Position Description

1. General Information

Position Title:	Coding Auditor / Educator
Division/Department:	Epworth Corporate - Health Information Services (HIS)
Position Reports to:	Coding Manager – Group Operations
Enterprise/Individual Agreement:	Health Professionals Individual Agreement
Classification/Grade:	
Location:	Epworth HealthCare
Employment Status:	Part Time
Key Relationships - internal and external	Coding Operations Team, Coding Staff, Coding Assistants, Senior HIM, Data Reporting Officer, Casemix analysts, Health Fund Contract Manager, HIS Site Managers and Group Manager HIS & Patient Revenue.

## 2. Overview of Epworth HealthCare

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 system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the Epworth website.

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

3. Epworth HealthCare Strategy
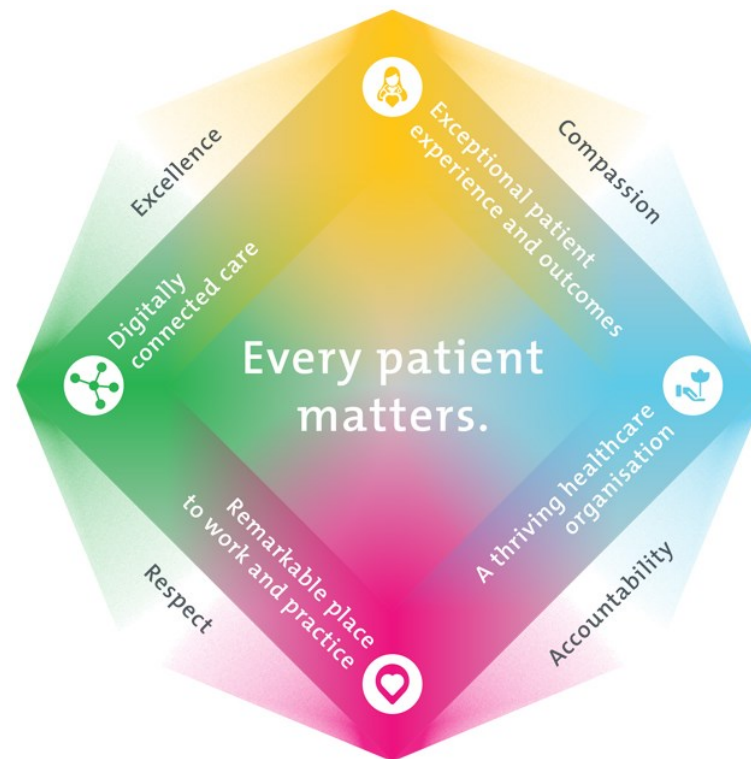
All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.
Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.
A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.
Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.
Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

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4. Purpose of the Position

Provide coding education, support and training to all Health Information Managers (HIMs)/Clinical Coders across Epworth HealthCare. Of particular focus are newly employed HIMs/Clinical Coders who undertake the Coding Induction Program, ensuring these staff develop high level coding skills.

The maintenance of strict confidentiality is of key importance, as is contributing to the overall performance of Epworth HealthCare and ensuring compliance with the Epworth HealthCare Values and Behaviours.

5. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Coding Education • Provide training for newly employed HIMs/Clinical Coders and supervise their learning through a structured coding induction program. • Provide ongoing coding, casemix and clinical education for all Epworth Healthcare HIMs/Clinical Coders. • Provide a supportive coding environment to facilitate the ongoing education of HIMs/Clinical Coders in order to achieve coding consistency and accuracy. • Provide ongoing education to HIMs/Clinical Coders on the importance of Coding for Complexity. • Provide annual feedback to HIMs/Coders via completion of Coding Educators comments template for HIM/Coders PDPs • Aware of current National and State published coding advice and promote the dissemination and learning of published coding advice. • Organise and provide training in preparation for release of new editions of ICD/ACHI/ACS. • Provide feedback to HIMs/Clinical Coders regarding episodes reviewed as part of routine Coding Educator duties, as required. Maintain the Coding Educator Feedback spreadsheet with feedback provided. • Prepare the Coding Meeting Agenda and perform the role of Minute Secretary for Epworth HealthCare Coding Meetings as required (in rotation with other Coding Educators)	• Newly employed HIM/Clinical Coders complete the Epworth HealthCare Coding Induction Program • Coding knowledge is current and maintained in line with Classification Edition and Published Advice • Coding meeting minutes distributed one week post the coding meeting

