**SINGLE CORPORATE SERVICES**

**CLINICAL CODING**

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| **Job title:**  | Trainee Coder | ***To be completed by HR*** *Job Reference Number*  |
| **Reporting to:**  | Coding Manager |
| **Accountable to:**  | Head of Clinical Coding |
| **Pay Band:**  | B3 |

As part of the Single Corporate Service, this role provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

The intention for the existing primary work locations to remain unchanged as there is no desire to change base locations unnecessarily. However, as the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel from time to time. The staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

**Job purpose**

Clinical coding provides the clinical element to what is otherwise administrative data. It is vital in enabling the Trust to plan its services and to engage in clinical audit, research and epidemiology. The accuracy of coding is determinant of the Trust’s data quality and is key to operational management, the wider governance agenda and many International and National indicators.

Under the Payment by Results (PbR) system, timely, accurate and complete clinical coding is core to identifying and receiving Trust revenue. If outpatient episodes are not coded within PbR deadlines the Trust may not receive payment; and if they are not fully coded or inaccurate the Trust may not be correctly paid for its activity.

To abstract from the patient’s case notes, and other sources as required, all relevant information concerning the primary diagnosis, co-morbidities, procedures, investigations and treatment for each period of care.

To translate this information into ICD-10 and OPCS 4 codes using judgement based on knowledge and experience and enter onto the hospital Patient Administration system, in a timely and accurate manner following the rules of coding convention for International Classification of Diseases and OPCS procedure books.

**Job summary**

* To accurately extract and evaluate all relevant information concerning a patient’s episode of care involving identifying and interpreting often very complex clinical data detailing principle diagnosis and procedures, and any co-morbidities/complications and co- existing systemic conditions. This information is located in paper clinical record and various electronic systems.
* To translate this information into codes using ICD10 (International Classification of Diseases vol 10) and OPCS 4 (Office of Population Censuses and Surveys vol 4.8 which is then processed to create HRG’S (Health Resource Groups) this is used to determine under the National tariff scheme the amount of funding the trust receives from the PCT’S.
* Apply the rules and conventions of ICD10 and OPCS4 and take responsibility for updating training manuals and publications when changes or clarifications issued by the NHSIA. Inform the Coding supervisors of any national and/or local coding changes in order that they may be documented in manuals and the Coding Policy and Procedures
* To ensure all coded information extracted from provider spells/case notes is accurate and reflects the full extent off all diagnosis and procedures that are provided by the clinician for every patient episode within an agreed time from patient discharge which supports the requirements of commissioning. Regular use of clinical coding reminder lists, and information systems are to be used to assist this process.
* To attend training sessions both external and internal and to participate in regular audits of coding.
* To maintain a comprehensive knowledge of anatomy and physiology, medical procedures, diagnosis and terminology as applied across specialties.
* Establish a liaison with clinicians and specialty administration staff to ensure clinically relevant information is available to support the highest quality clinical coding, including the communication of complex clinical coding rules to relevant parties. To liaise with health records staff on all clerical aspects of case note requests and tracking and the tracing of lost case notes.
* Under the supervision of the coding supervisor take responsibility for the prioritization and management of daily workload, reporting any issues and problems to the supervisor initially and the Coding Manager as required and be flexible with staff rotation around specialties.
* To regularly review, and if necessary, revise work practices and information flows in conjunction with the Coding Manager, taking into account the needs of the Directorates, Trust and NHS mandatory requirements. Any changes in local coding policies should be ratified by the clinician and be included in the Clinical Coding Policy and Procedures document.
* To be aware of the weekly list of incomplete episodes and liaise with the Coding clerk to ensure these are retrieved and coded.
* On completion of episodes use the Patient Administration System to identify any other incomplete episodes and to take the appropriate action to deal with them. The return of notes for completion of provider spells is to be in accordance with departmental procedures.
* Use the Medical Encoder for accessing clinical information for coding purposes and for passing completed coding details to the PAS system.
* Use the Pathology System (APEX) and Maternity System (PROTOS) for accessing clinical information to clarify diagnosis for coding purposes.
* To ensure that the PAS system is updated with the correct information on location and destination of all received case notes to ensure they are available if required using Case note Tracking.
* To take responsibility for passing any coding queries via the Coding manager to the NHS center for classification.
* Participate in pilot studies and special projects as required, be aware of new procedures introduced to the Trust for the purposes of clinical coding and assist in the accreditation and audit of data both internally and externally as required by the Trust policy of Clinical Governance.
* Participate in Individual Performance Review (IPR) and undertake identified training and development as agreed with the Coding Manager, including attending training courses, workshops and conferences both internally and external as required.
* As part of the Trust Clinical Coding Team, provide cover for colleagues in times of annual leave or sickness absence to ensure continuity of work and also participate in induction and training of new team members.
* Carry out any other task consistent with grade and experience as determined by the Coding Manager, or other Senior Manager within the Clinical Support Division.
* Ensure effective team working with other members of the clinical directorates ensuring skills and knowledge are transferred as appropriate, whilst ensuring working procedures are properly documented and maintained.
* Take responsibility for ensuring patient information that you handle is always kept confidential, within a secure environment, and only referenced for the purpose of conducting your duties.

