Health
Riverland Mallee Coorong
Local Health Network
Government
of South Australia

ROLE DESCRIPTION

Role Title	Regional Clinical Coder
Classification	Administrative Services Officer Level 3 (ASO3)
Role Created/Classified/Reviewed	September 2024
Local Health Network	Riverland Mallee Coorong Local Health Network (RMCLHN)
Hospital/Service	RMCLHN
Division	Corporate Services
Role reports to	Coding & Health Information Consultant
Criminal History Clearance Requirements	☒ NPC – Unsupervised contact with vulnerable groups ☐ DHS Working With Children Check (WWCC) ☐ NDIS Worker Screening
Immunisation Risk Category	☐ Category A ☒ Category B ☐ Category C

ROLE CONTEXT

Primary Objective(s) of role:

The Regional Clinical Coder is responsible for the provision of an appropriate high quality case-mix coding service for inpatient and same day episodes of care in accordance with the Admitted Patient Care (APC) data domain (previously known as the Integrated South Australian Activity Collection (ISAAC)) Casemix Reporting Schedule, for the twelve Riverland Mallee Coorong Local Health Network health services –

- Riverland General Hospital
- Barmera Health Services
- Loxton Health Complex
- Renmark Paringa District Hospital
- Waikerie Health Services
- Murray Bridge Soldiers' Memorial Hospital
- Mannum District Hospital
- Meningie & Districts Memorial Hospital
- Tailem Bend District Hospital
- Karoonda & District Soldiers' Memorial Hospital
- Lameroo District Health Service
- Pinnaroo Soldiers Memorial Hospital

Reporting / Working Relationships:

The Regional Clinical Coder is accountable to the Coding & Health Information Consultant and works in close collaboration with the Senior Regional Clinical Coders.

Challenges associated with Role:

Major challenges currently associated with the role include:

> Consistency maintaining an accuracy rate of 90% or higher.
> Code an average of 25 or more case notes per day.

Key Relationships/ Interactions:

Internal
> Operationally reports to Coding & Health Information Consultant.
> Works collaboratively with staff and all members of the health care team.
> Contributes to the day-to-day operations of the coding unit.

External
> Relevant government and non-government organisations as required to meet the needs of the client group.

Delegations:

Nil

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 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.

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.
> 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)
> SA Information Privacy Principles
> Relevant Awards, Enterprise Agreements, Public Sector Act 2009 (SA), Health Care Act 2008 (SA), 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.
> Health Practitioner Regulation National Law (South Australia) Act 2010
> Mental Health Act 2009 (SA) and Regulations
> Controlled Substances Act 1984 (SA) and Regulations
> The Nursing and Midwifery Board of Australia Registration Standards (including the Guidelines and Assessment Frameworks for Registration Standards)
> The Nursing and Midwifery Board of Australia Professional Practice Codes and Guidelines (including Competency Standards, Codes of Ethics and Professional Conduct, Decision Making Framework and Professional Boundaries)
> Professional Practice Standards and competencies consistent with area of practice as varied from time to time.
> SA Health / Riverland Mallee Coorong Local Health Network policies, procedures and standards.

Cultural Statement:

Riverland Mallee Coorong Local Health Network (RMCLHN) welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. RMCLHN 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 National Police Certificate (NPC).

> Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.

> 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 or from an accredited CrimTrac Provider confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.

> Prescribed positions under the National Disability Insurance Scheme (NDIS) Act 2013 must obtain a satisfactory NDIS Worker Screening Check through the Department of Human Services (DHS) Screening Unit.

> NPCs must be renewed every 3 years thereafter from date of issue.

> WWCCs and NDIS Worker Screening Checks must be renewed every 5 years thereafter from date of issue.

> Appointment is subject to immunisation risk category requirements (see page 1). 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
The Regional Clinical Coder will provide an effective and efficient case-mix coding service in accordance with the Department of Health, APC casemix reporting schedule, National and State Coding Standards & ICD-10-AM (International Classification of Diseases - 10th revision - Australian Modification) conventions for Riverland Mallee Coorong Local Health Network health services.	> Providing a discharge coding service for Riverland Mallee Coorong LHN Health services. > Providing Diagnosis Related Group (DRG) information to designated hospitals upon request. > Translating the narrative descriptions of diagnoses and procedures into valid, accurate and complete ICD-10-AM codes which reflect the resources consumed for all inpatient and same day episodes of care. > 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 ICD-10-AM codes. Ensuring the sequencing and selection of the principal diagnosis/procedure, complications and comorbidities reflect the Australian and South Australian Coding Standards and are clinically substantiated by supporting documentation within the medical record. > Assessing DRG assignment variations and liaison with clinical staff for clarification of information and completion of documentation/case-mix reports as required. > Facilitating timely submission of data and error correction processing in accordance with the APC casemix reporting schedule by liaising with hospitals within the scope of the position to ensure data submission deadlines are met. > Ensuring that the RMCLHN hospital edit reports (coding and administrative) for all hospitals within the scope of the position, are corrected and submitted to APC within the specified timeframe, following referral to the medical record for validation of codes assigned. > Ensuring accurate entry of coded data as appropriate onto hospital computer systems. > Participating regularly in data quality audits (coding and documentation), including the balancing of in-house information with that submitted to the APC data base. > Liaising with senior regional clinical coders, as appropriate, with regard to queries or problems in determining appropriate ICD-10-AM convention interpretations and promotion of coding consistency. > Maintaining ICD-10-AM coding books and standards to ensure these are current and complete. > Reviewing laboratory reports, prior to assigning ICD-10-AM codes > Participating in ongoing education programs to maintain knowledge of current coding, case-mix and related issues. > Maintaining the confidentiality of all patient and health care facility information, utilised or accessed during the provision of the case-mix coding. > Providing assistance to the administration staff from all health services in making relevant decisions regarding APC requirements. > Provide Business Objects reports when requested by authorised hospital staff. > Initiating or facilitating appropriate information in relation to case-mix coding and documentation requirements through the dissemination of relevant instructions or literature. > Participating in training/development as required. > Participating in staff meetings. > Assisting other staff in all coding areas, within the department. > Developing & revising Polices of the Coding Department.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

