



ROLE DESCRIPTION

Role Title:	Documentation Improvement Officer
Classification Code:	ASO6
LHN/ HN/ SAAS/ DHW:	Central Adelaide Local Health Network
Hospital/ Service/ Cluster:	RAH, QEH, HRC, SMRH
Division:	Health Information Services
Department/Section / Unit/ Ward:	Clinical Coding
Role reports to:	Clinical Coding Manager
Role Created/ Reviewed Date:	July 2021
Criminal and Relevant History Screening:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
Immunisation Risk Category Requirements:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

The Documentation Improvement Officer is responsible for:

- > Initiating and coordinating processes to actively facilitate the improvement of clinical documentation, ensuring quality, completeness, timeliness, and accuracy aimed to support high-quality patient care and adherence to quality standards.
- > Establishing close relationships with clinical staff and providing advice, education and training to medical, nursing and allied health professional staff on clinical documentation improvement initiatives.
- > Collaborating with and advising clinical coding auditors / educators, clinical coders, Documentation Improvement and Clinical Coding Manager to ensure accurate clinical code assignment for optimal capture of resource use.

Direct Reports:

- > Nil

Key Relationships/ Interactions:Internal

- > Reports directly to the Clinical Coding Manager (CALHN) and works closely with the Clinical Coding Team, Documentation Improvement Manager, Clinical Program Delivery Managers, Business Intelligence and Performance Reporting Unit, and Medical Leads.

External

- > Works closely with SA Health, Medical Records Advisory Unit (MRAU), and with Sunrise/ EMR teams to deliver expert opinion and advice pertaining to the ongoing development and maintenance of the EMR coding module.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Working under limited direction to identify and develop methodologies that support high quality documentation and health information.
- > Responsible for developing and maintaining effective communication with multidisciplinary clinical staff with the aim of optimising clinical documentation for all of its purposes.
- > Providing expert advice and guidance on clinical documentation initiatives and presenting related information in a way that is understood and that engages various stakeholders.

Delegations:

- > N/A

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Leading process change for documentation improvements by:	<ul style="list-style-type: none"> > Providing expert advice, consultancy, support and education to multidisciplinary staff regarding collection and interpretation of coded data, data entry requirements and Diagnostic Related Groups (DRG) and Activity Based Funding (ABF) concepts. > Ensuring best practice standards are maintained by contributing to the development and implementation of quality improvement strategies, including monitoring and reviewing work practices. > Monitoring and evaluating the services provided including liaising with users regarding their needs, developing reports and recommendations regarding process change activities. > Using extensive clinical knowledge to actively engage with multidisciplinary clinical staff via written and verbal communication to obtain accurate, clear and concise clinical documentation that will support appropriate DRG allocation. > Liaising with clinical staff to complexities of care are documented appropriately and specifically to assist with accurate Hospital Acquired Complications (HACs) reporting. > Conducting extensive real-time review of the clinical documentation in the electronic medical record during a patient's admission. > Being the specialist advocate for Health Information Services, Clinical Coding, Data Integrity Unit and Medical Records by regularly demonstrating flexibility and positivity, creativity and enthusiasm while pursuing the goals of the service and of the organisation. > Ensure effective communication aligning with Australian Commission on Safety and Quality in Health Care Standards in Documentation of Information.
Operate as a leader in providing a specialist and complex role by:	<ul style="list-style-type: none"> > Fostering a team environment, endorsing positivity, learning and development by promoting open communication between team members. > Effectively analysing and evaluating health information management processes for process change opportunities. > Working with other services across CALHN to ensure all data used in health activity modelling is accurate and up to date. > Facilitating and influencing the sharing of evidence-based documentation in clinical and organisational practices. > Contributing to the broader promulgation of system wide health reform objectives and plans through membership of relevant committees and planning bodies and advocating and promoting CALHNs role and services at relevant forums. > Developing and maintaining collaborative and positive relationships with service providers, key organisations and stakeholders. > Demonstrating daily discipline through effective time management; meeting performance expectations and personal deadlines for work related tasks and projects. > Working in conjunction with the Documentation Improvement Manager for assigned clinical streams in electronic medical record

