLHN to further their understanding of current and future patient information needs to facilitate strategic planning for PAS. > Contribute to improved design of work practices. > Provide a customer-focused service and portraying a professional image of PAS throughout BHFLHN. > Management of duplicate record auditing and corrections. > Management of the dissemination and tracking of downtime MRN numbers.
Ensuring that all Unit Record numbers issued are according to Department of Health (DOH) and Australian Standards	> Auditing of Patient Registration Data on a sample basis. > Running and maintaining a registry of numbers issued. > Merging and deleting unit record numbers in accordance with procedures outlined in DOH unit record Client Identification Standards. > Advising departments of procedures to issue unit record numbers. > Providing DOH (OACIS) and other downstream systems with notification of merged numbers. > Using Sunrise EMR to update patient information.
Ensuring that other registrations (including data base) are maintained and Data Integrity Unit procedures are correctly and appropriately undertaken	> Maintaining data bases for suburbs for the PAS System. > Maintaining other demographic databases for PAS and Patient Registration. > Maintaining of registers of records held external to BHFLHN according to State Records Act. > Network contact for the Data Integrity Unit within Digital Health. > Assist staff with monthly APC data queries and reports. > Assist staff with compilation of Key Performance Indicators. > Assist with maintenance of files, EMR patient registrations and other clerical duties in data integrity unit. > Autonomous training of staff and education as appropriate within LHN administrative users.
Ensuring that continuous quality improvement programs and activities are in place and are linked to the organisation's strategic and corporate directions and targets	> Assisting with the developing and establishing of key performance indicators for all critical activities relevant to area of responsibility in accordance with the quality evaluation program. > Identifying, establishing and reviewing corporate and departmental performance standards and outcomes.

Continuous Improvement and Training	> Contribute to the development of an integrated team approach and culture which is highly responsive to the needs of the EMR team. > 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 which is outcome and performance focused. > Contribute to the generation of ideas for the improvement and review of work practices.
Contribute to the understanding and application of SA Health policies and procedures	> Supporting values that respect historical and contemporary Aboriginal cultures so that Aboriginal people are recognised as having a special connection with the State. > Ensuring the needs of all cultures are met through the provision of appropriate services. > Ensuring compliance with relevant law and South Australian Government and SA Health policies. > Contributing to counter disaster planning and preparedness as required. > Assisting with and supporting any internal or external audit processes. > Ensuring the promotion and implementation of the General Public Sector Managements Aims, Personnel Management Standards and employee conduct standards – in particular Equal Opportunity and Occupational Health Safety and Welfare by adhering to the provisions of relevant legislative requirements and demonstrating a commitment to the Premier's Safety Commitment.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

> Nil

Personal Abilities/Aptitudes/Skills

> Ability to engage with Aboriginal community / consumers in a culturally appropriate manner and a willingness to undertake further training in this area.
> The ability to work every day displaying the BHFLHN Values of trust, respect, integrity, collaboration and kindness.
> Ensure confidentiality is considered in every aspect of your role. For example, recognising that the information obtained whilst performing your tasks and/or where you observe members of the public attending the Health service that this information must be kept confidential and not shared in the community.
> Must demonstrate effective written and verbal communication and interpersonal skills to enable effective communication with people from a variety of cultural and linguistic backgrounds and experiences.
> Ability to work effectively and respectfully in a team environment and contribute to a cohesive, positive, and motivated organisational culture.
> Demonstrated ability to apply effective interpersonal skills to facilitate team work and foster the cooperation of others using tact, discretion, impartiality and a commitment to excellence in the provision of training services.
> Proven drive, initiative, energy and self-motivation with the ability to allocate and manage diverse workloads with competing priorities and deadlines.
> A demonstrated ability to evaluate work procedures and implement new systems where necessary.