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

Personal Abilities/Aptitudes/Skills:

> Well-developed analytical skills.
> Demonstrated ability to undertake assigned duties without supervision and to accept responsibility for the accurate and efficient completion of each task.
> Possess Data entry skills.

Ability to:
> Use time and task management skills to optimise the organisation and efficiency of the Coding Department.
> Work in a multidisciplinary team setting.
> Liaise with staff at all levels and with a range of clients.
> Work without supervision utilising initiative and/or judgement to ensure the timely completion of tasks and/or activities as directed.
> Successfully negotiate and present information to a group.
> Communicate effectively both verbally and in writing.
> Meet deadlines under pressure and to take initiative where appropriate.
> Problem solve and report relevant issues.
> Adhere to instructions, established practices, procedures and guidelines.
> Work as a co-operative and effective team member.
> Comply with the health service policy on confidentiality.

Experience

Demonstrated:
> competency and productivity level (through supervision) in ICD-10-AM coding
> maximum significant error rate of 5% in the assignment of ICD-10-AM codes. (A significant error is one which impacts on DRG assignment)

Experience in:
> providing administrative support services
> working effectively in a team environment

Knowledge

> ICD-10-AM coding methods and standards.
> Case-mix and DRGs
> Business Objects and Sunrise EMR.
> An understanding of the day-to-day operations of a hospital
> Medical record practices and procedures
> Relevant medical terminology
> Microsoft applications, specifically Outlook and Teams.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

> Degree in Health Information Management or equivalent
> Successful completion of the Accredited Clinical Coder Examination
> Membership in the Clinical Coders' Society of Australia, HIMAA Ltd South Australian Branch
> Adherence to the Clinical Coder National Competency Standards for Clinical Coders

Personal Abilities/Aptitudes/Skills:

Ability to:
> Originate action and maintain active attempts to achieve goals, self-starting rather than passively accepting. Taking action to achieve goals beyond what is necessarily required.
> Learn and understand new concepts.

Experience in:

Experience in:
> A Medical Record Department.
> ICD-10-AM coding

Knowledge

> Understanding of the APC data collection processes.

Knowledge of:
> ARDRGs
> Electronic Hospital Information Systems.
> Safe work practices.

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 Wellbeing.

The legal entities include but are not limited to Department for Health and Wellbeing, 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.

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:

Riverland Mallee Coorong Local Health Network aspires to be the best provider of rural and remote health services in Australia. RMCLHN, through the inspiration and hard work of its people, delivers high quality and innovative health services to improve health outcomes for country South Australians.

RMCLHN delivers a comprehensive range of health services in hospital and community settings according to population needs. It focuses on integrating its service delivery with metropolitan hospitals and other service providers in country locations. The safety and quality of health services in country South Australia is of primary importance. RMCLHN participates in rigorous national accreditation processes and engage local community members to provide insight and knowledge of the needs of consumers and potential strategies to achieve the best service.

RMCLHN Values

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

> **Respectful -**   We treat everyone as equals and value each other's sense of worth.

> **Motivated -**   We are driven to excel and provide the best quality care to our consumers and communities, when and where they need it.

> **Compassionate -**   We take care of others and act with kindness, empathy, patience and understanding, in all that we do.

> **Consumer Focused -**   We partner and collaborate with consumers, their families, carers and communities, to ensure the planning, delivery and evaluation of our health services is tailored to their needs.

> **Accountable -**   We are dedicated to fulfilling our duties and obligations as a public health service, and endeavour to act with honesty and integrity in all that we do.

> **Resourceful -**   We are agile, adaptable and able to deal skilfully, creatively and promptly with new situations and challenges.

> **Excellence -**   We strive to continually improve and redefine processes, exceed standards and expectations, and deliver access to high quality contemporary care for people in our communities.

> **Service -**   We serve people and our communities courteously, fairly and effectively.

Integrity Statement

As a public sector employee, you have the 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.

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 and RMCLHN's 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 RMCLHN as described within this document.

Name: _____   Signature:

Date: _____