

## Inherent Requirements

### Prosthesis Coordinator

#### Summary of Role

Epworth HealthCare is Victoria's largest not-for-profit Private Health Care Group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health care system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

The Prosthesis department at Epworth's various hospital facilities are specialised areas associated with the management of Implantable items required for surgical procedures.

The Prosthesis Coordinators work with key stakeholders like:

- Perioperative Services team, including Surgeons, Clinical Staff and Support Staff
- Hospital department managers and Patient Revenue team
- Purchasing & Logistics team
- Suppliers and Company Representatives

As a key support function to the Theatre management and Patient Revenue teams, the Prosthesis Coordinators ensure required Prosthesis items are available for procedures and post-surgery. Prosthesis Coordinators also ensure that theatre usage is validated and finalised accordingly so that purchase orders for resupply and purchase are generated and actioned within required timeframes; and billing can be executed accurately and efficiently.

The role is responsible for ensuring the safe and efficient delivery of services related to receipt, holding and dispatch of Prosthesis materials securely and accurately to meet the operational demands of the business.

This role is accountable for inventory integrity and visibility, ensuring that controls (stocktakes and cycle counts) are in place and effective.

The role is also responsible for ensuring efficient and timely replenishment of Prosthesis across the Epworth Group.

In general, the Prostheses teams deal with two main types of Prostheses (that must be billed & claimed for to prevent lost revenue):

1. **Rebatable Prostheses:** These are items that appear on The Prostheses List (P/L). These are cost neutral items as the PL dictates the amount payable and if recorded correctly we are reimbursed for the cost of the device/implant.

The Prostheses List, is the list registered on the Federal Register of Legislation governed by The Prostheses List Advisory Committee (PLAC) whose primary role is to make recommendations and provide advice to the Minister for Health. This enables powers under the Private Health Insurance Act 2007 to be exercised to list kinds of prostheses and benefits payable by private health insurers on the Prostheses List.

This list consists of surgically implanted prostheses, human tissue items and other medical devices that private health insurers must pay benefits for when:

- a) they are provided to a patient with appropriate health insurance cover,
- b) they are provided as part of hospital treatment or hospital substitute treatment, and
- c) there is a Medicare benefit payable for the service.

2. **Non-Rebatable Prostheses:** These are items not on The Prostheses List (P/L). This means there is no rebate to be claimed and no benefits payable by private health insurers. These items are usually classified as either a "Consumable" or an "Exgratia (EXGP)" item.

Consumables are further broken up into:

- a) **Funded consumables:** These are considered an operating cost that we are unable to pass on to the fund as these are covered in the DRG (Diagnosis Related Group) payments we receive.
- b) **Consumables used for NIL Insured patients:** As we don't have any of the same restrictions around billing non-funded cases (no contract with a Health Fund), these operating cost may be passed on to the patient by providing IFC (Informed Financial Consent) by billing these as HCC (High Cost Consumables).

Exgratia (EXGP) items are implantable items, not yet on the P/L and require special application to the insurer requesting permission and funding prior to use on a patient.

This also includes extremely high cost items that haven't been tested enough over a period of time and require discretionary funding until they are placed on the P/L. EXGP items consist mainly patient specific or high risk procedures that are considered as last chance options and are generally lifesaving.

We also liaise with patient Revenue & the surgeon's rooms to apply to the fund. This application may be declined, at which time we negotiate with site management & suppliers the agreed percentage to be shared by both parties.

## Essential Tasks

1. QA Stock usages (check & validate prior to finalising billing)
2. Administration (Liaising with Surgeon's Rooms, Patient Revenue and theatre to ensure approvals and bookings have been actioned prior to cases)
3. Ordering (Ensuring the safe and efficient delivery of Prosthesis materials securely and accurately to meet the operational demands of the business)

### Prosthesis Coordinator - Essential Tasks

#### QA Stock usages

##### Description of task:

- 1) To check & validate accuracy prior to finalising usages recorded in Theatre.
- 2) To match usage when Reps attend a case against the usage emailed to the EC - Prosthesis Team email.
- 3) The Prosthesis Coordinator will then retrieve emails and match to the corresponding Theatre case. If there was no company representative in attendance, we will need to match our usage against a proforma to ensure billing is correct.
- 4) To check patients UR number and date of procedure match and also that procedure description is correct and that the appropriate MBS codes are entered.
- 5) To ensure T1 v iPM report is checked daily and updated and codes are placed into the charge account.