• Prepare and present relevant coding related educational material to ensure Coding for Complexity across Epworth HealthCare as required.	
Coding Quality • Respond to Casemix enquiries from Clinical staff (including requests for provisional DRG information) • Respond to queries from the Coding Manager – Group Operations, Casemix Analyst and the Patient Revenue Department as required • Complete data quality checks as required by the Casemix Analyst, Clinical Data Analyst and the HIS Reporting Officer • Correct HCP data reporting coding errors as required • Assist the Coding Manager – Group Operations with data/report requests as required • Accurately code, group and index patient episodes using ICD-10-AM/ACHI and the 3M Codefinder/Turbocoder in accordance with the Australian Coding Standards and ensure set coding timelines are achieved	• Coding enquiries are responded to in a timely manner • Data reporting enquiries are completed before deadline • Coding quality and quantity KPIs are met
HIS Coding Audit Program • Development and maintenance of Epworth Coding Audit Plan • Lead the Epworth Internal Coding audit program, including training of audit staff, allocation of audits, consolidation and escalation of outstanding requests • Provide staff involved in the Epworth Internal Coding Audit program with regular feedback and guidance, including audit the auditor • Code Focus Audit Module development and maintenance • Health Fund contact change impact review • Provide responses to Health funds for coding related audits, pre-payment verifications and rejections • Collaborate with patient revenue to ensure coding and/or DRG changes impacting revenue are processed and paid	• Epworth Coding audit plan is up to date • Internal audit staff are well supported and educated • Responses are provided to Health funds as per contractual requirements

• Provide support to the Health fund contract team with other audits as deemed necessary • Communicate effectively with contacting health services to ensure coding/DRG assignment match.	
HIS Coding Processes • Demonstrate HIS and coding processes have been understood and are applied correctly • Assist the Coding Manager – Group Operations to create and review HIS coding processes as required.	• Compliance with HIS and Coding Processes • Awareness, understanding and practice of Health Information Group Policies and Procedures
Coding Timeliness and Resource Allocation • Assist in the completion of coding documentation/iPM issues outstanding with upcoming billings deadlines and at end of month • Assist in the recruitment of new HIM/Clinical Coding Staff	• End of month WIP target across Epworth HealthCare achieved on a monthly basis
Other • Provide support to Coding Manager – Group Operations, and HIS Site Managers as required	• Participate and assist with other duties as directed by Coding Manager and Group Manager HIS & Patient Revenue
Customer Service Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers. Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees. • Provide excellent, helpful service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's (customers) expectations and issues	• Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions • Issues are escalated to the manager and resolved in a timely manner

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Safety and Wellbeing Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace • Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan	• Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures • Mandatory training completed at agreed frequency

6. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	**Essential** • Bachelor of Health Information Management (HIM) or equivalent • Eligible for full membership of Health Information Management Association of Australia (HIMAA)
Previous Experience	**Essential** • Previous experience coding (minimum of three years coding experience in a tertiary level hospital) **Desirable** • Previous experience in providing coding education • Previous experience in completion of coding audits
Required Knowledge & Skills	**Essential** • Excellent knowledge and application of the Australian Coding Standards, ICD-10-AM, ACHI and National & State published coding advice. • Competent knowledge and skills using Microsoft Office products **Desirable** • Knowledge of Private Sector Funding Models.

Personal Attributes & Values	**Essential**
All employees are expected to consistently work in accordance with Epworth's values and behaviours • Respect • Excellence • Compassion • Community • Integrity • Accountability	• Committed to ongoing professional development. • Committed to continuous quality improvement. • Prepared to make a commitment to the Epworth HealthCare Values and Behaviours. • Effective communication and interpersonal skills • Well developed organisational skills • Excellent leadership skills • Ability to work under pressure and meet deadlines • Ability to work independently and as part of a team • Ability to maintain strict confidentiality

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
July 2016	June 2025	HIS Site Manager / Coding Manager – Group Operations

Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____   Date: _____