**Organisational Chart**



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**Specific Core Functions**

* Provide a high-quality service and oversee comprehensive administrative and/or secretarial support for a function, programme or project.
* Deliver discrete administrative work to the specification of the Department/Section, on time and within budget.
* Liaison with other senior personnel and their support personnel for close co-ordination of diverse aspect of work.
* Support team members to deliver on their functionally relevant objectives through offering advice, guidance and support as appropriate.
* Work with those you support to develop a collaborative working partnership, which positively contributes to their overall efficiency & role performance.
* Proactively identify additional support services which would increase the efficiency of those you support and instigate these activities in agreement with your executive team.
* Maintain and improve your knowledge & understanding of the health service arena; including health systems, policy support and current issues.
* Engage with external clients/partners/stakeholders (e.g. Patients, Health practitioners, individuals and representatives bodies) to gain their necessary level of contribution & commitment to the successful delivery of your work.
* Increase the level of guidance knowledge & skills within the Trust through documenting key learning and supporting others to develop their abilities.
* Dissemination of knowledge through engagement in writing and/or typing reports, data capture and other administrative documentation and reviewing, taking full responsibility for technical accuracy and reliability and being sensitive to the wider implications of that dissemination.

**Key Responsibilities**

***Communication and Working Relationships***

* Possess good interpersonal and communication skills to liaise with a wide range of hospital personnel including consultants, clinicians, secretaries, ward clerks and other NHS staff, orally in writing or electronically in a professional and courteous manner.
* Ability to take direction and guidance from Accredited Clinical Coders/Clinical Coding Manager regarding accurate code assignment.
* Be actively involved in departmental meetings as well as monthly coding meetings.
* Deal with telephone enquiries in a polite and courteous manner resolving issues within remit of the role and/or taking detailed messages on behalf of Accredited Clinical Coders and Clinical Coding Manager in their absence.
* Wear the hospital ID badge where appropriate.
* Attend directorate and care group meetings as required alongside an Accredited Clinical Coder or the clinical coding manager when necessary to promote and improve awareness of outpatient clinical coding.
* Actively engage in Coding specialty courses ensuring good understanding of Coding Standards
* Possess excellent communication skills in order to challenge or question Coding Standards/rules in a professional and courteous manner
* Ability to explain complex Coding rules to novice coders from various Outpatient departments to broaden understanding and decrease error rates.

***Analysis and Judgement***

* Highlight to the Clinical Coding Manager areas of concern in performance regarding completion or non-receipt of outpatient ticklists/ emails.
* Play a vital role in ensuring all outpatient activity is coded complete by predetermined deadlines, failure to do so will result in substantial loss of income to the Trust.
* Be aware of own capacity and workload liaising with the Clinical Coding Manager to notify of any possible areas of concern.
* Analyse and use own judgement to validate outpatient coded episodes amending any HRG errors that may have been highlighted in a prompt and meaningful manner.
* Maintain awareness of all relevant developments within the OPCS classification as communicated via the Clinical Coding Manager.
* There will be frequent requirement for prolonged concentration to enable the clinical coding input.
* Responsible for analysing each outpatient ticklist to ensure correct code assignment and work on own initiative to highlight to the Clinical Coding Manager any procedures that require the 4 step coding rule.
* Responsible for own up keep of Clinical Coding ICD-10/OPCS books ensuring compliance with National Standards and relevant Local Policies
* Lead on Outpatient Coding audits. Analysing coded data to ensure accurate code assignment and consistency across all departments and highlighting areas of concern to the Coding Manager

***Planning and Organising***

* Responsible for own workload prioritising day-to-day, ranking tasks for maximum opportunity without direct supervision to ensure firstly personal coding expectations are met and secondly the clinical coding team are able to meet internal and external timescales particularly with respect to PbR (Payment by Results)
* Organise activities required to complete tasks and ensure these are monitored if required to continue.
* Plan, discuss and implement changes in own work area to maximise ongoing value to the Trust and cascade as appropriate.
* Responsible for timely Outpatient audits ensuring timeline fits with nationally set deadlines allowing enough time for corrections
* Post holder will be expected to organize and keep track of their Coding training, this includes home study and highlighting areas of difficulty with the Coding Trainer to ensure breadth of knowledge across all specialties.

***Physical Skills***

* The post requires physical skills which are normally obtained through practice over a period of time or during practical training e.g. standard driving or keyboard skills

***Patient Client Care***

* Assists patients/clients/relatives during incidental contacts.

***Policy and Service Development***

* Maintain an up-to-date concise desktop procedure document for each outpatient coded specialty.
* Requirement to contribute to development of polices and make suggestions for any changes to policy that would benefit own department.

***Financial Management***

* In order to ensure adequate payment for Outpatient Clinical Coded activity under PbR accurate, timely and complete coded data is essential.
* Accountable for all the equipment, classification references and other resources within the designated work area, reporting any related problems to the clinical coding manager.
* Report all computer related problems to the I.T department and follow up to ensure a successful resolution.
* Assist with stationary ordering for the department as required and in the absence of the Clinical Coding Administrative support maintaining basic stock.

***Management/Leadership***

* Attend suitable clinical coding development courses
* Regularly responsible for the training of others in the coding department.
* Have an awareness and knowledge of the importance of clinical coding and its uses on understanding PbR & data quality issues.
* Have good knowledge of human anatomy and physiology.
* Adhere to NHS Classifications service (NHSCS) standards as communicated via the Approved Coding Trainer

***Information Resources***

* Operate the Trusts systems for a variety of information purposes related to the clinical coding of patients episodes including but not exclusive to PAS - Patient administration System.
* Keep abreast of technological advancements with a readiness to change processes in accordance with the Trusts I.T strategy.
* Ensure correct use of the hospital casenote tracking system.

***Research and development***

* Support any mandatory external audits of clinical coded activity, assisting in identifying target area, discussing code assignment with the auditors and assisting as necessary.
* Assist in validating clinical coding outpatient data on a regular basis to ensure optimum consistency and accuracy of coded data.

***Freedom to Act***

* Work for long periods requiring prolonged concentration and accuracy unsupervised.
* Adhere to best practice and local policy/ national guidance at all times.
* Maintain data accuracy whilst inputting into the PAS system at all times to ensure no income is lost through error.
* Have the ability to work alone as well as working with others both internal and external to the team.
* Able to make effective decisions and escalating non routine enquiries to the coding manager
* Manage frequent disruption due to telephone call interruptions.

***Physical effort***

* There is a frequent requirement for sitting or standing in a restricted position for a substantial proportion of the working time
* There is a frequent requirement for light physical effort for several short periods during a shift.

***Mental effort***

* There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention

***Emotional Effort***

* Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

***Working conditions***

* Requirement to use Visual Display Unit equipment more or less continuously on most days.

**Person Specification**

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| **Criteria** | **Essential** | **Desirable** | ***How criteria will be assessed*** |
| **Qualifications** | * 5 GCSE (Grade C or above) Including English & Math’s or equivalent
* Vocational Qualification level 3 or equivalent
* Knowledge of Medical Terminology, human anatomy & physiology gained through experience and/or NVQ3 in care is vital.
* Awareness of Clinical Coding and its function
 | * Attendance on variety of Coding speciality courses
* Achieving 80% and above in training work set from Approved Coding Trainer
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| **Experience**  | * Relevant experience acquired through work-based training preferable NHS.
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| **Knowledge**  | * Ability to work under pressure and to deadlines.
* Broad knowledge of coding process.
* Knowledge of medical terminology.
* Good interpersonal and organisational skills.
* Computer literacy and keyboard skills.
* Ability to think logically, analyse and interpret information.
* Awareness of patient confidentiality.
* Well-developed influencing skills.
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**Compliance statement to expected organisational standards.**

To comply with all Trust Policies and Procedure, with particular regard to

• Risk Management

• Health and Safety

• Confidentiality

• Data Quality

• Freedom of Information

• Equality Diversity and Inclusion

• Promoting Dignity at Work by raising concerns about bullying and harassment

• Information and Security Management and Information Governance

• Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

Understand duty to adhere to policies and protocols applicable to infection prevention and control.

* Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
* All staff should be aware of the Trust’s Infection Control policies and other key clinical policies relevant to their work and how to access them.
* All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
* To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
* Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
* Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
* Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
* Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures
* Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,
* Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
* Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff.  All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
* If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
* Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.
* Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.