##### Key physical demands:

The key physical demands required for this task include:

- Sustained periods of sitting and standing
- Repetitively walking short distances replacing stock on trolleys
- Repetitive and sustained movements of the neck including flexing and rotating whilst working on a computer
- Repetitive bending and twisting at the waist
- Repetitive reaching forward and to shoulder height
- Repetitive manual handling of loads (up to 30kg with assistance)
- High level of hand-eye coordination, gripping, finger manipulation and wrist flexion/extension/ deviation/rotation

##### Key cognitive demands:

The essential cognitive demands of this task include:

- Sustained attention and concentration
- A high level of planning and sequencing to assist with time management and ensure that tasks are undertaken as per procedure
- A high level of problem solving & physical coordination to assist with the reconstruction of reusable medical devices and kits
- Task specific knowledge relating to the mechanics and construction of medical devices and the alternative requirements of specific implants on request.

## Administration

### Description of task:

- 1) Liaising with rooms, patient revenue and theatre to ensure approvals and bookings have been actioned prior to cases
- 2) Making bookings for surgery to ensure all P/L items are available for cases.
- 3) Working of the Theatre Booking list to ensure all cases are covered, recorded billed in a timely manner.
- 4) Providing quotes for all NIL ensured patients at current pricing.
- 5) Providing Daily Consignment lists to CSSD to sterilise the kits required for the next day's list.
- 6) Ensure Loans know to follow up on all kits if not delivered by 4pm.
- 7) Receipting and stocking of all deliveries.

### Key physical demands:

The key physical demands required for this task include:

- Sustained periods of standing or sitting
- Repetitive neck movements, including looking down.
- Hand-eye coordination and gripping, finger manipulation, wrist flexion/extension/deviation/rotation.

### Key cognitive demands:

The essential cognitive demands of this task include:

- Sustained attention and concentration
- Effective and professional written and verbal communication skills to liaise with suppliers and colleagues
- A high level of planning and sequencing to assist with time management and ensure that tasks are undertaken as per procedure.

## Ordering

### Description of task:

Prosthesis Coordinators are responsible for ordering equipment in preparation for upcoming surgical procedures. The task requires the coordinator to review the surgical schedule to identify upcoming procedures and necessary equipment required. This includes liaising with supplier & their representatives to place orders as well as liaising with Nurse Unit Managers and other stakeholders within the hospital to arrange equipment for procedures. Technicians are required to make phone calls and develop emails in order to communicate with relevant stakeholders. The task is completed at a computer workstation.

Ensuring the safe and efficient delivery of Prosthesis materials securely and accurately to meet the operational demands of the business

### Key physical demands:

The key physical demands required for this task include:

- Sustained periods of standing or sitting.
- Repetitive neck movements, including looking down.
- Hand-eye coordination and gripping, finger manipulation, wrist flexion/extension/deviation/rotation.

### Key cognitive demands:

The essential cognitive demands of this task include:

- Sustained attention and concentration.
- Effective and professional written and verbal communication skills to liaise with colleagues.
- A high level of planning and sequencing to assist with time management and ensure that tasks are undertaken as per procedure. This also includes ensuring loan kits are booked if consignment kits are out of circulation.

**Prostheses Coordinator – Frequency and Duration of Essential Tasks**

Essential Tasks	Frequency	Duration
1. QA Stock Usages	Coordinators complete inspection and sorting duties daily.	Inspection and sorting duties generally require up to 3-4 hours each shift.
2. Administration	Coordinators complete administration duties daily.	Administration tasks generally require 1-1.5 hours each shift.
3. Ordering	Coordinators complete ordering duties daily.	Ordering tasks generally require 1-1.5 hours each shift.

## Prostheses Coordinator – Physical Demands

Physical Demands	Rare	Occasional	Frequent	Constant
Sitting				✓
Standing		✓		
Walking		✓		
Step up / step down		✓		
Looking Up and Down				✓
Forward Bending			✓	
Turning and Twisting			✓	
Crouching and Squatting		✓		
Kneeling and Crawling	✓			
Reaching above shoulder			✓	
Reaching forward				✓
Gripping (Hand)		✓		
Fine Motor Movements (Hand)		✓		
Lifting floor-waist		✓		
Lifting knee-shoulder			✓	
Lifting overhead		✓		
Carrying (Trolley up to 30kg)			✓	
Pushing and pulling upper limb			✓	
Pushing lower limb	✓			

Frequency	Coding	Definition	Activity Level
Rare	R	0-5% of total work time	A total of 3 minutes of activity in an hour or one lift every hour
Occasional	O	6-33% of total work time	A total of 4-20 minutes of activity in an hour or one lift every 30 minutes
Frequent	F	34-66% of total work time	A total of 21-40 minutes of activity in an hour or one lift every 15 minutes
Constant	C	67-100% of total work time	A total of 41-60 minutes of activity in an hour or one lift every 2-5 minutes

## Prostheses Coordinator – Cognitive and Psychosocial Demands

Cognitive and Psychosocial Demands	Rare	Low	Moderate	High	Maximal
Attention					✓
Concentration					✓
Memory				✓	
Interaction with others				✓	
Communication – written				✓	
Communication - verbal				✓	
Problem solving					✓
Decision making				✓	
Planning/sequencing					✓
Reasoning/judgement				✓	

Frequency	Coding	Definition
Rare	R	Three key components are taken into consideration when analysing the cognitive and psychosocial demands associated with a role;
Low	L	
Moderate	M	
High	H	
Maximal/Constant	C	

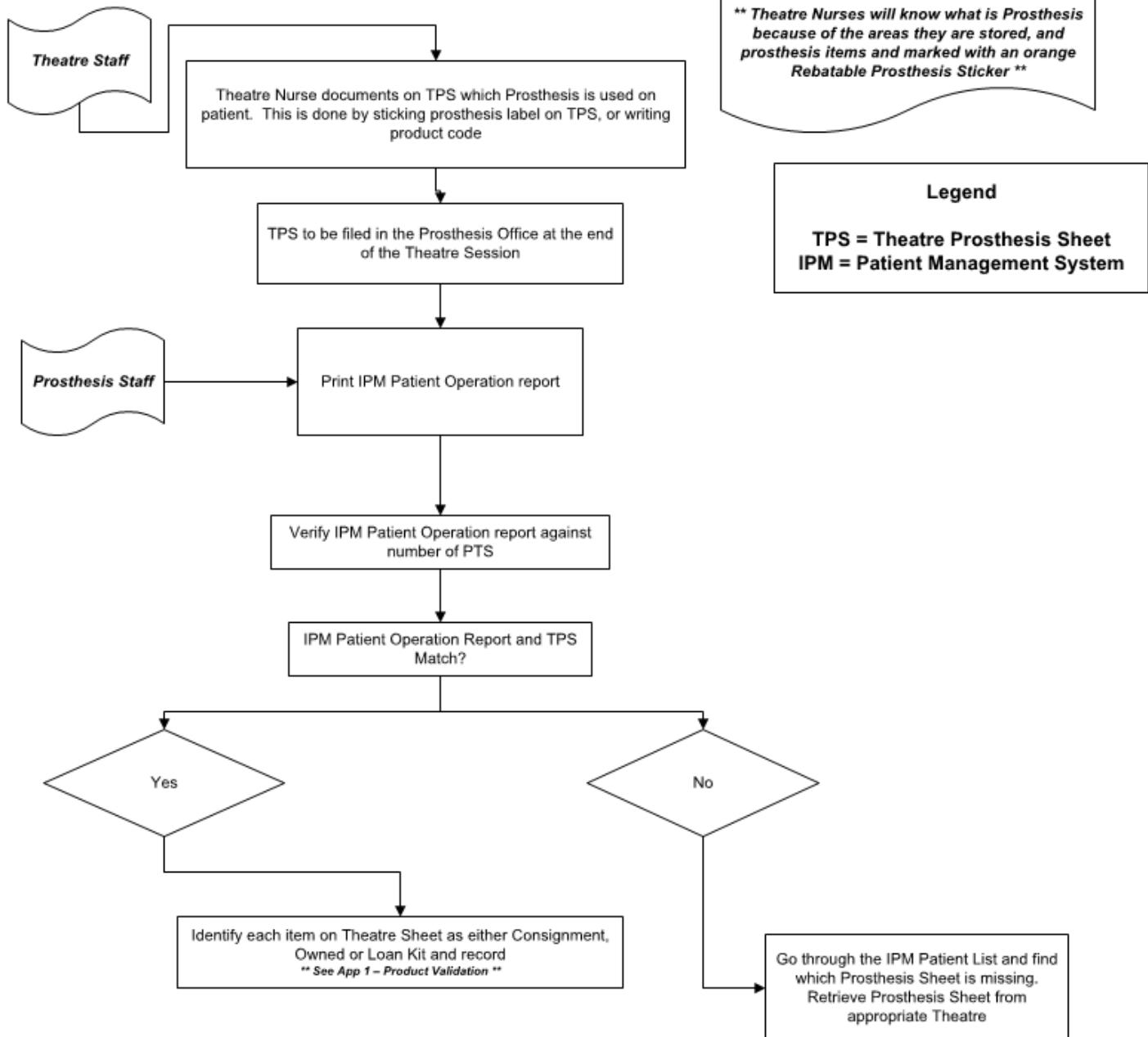
## Prostheses Coordinator – Environmental and Organisational Factors