	forms development and approval processes
Supporting and contributing to evidence-based data by:	<ul style="list-style-type: none"> > Assisting in the education of clinicians in the general interpretation and understanding of DRG and Activity Based Funding, casemix and revenue issues that relate to clinical documentation deficiencies. > Developing and maintaining open communication with the Documentation Improvement Manager, Clinical Coding, Data Integrity and Business Intelligence and Performance Reporting teams to resolve issues with clinical documentation that impact health data. > Co-ordinating and assisting with regular meetings between CALHN clinical programs to ensure that the complexity of the episodes of care are accurately reflected in clinical documentation. > Bridging the documentation deficiency gap and further enhancing communication between coding services and stakeholders. > Ensuring best practice standards are maintained by contributing to the development and implementation of quality improvement strategies and process changes. > Assist in the development and implementation of tools, materials and procedures aimed to improve clinical documentation for coding and reporting purposes
Ensure continuous development and service improvements for Health Information Services by:	<ul style="list-style-type: none"> > Building effective working relationships to deliver excellent results. > Staying abreast of Casemix funding developments and understanding the impact on CALHN. > Engaging clinicians, program leads and other stakeholders in the opportunities for the development of data systems and reports. > Establishing and maintaining key relationships for the provision of data management and reporting services relating to clinical audit, research and Activity based Funding within the clinical stream. > Participate in the reporting of clinical stream performance data for HIS supported systems including Sunrise EMR, Sunrise Document Manager (SDM) (OPAL).

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- > Satisfactory completion of the Health Information Management Association of Australia (HIMAA) certification course in Clinical Coding

Personal Abilities/Aptitudes/Skills:

- > Ability to extract and interpret documented clinical information and coded data.
- > Demonstrated broad-based clinical knowledge and understanding of pathology and physiology of disease processes.
- > Ability to demonstrate effective communication skills and abilities to influence multidisciplinary clinicians work toward clinical documentation best practices.
- > Ability to implement change management processes in a health care setting.
- > Ability to analyse clinical and non-clinical workflows and develop action plans to mitigate risks
- > Proven ability to identify potential weaknesses and discrepancies in morbidity data and recommend documentation improvements.
- > Advanced computing skills with experience in auditing, spreadsheets, and managing data.
- > Demonstrated ability to interpret current benchmarks, activity and acuity targets within an Activity Based Funding model.
- > Proven ability to work at a high level of autonomy without direct supervision; demonstrating leadership, sound judgement, and the capability to prioritise workloads.

Experience:

- > Previous experience working as a qualified clinical coder and/or coding auditor/educator
- > Previous experience of working with documented patient information, practices and procedures
- > Demonstrated experience in advanced computing skills, spreadsheets and word processing
- > Demonstrated experience in analysis and reporting of clinical data
- > Minimum five years' experience in health-related services background, preferably in a hospital environment

Knowledge:

- > Knowledge and ability to apply National and State coding guidelines
- > Knowledge of Activity Based Funding model, DRGs, casemix definitions and procedures
- > Understanding of the Australian Commission on National Safety and Quality Health Care Standards

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- > Advanced Clinical Coding Certificate (HIMAA) or equivalent with demonstrated competency in ICD-10-AM clinical coding
- > Certificate in Clinical Coding Auditing (LaTrobe) or equivalent.
- > Certification in Clinical Documentation Improvement
- > Tertiary qualification in Health Information Management (HIM)

Personal Abilities/Aptitudes/Skills:

- > Demonstrated ability to analyse and problem solve and learn new concepts
- > Proven high level communication skills to multidisciplinary teams, executive and senior managers
- > Willingness to participate in continuous education, professional development, and quality improvement activities.
- > Ability to write audit reports utilising data to communicate findings and recommendations

Experience:

- > Experience in Clinical Documentation Improvement initiatives
- > Experience in using Sunrise Electronic Medical Record (EMR) and Patient Information Systems (PAS)
- > Experience in using 3M Codefinder software and/or eBook/Turbocoder

Knowledge:

- > Knowledge of Microsoft Office software applications
- > Knowledge of hospital policies and procedures such as Confidentiality and Code of Fair Information principles and procedures; Occupational Health, Safety and Welfare principles and procedures; Equal Employment Opportunity principles and procedures
- > Knowledge of patient related services and policies
- > Understanding of Admitted Patient Care (APC) (previously ISAAC) data collection process and procedures

Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided the a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997* (Cth).
- > 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.

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 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.

Performance Development:

The incumbent will be required to participate in the organisation's Performance Review and 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 and Wellbeing. The Department for Health and Wellbeing 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., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern 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.

Central Adelaide Local Health Network:

CALHN is one of five Local Health Networks (LHNs) in South Australia established in July 2011. CALHN provides services within the metropolitan area and also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonateLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including Imaging, Pathology and Pharmacy, responsibility of which has vacillated between CALHN and DHW over the past few years.

Clinical Coding, Health Information Services

The Clinical Coding Unit is responsible for the accurate and timely allocation of ICD-10-AM codes in accordance the Australian Coding Standards and South Australian specific guidelines contributing significantly towards the achievement of revenue optimisation, data quality, and the comprehensive Casemix / ABF profile at multiple services within CALHN.

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.

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.

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: