

Position Description



1. General Information

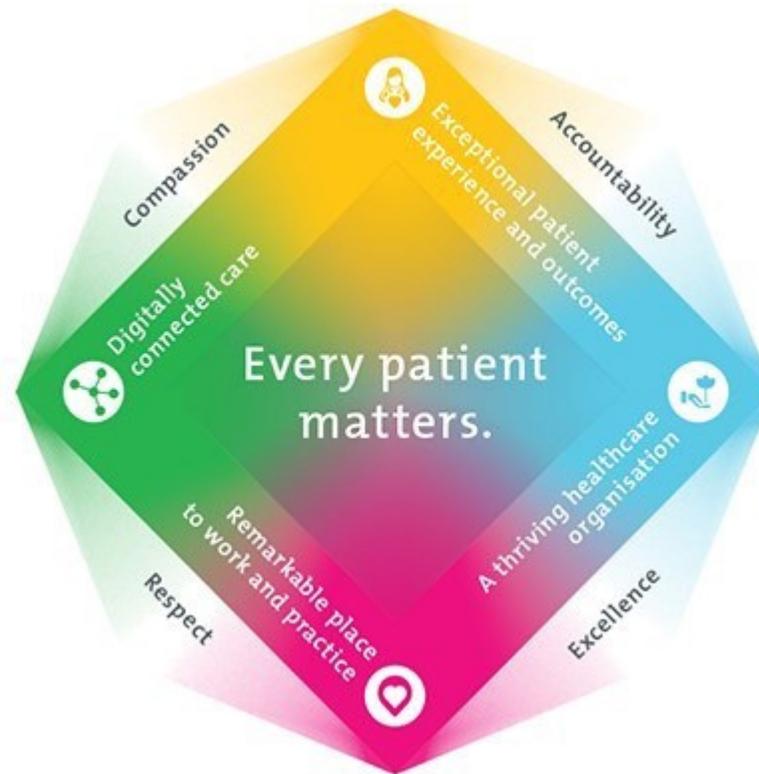
Position Title:	Clinical Documentation Improvement (CDI) Specialist
Division/Department:	East Melbourne/Richmond/Eastern/Geelong (Management Cost Centre)
Position Reports to:	Site Finance Manager
Enterprise/Individual Agreement:	Nurses EBA
Classification/Grade:	
Location:	East Melbourne/Richmond/Boxhill/Geelong
Employment Status:	Full-Time
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	N/A
Key Relationships - internal and external	HIS, Site Executive General Manager and Site Finance Manager

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 to improve the health, wellbeing and experience of every patient by integrating clinical practice with education and research and our vision is to consistently deliver excellent patient-centred care with compassion and dignity.



Overall this position links to the following elements of the Epworth Strategy.
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.
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.

3. Purpose of the Position

The role of Clinical Documentation Improvement Officer is to actively support and facilitate an organisational-wide, advanced understanding of clinical documentation standards. Utilising your proven clinical knowledge and ability to develop professional working relationships, you will focus upon all aspects of documentation that improve information capture for patient safety, quality of care and inter- clinician communication, along with ensuring accurate hospital reimbursement. Using your positive personality, you will be able to leverage relationships with Clinical & Non-Clinical teams, Health Fund & Information Services, and other key stakeholders to ensure the long-term success of this program.

The goal of this program is to ensure clinical documentation is complete, specific and accurate to ensure the complexity of the episode of care is appropriately reflected.

The role maintains a close collaborative working relationship with all levels of the Clinical Care team, Health Fund team, Health Information Services, Patient and Account Services and other relevant departmental/ practice management staff as required.

4. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Support the operational management of a Clinical Documentation Improvement program that will continue to advance Epworth's objectives	
Utilise your well-developed clinical skills to assist in the coordination and organisational-wide Clinical Documentation Improvement (CDI) program utilising a collaborative model that encompasses clinician engagement with the aim of optimising clinical documentation for all of its purposes.	
Provide advice, for the improvement of documentation across all specialties, ward areas and related departments. The role will engage with clinicians and clinical teams. Support the clinician engagement strategy that engages the medical staff and other health care professionals as necessary via written/verbal communication to improve the accurate and complete capture of all clinical documentation including information that supports appropriate code assignment/ DRG allocation and embeds change into practice.	<ul style="list-style-type: none">• Review of 12 inpatient medical records each day.• Work with clinicians to improve medical record documentation to reduce follow-up queries raised by the HIS team by 20%.• Reduction in instances of coding optimisation forfeited due to responses not being received from clinicians.

<p>Through medical record review identify opportunities to ensure that co-morbidities/ complications are documented appropriately.</p>	<ul style="list-style-type: none"> • Increase in the level of complexity for target areas/specialties. • Lower volume needing to be audited due to complexity already captured and documented before discharge.
<p>Support the delivery of ongoing education regarding CDI to all clinical and departmental staff who are responsible for documenting in the patient record. Contribute to decision-making and identifies opportunities for improved capture of other related health information.</p>	<ul style="list-style-type: none"> • Annual documentation presentation to VMOs, NUMs and Allied Health staff as well as ongoing education of nursing ward staff.
<p>Supports process change activities across clinical disciplines as required and work closely with clinical teams to help sustain needed process change and frequently engage with clinicians regarding their clinical documentation. Support accurate reporting, improvements, processes and 'next steps' planning in response to feedback, data and strategic objectives. Actively seeks innovative methods to solve unresolved issues.</p>	<ul style="list-style-type: none"> • Identify process improvement opportunities (e.g. enhancement to medical record forms) to ensure documentation is completed correctly and in full prior to discharge.
<p>Customer Service</p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p>	<ul style="list-style-type: none"> • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's circumstances, expectations and issues • Proactively escalates concerns when necessary to ensure resolution of any current or potential breakdown in processes and systems that impact patient care and customer service • Consistently meet or exceed the expectations of our patients and customers at all times
<p>Safety and Wellbeing</p> <p>Participate actively and positively in the area of OHS to reduce all hazards and incidents within the workplace</p>	<ul style="list-style-type: none"> • Comply with all Epworth's OHS policies, protocols and safe work procedures at all times • Ensure your actions do not put yourself or others at risk (as per Sections 21 & 22 under the OHS Act 2004) • Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan • Participate in and complete mandatory safety training on an annual basis. • Actively participate and contribute to the OHS consultation

Other Responsibilities	<ul style="list-style-type: none"> • Other tasks and activities required to complete their role.
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5. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Registered Nurse with Nursing and Midwifery Board of Australia Health Practitioners Authority (AHPRA) qualification <p>Desirable</p> <ul style="list-style-type: none"> • Post graduate qualifications in project management or health management or equivalent highly regarded • Completion of Clinical Documentation Improvement course highly regarded
Previous Experience	<ul style="list-style-type: none"> • Demonstrated experience in role knowledge requirements for an appropriate period. • Recent senior clinical nursing experience in an acute care setting, or; case mix management or discharge planning experience in acute case mix settings. • Recent private health sector experience, knowledge of current funding payment models and contractual arrangements in a medium to large organisation • Working knowledge of/or ability to acquire knowledge of clinical coding documentation requirements
Required Knowledge & Skills	<p>The Clinical Documentation Improvement Officer must demonstrate the following requirements:</p> <ul style="list-style-type: none"> • Knowledge of related medical record documents • Strong broad-based clinical knowledge and understanding of pathology/physiology of disease processes • Excellent written and verbal communication skills. • Excellent analytical and critical thinking skills. • Ability to demonstrate and facilitate excellent working relationships with clinicians. • Ability to work independently in a time-oriented environment. • Computer literacy and familiarity with the operation of standard office equipment. • Confident personality traits to facilitate ongoing communication with all stakeholders. • Working knowledge of reimbursement system and coding structures (advantageous). • Leadership and communication skills. • Passion for quality of care, education and accuracy. • Highly developed understanding of Microsoft Office products – Excel, Word, PowerPoint • Excellent verbal and written communication skills • High level of attention to detail

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
30 th May 2023	3 March 2025	Group Financial Controller

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: _____