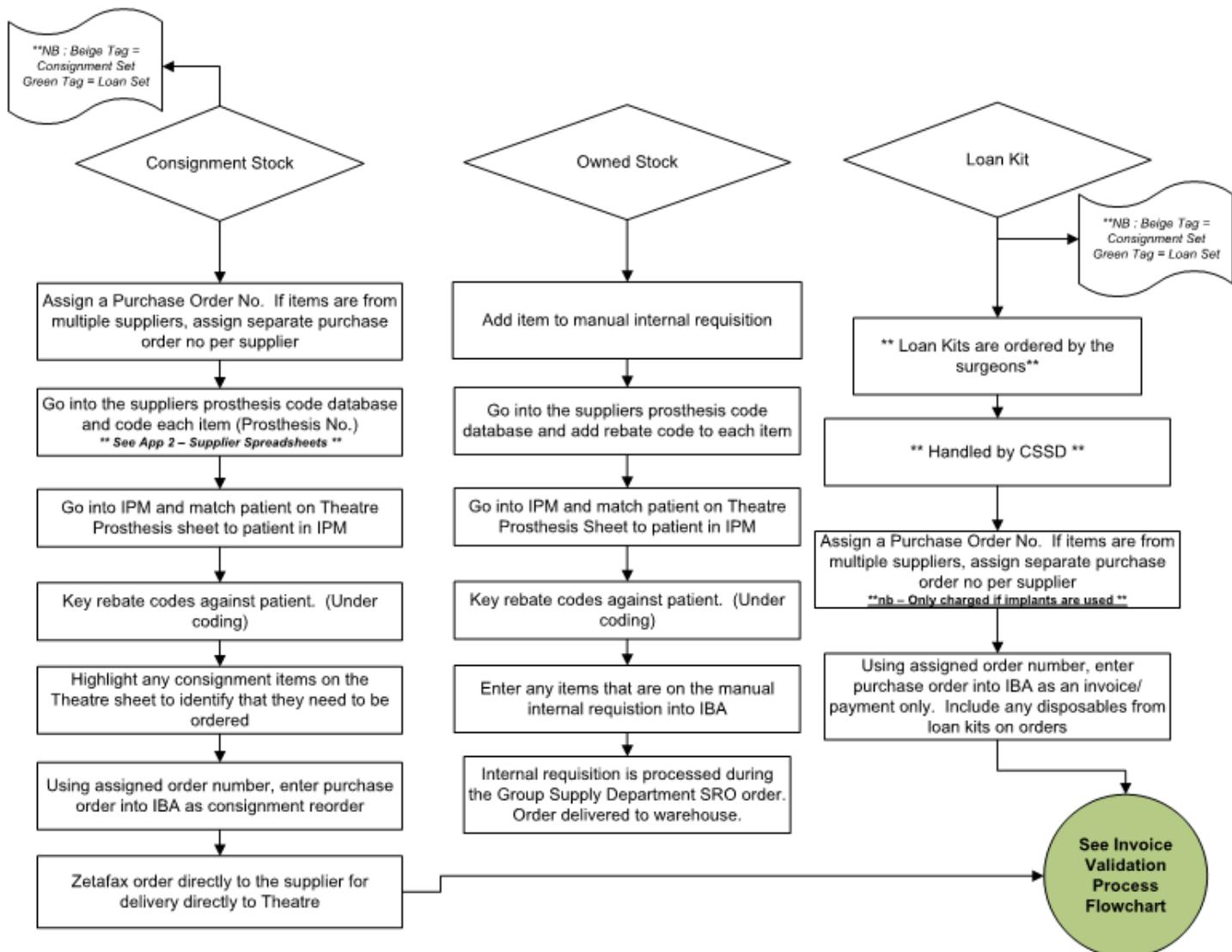
Condition	Description
<b>Heat</b>	Coordinators generally complete their duties in a climate controlled indoor environment which is not significantly affected by heat.
<b>Cold</b>	Coordinators generally complete their duties in a climate controlled indoor environment, however the temperature in the Prostheses store ranges from 19°C-21°C which is a prerequisite for stock management due to cold chain products.
<b>Noise</b>	Coordinators may be exposed to low level noise from their working environment including equipment.
<b>PPE</b>	Coordinators are required to wear theatre scrubs, closed toe shoes and hair nets & must maintain COVID safe site requirements as advertised at theatre reception.
<b>Shift Cycle</b>	Coordinators work a range of shifts dependent upon demands and needs. Typically the following shifts are undertaken: <ul style="list-style-type: none"> <li>• 7am – 3pm</li> <li>• 8am – 4pm</li> <li>• 9am – 5pm</li> <li>• 10pm – 6pm</li> </ul>
<b>Breaks</b>	Coordinators are entitled to a 30 minute meal break, and 10 minute tea breaks for an eight hour shift.

## Charging and Ordering Prostheses – Post Op Richmond



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## Invoice Validation Process (Consignment)



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