Experience

> Experience working with Aboriginal consumers and communities to provide culturally appropriate health services.
> Experience in the use of computer software such as Microsoft Office Suite – Outlook, Word, Excel etc to produce high quality documents, reports and presentation materials.
> Experience in exercising own judgment and initiative in the day-to-day execution of a position.
> Experience in the preparation of reports, briefings, and general correspondence of some complexity.
> Experience in establishing, maintaining and reviewing systems, practices, policies and procedures.
> Proven experience in undertaking research activities, including collecting, analysing and reporting on data.
> Experience in dealing with a high priority of confidential correspondence.
> Previous experience in a multitask environment.

Knowledge

> Employees must understand their responsibility to maintain the integrity, confidentiality and security of official information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only access and/or release information in accordance with the requirements of their role, relevant legislation, industrial instruments, policy, or lawful and reasonable direction.
> General understanding of Aboriginal culture and a willingness to undertake further training in this area.
> Knowledge and understanding of contemporary training and adult learning principles.
> Knowledge of administrative practices and procedures.
> Knowledge of the role and function of government and more specifically to SA Health.
> Knowledge of Public Sector management aims, personnel management standards and employee conduct standards, in particular Equal Opportunity and Occupational, Health, Safety and Welfare.
> A demonstrated awareness and understanding of the principles, practices and protocols of an office environment.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

> A relevant qualification in vocational education and training.

Personal Abilities/Aptitudes/Skills

> Ability to make decisions autonomously and to recognise when issues require escalation to a more senior level.
> Demonstrated ability to comply with standards for registration of patients.
> Ability to use Web Based Communication to disseminate relevant information.

Experience

> Working knowledge of Electronic Medical Records Solution in an administrative setting.
> Experience in working in a health related or hospital environment, and in particular knowledge of registration of patients.
> Relevant experience working in maintaining patient data integrity.

Knowledge

> Knowledge of statistics and their use in hospital activity indicators.
> Knowledge of DHW's South Australian Client Identification Standards.
> Knowledge of research and evaluation methodologies.
> Knowledge of Medical Terminology, FOI Principles and Data Collection Systems.
> Knowledge of Medical Record Service policies and procedures.
> Knowledge of Hospital policies and procedures.

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, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern Local Health Network and SA Ambulance Service.

Health Network/Division/Department:

Barossa Hills Fleurieu Local Health Network has an employed workforce of over 3000.

The LHN encompasses country hospitals and health services that provide support and services to approximately 12% of the South Australian population.

The region is an area of significant population growth for South Australia. Our sites and services are located at Mt Barker, Gawler, Victor Harbor (Southern Fleurieu), Strathalbyn, Kingscote, Mt Pleasant, Angaston, Tanunda, Gumeracha, Eudunda and Kapunda. The LHN has 11 public hospitals, 6 aged care facilities and an extensive range of community-based services.

A range of clinical services are delivered including Acute care, Medical, Accident and Emergency, Surgery, Birthing and Midwifery, Specialist Consultancy, Renal Dialysis, Chemotherapy, Transfusions, Rehabilitation, Residential Aged Care, Respite Care, Transitional Care Packages, Aboriginal Health, Mental Health, Allied Health, Community Health (Country Health Connect), Community Nursing, Palliative Care, Community Home Support Packages and Home Modifications.

The Rural and Remote Mental Health Service at Glenside, Adelaide, provides services to the region with a team including psychiatrists, psychologists, social workers, occupational therapists and mental health nurses. There are also specialist youth mental health clinicians and access to specialist older persons mental health services.

The Barossa Hills Fleurieu Local Health Network is the host LHN for the Rural Support Service. The RSS supports all six regions LHNs by bringing together a number of specialist clinical and corporate advisory functions focused on improving quality and safety.

Values

BHFLHN Values

The values BHFLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our Local Health Network:

> We are committed to the values of trust, respect, integrity, collaboration, and kindness.
> 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.

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.

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:**

Date: **Signature:**

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:

Date: **Signature:**