Position Description

1. General Information

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Position Title:	Health Information Manager / Clinical Coder
Division/Department:	Health Information Services
Position Reports to:	HIS Site Manager / Coding Manager – Group Operations or HIS Site Manager / Coding Manager - Richmond
Enterprise/Individual Agreement:	Health Professionals (Individual Agreement)
Classification/Grade:	As per employment contract
Location:	Epworth Richmond or Epworth Geelong
Employment Status:	As agreed
Key Relationships - internal and external	Coding Staff, Coding Assistants, Coding Educators & Auditors (internal & external), HIS Site Managers, Senior Health Information Manager & 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 *Respect, Excellence, Community, Compassion, Integrity and Accountability.* 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
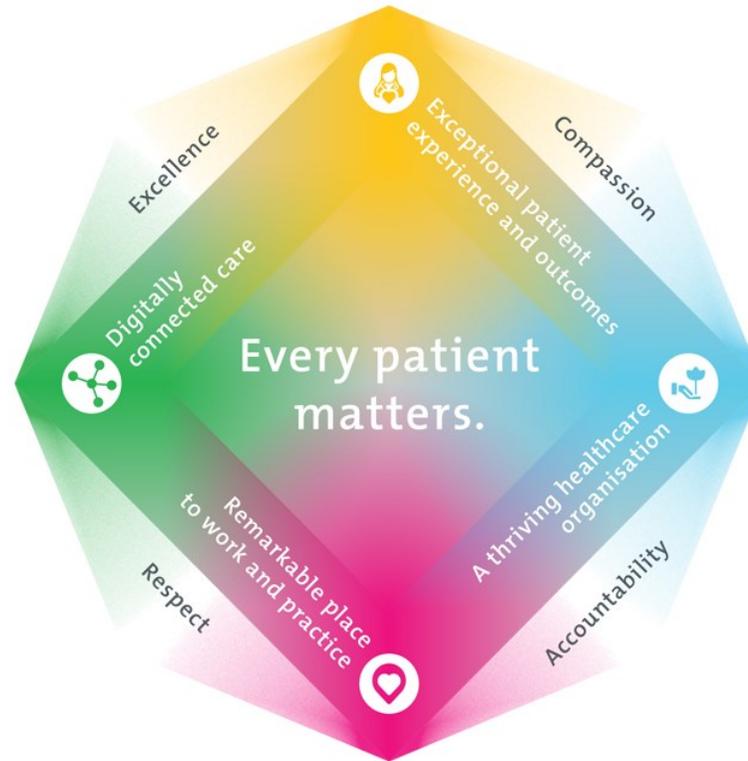
All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.
Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.
A thriving healthcare organisation - To adapt and grow in a changing healthcare 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.

4. Purpose of the Position

The HIM/Clinical Coder's primary function is to accurately code medical records in accordance with the Australian Coding Standards. The maintenance of strict confidentiality is of key importance, as is contributing to the overall performance of Epworth HealthCare and ensuring our Values and Behaviours are adhered to.

5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
Leadership and culture	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
Consumer Partnerships	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
Effective Workforce	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
Clinical Safety and Effectiveness	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
Risk Management	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Coding Accuracy • Accurately code, index and group episodes using ICD-10-AM, ACHI and the Australian Coding Standards. • View and abstract information for coding using BOSSnet DMR. • Use of 3M Codefinder for code selection, indexing and grouping.	• Coding for Complexity Audits -Coder Inaccuracy: % DRG changes should be **<5%.**

• Actively participate in the Coding for Complexity process and ensure DRG assignment accurately reflects the complexity of an episode. • Notify DRG changes and Principal Diagnosis changes (as applicable) to the Patient Revenue Department in accordance with the Epworth HealthCare DRG and Principal Diagnosis Change process. • Actively participate in the Epworth Auditing program as relevant including the process of querying clinicians to ensure correct ICD-10-AM and ACHI code assignment to correctly reflect clinical concepts as required. • Notify cancers to the Victorian Cancer Registry using iSoft's Electronic Cancer Registration.	• Coding for Complexity Audits -Incomplete Documentation – Missing/Ambiguous Documentation: % of DRG changes should be **<15%.** • Other coding audits: % DRG changes should be **<5%.**
Coding Efficiency / WIP • Code as per daily allocation requirements • Ensure all records are coded within timeframes specified in Health Fund Contracts.	• Achieve set coding KPIs • End of week and end of month WIP KPIs across Epworth HealthCare are achieved. • All Health Fund billing deadlines are met.
Coding Education • Attend and actively participate in Epworth HealthCare Coding Meetings. • Read Coding Meeting minutes and complete coding meeting training and education exercises (when applicable). • Aware of and correct application of current National and State published coding advice.	• Participation in coding educational and training programs. • Coding knowledge is current and maintained in line with Classification Edition and Published Advice.
Computer System Use	

• Ability to learn and adapt to new computer systems being implemented	• Participation in system use training • Compliance with training materials
HIS & Coding Processes • Demonstrate HIS and coding processes have been understood and are applied correctly.	• Compliance with HIS and coding processes. • Knowledge of Health Information Group Policies and Procedures.
Other • Participate in Quality Improvement activities. • Ensure that access to and release of health information is granted to authorised personnel.	• Participate and assist with other duties as directed by your manager.

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

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 Certificate IV in Clinical Classification or equivalent. • Eligible for membership of Health Information Management Association of Australia (HIMAA).
Previous Experience	**Desirable** • Previous coding experience in a tertiary level hospital • Previous experience working in the health sector environment
Required Knowledge & Skills	**Essential** • Sound knowledge of the Australian Coding Standards. • Good working knowledge of Microsoft Office Suite • Competency using web based applications
Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours • Respect • Excellence • Compassion • Community • Integrity • Accountability	**Essential** • Prepared to make a commitment to Epworth HealthCare's Values and Behaviours. • Committed to ongoing professional development and learning. • Committed to continuous quality improvement. • Ability to maintain strict confidentiality. • Competent and accurate coding skills. • Ability to work independently and as part of a team. • Effective communication and interpersonal skills. • Well-developed organisational skills. • Ability to work under pressure and meet deadlines.

Position Description

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
August 2015	March 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: _____