

Position Description

Employment Agreement:	PSA National Health Administration Workers Collective Agreement
Position Title:	Clinical Coder
Service & Directorate:	Clinical Coding
Location:	Dunedin/Invercargill
Reports to:	Team Leader Clinical Records and Coding
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	January 2024
Job Band	Clinical Coders Salary Framework – Level 0 to Level 5

Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing

We seek excellence through a culture of learning, enquiry, service and caring

Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
Looking after our people: We respect and support each other. Our hospitality and kindness foster better care.	Being sincere: We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	Best action: We are thoughtful, bring a positive attitude and are always looking to do things better.	As family: We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

Our statutory purpose

To improve, promote and protect the health of our population

Promote the integration of health services across primary and secondary care services

Seek the optimum arrangement for the most effective and efficient delivery of health services

Promote effective care or support for those in need of personal health or disability support services

Promote the inclusion and participation in society and the independence of people with disabilities

Reduce health disparities by improving health outcomes for Māori and other population groups

Foster community participation in health improvement and in planning for the provision of and

changes to the provision of services

Uphold the ethical and quality standards expected of use and to exhibit a sense of social and

environmental responsibility

PURPOSE OF ROLE

To identify diagnostic, procedure/intervention and external cause data for all hospital inpatient events in accordance with ICD 10-AM 12th Edition (and any subsequent editions), the Australian Coding Standards (ACS) and the Australian Classification of Health Interventions (ACHI), using the 3M Coding & Grouping Application (Codefinder) and interfacing with SI PICS

To provide a clinical coding service for Te Whatu Ora, Southern (Dunedin, Wakari, Southland & Lakes District hospitals) and any other health care facilities that the organisation is contracted to code, that meets the needs of the individual specialties, accurately reflects the hospital casemix and conforms to mandatory reporting requirements.

Main Objectives:

- Translate medical statement into code in accordance with ICD 10-AM, ACHI and ACS
- Meet internal (Te Whatu Ora) and external (Ministry of Health – MoH) deadlines and requirements
- Achieve clinical coding qualifications through long-distance study via the Health Information Management Association of Australia (HIMAA) as outlined in the PSA/ MECA Clinical Coders Progression Criteria and Salary Scale
- Consistent high level of accuracy
- Participate in internal and external audits as required and/or directed
- Rotate casemix specialties as required and/or directed
- Maintain Te Whatu Ora, Southern agreed productivity levels
- Maintain Te Whatu Ora, Southern agreed percentage of accuracy levels
- Participate in training and education as required
- Be an active and participating team player and assist others when required
- Potentially provide cross cover for Coding Teams for other districts/regions of Te Whatu Ora, Health New Zealand.

Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies

Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Drive For Results	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.

Role Specific Competencies

Process Management	Good at figuring out the processes necessary to get things done; knows how to organise people and activities; understands how to separate and combine tasks into efficient work flow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources.
Managing and Measuring Work	Clearly assigns responsibility for tasks and decisions; sets clear objectives and measures; monitors process, progress, and results; designs feedback loops into work.

KEY RELATIONSHIPS	
Within Southern	External to Southern
<ul style="list-style-type: none"> Clinical staff 	<ul style="list-style-type: none"> Clinical Coding Services Section of the Information Directorate – Ministry of Health (MoH)
<ul style="list-style-type: none"> Southern Coding colleagues 	<ul style="list-style-type: none"> Senior Analyst, Classification and Terminology, National Collections and Reporting – MoH
<ul style="list-style-type: none"> Coding Workflow Officer 	<ul style="list-style-type: none"> Health Information Association of New Zealand (HIANZ)
<ul style="list-style-type: none"> Service Leaders/Managers 	<ul style="list-style-type: none"> Health Information Management Association of Australia (HIMAA)
<ul style="list-style-type: none"> Clinical Records staff 	<ul style="list-style-type: none"> 3M (Australia)
<ul style="list-style-type: none"> Clinical and Non-Clinical Administrators 	<ul style="list-style-type: none"> Rural Hospital Administrative and Coding teams
<ul style="list-style-type: none"> Ward Receptionists 	<ul style="list-style-type: none"> Independent Health and Aged Care Pricing Authority (IHACPA)
<ul style="list-style-type: none"> Records & Information Manager - Te Whatu Ora Southern 	<ul style="list-style-type: none"> New Zealand Coding Authority (NZCA)
	<ul style="list-style-type: none"> Audit New Zealand (NZ)

PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> Minimum level 2 NCEA (Elementary) Medical Terminology qualification 	<ul style="list-style-type: none"> HIMAA Comprehensive Medical Terminology (CMT)
Experience	<ul style="list-style-type: none"> Patient Management Systems 3M Coding and Grouping Application (Encoder) 	<ul style="list-style-type: none"> Administrative experience Research skills Proven ability to study
Knowledge and Skills	<ul style="list-style-type: none"> High standard of interpersonal communication skills, including written and verbal Evidence of good literacy and numeracy skills Excellent computer skills, including knowledge of Microsoft Office suite 	<ul style="list-style-type: none"> Anatomy and Physiology knowledge
Personal Qualities	<ul style="list-style-type: none"> Ability to understand and follow written or verbal instructions Commitment to study Strong work ethic Problem-solving Ability to work well in a team and foster good interpersonal relationships Respect the privacy of individuals when dealing with personal information Ability to cope under pressure 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Efficiently manage Clinical Coding workload	
<ul style="list-style-type: none"> • Code and manage a workload of casemix specialties as assigned by the Team Leader • Maintain productivity levels by working to agreed Te Whatu Ora Southern output numbers per level of qualification • Maintain productivity levels by working to agreed internal and external (MoH) monthly and annual deadlines 	<ul style="list-style-type: none"> • Internal requirements: <ul style="list-style-type: none"> ○ 95% Med/Surg weighted discharges coded by the 3rd working day post month of discharge with priority for Electives ○ 95% coded in each Med/Surg specialty by the 3rd working day post month of discharge ○ 100% coded for all specialties by fiscal year end MoH “wash-up” deadline • External requirements: <ul style="list-style-type: none"> ○ 95% coded for Older Peoples Health, Mental Health, Clutha Health First, Waitaki DHSL, Gore Health and any other health care facilities that Te Whatu Ora Southern is contracted to code by 21 days post month of discharge. ○ 95% coded in each specialty for Rural Facilities
Maintain an excellent level of accuracy	
<ul style="list-style-type: none"> • Maintain an excellent level of accuracy and amend/override coding as required or directed by: <ul style="list-style-type: none"> ○ Internal Auditor ○ National Clinical Coding Quality Assessment (NCCQA) – quarterly and annually ○ National Minimum Dataset (NMDS) Error and Edit Check report 	<ul style="list-style-type: none"> • Internal standards: <ul style="list-style-type: none"> ○ Daily data checks ○ Local monthly audits ○ 95% accuracy • External standards: <ul style="list-style-type: none"> ○ HIMAA assignments and examinations ○ 80% accuracy for HIMAA ○ Aim for 95% accuracy
Continue your Clinical Coding education	
<ul style="list-style-type: none"> • Work towards Certification in 12th edition of ICD-10-AM and any future editions • Achieve certified Clinical Coding Auditor Status 	<ul style="list-style-type: none"> • Complete Clinical Coding qualifications via the Health Information Association of Australia (HIMAA) as funded by Te Whatu Ora Southern. • Complete Short or Long Course qualifications in Auditing via the La Trobe University of Australia as funded by Te Whatu Ora Southern.
Represent the Clinical Coding service	
<ul style="list-style-type: none"> • Participate in meetings, training and education as and when required: <ul style="list-style-type: none"> ○ Local ○ District ○ Regional ○ National ○ International • Liaise with Clinical Staff • Adopt a proactive approach to clinical coding, recording all information that may aid in the extraction of statistics in compliance with the Australian Coding Standards (ACS) • Provide a coding service that meets the needs of individual specialties and accurately reflects the hospital casemix 	<ul style="list-style-type: none"> • Attend (if required or directed) MoH Clinical Coding Education days, internal training, team meetings and education sessions, national and international conference. • Foster an open working relationship between Clinical Coding and Clinical Staff which encourages Clinical input. • Attend meetings with Clinicians as directed by the Team Leader Clinical Records and Coding • Extract and assign accurate codes for relevant information that may impact on length of stay (LOS) or influence the type of intervention/treatment • A flexible and accurate service provided within the specified internal and external reporting timeframes

Other Duties	
<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p> <p>Act as a role model for Te Whatu Ora – Health New Zealand, Southern’s Organisational Values.</p>	<ul style="list-style-type: none"> You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. You produce work that complies with the organisations processes and reflects best practice. Research undertaken is robust and well considered. Live and support the organisations values in everything you do.
Professional Development – self	
<p>Identifying areas for personal and professional development.</p>	<ul style="list-style-type: none"> Training and development goals are identified/agreed with your manager. Performance objectives reviewed annually with your manager. You actively seek feedback and accept constructive criticism.
Health, Safety and Wellbeing	
<p>Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with Te Whatu Ora, Southern Health, Safety and Wellbeing policies, procedures and systems.</p>	<ul style="list-style-type: none"> You understand and consistently meet your obligations under the organisations Health and Safety policy/procedures. You actively encourage and challenge your peers to work in a safe manner. Effort is made to strive for best practice in Health and Safety at all times.
Treaty of Waitangi	
<p>Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.</p>	<ul style="list-style-type: none"> Partnership – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other. Participation – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education. Protection – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date