

# Position Description

Position Title	Health Information Services Support Officer
Position Number	30008544
Division	Finance & Resources
Department	Health Information Services
Enterprise Agreement	Health and Allied Services Managers and Administrative Workers
Classification Description	Grade 1
Classification Code	HS1
Reports to	Supervisor, HIS Administration
Management Level	Non Management

## Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

## Our Vision

Excellent Care. Every Person. Every Time.

## Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

# The Finance & Resources Division

The Finance and Resources Division is responsible for financial functions, including reporting, budgeting, forecasting, performance monitoring and analysis, together with our procurement, materials management and facilities management functions. The division also includes Health Information Services with key roles in medical record management, clinical documentation, freedom of information, and external data reporting requirements. These are essential non-clinical services providing high-quality support, advice, monitoring and compliance functions. The team are focussed on delivering the strategic vision within their responsibilities and on assisting the organisation operationally.

## The Health Information Services Team

Health Information Services (HIS) provides a range of services for Bendigo Health including:

- specialised management of health information and medical records;
- clinical coding and expertise in clinical classification and activity based funding models;
- clinical documentation education and support;
- statutory data reporting compliance mandated by Department of Health & Human Services (DHHS) policies and business rules;
- data quality responsibilities across Bendigo Health to maintain integrity for internal and external reporting;
- medical records form design and records standards;
- Freedom of Information (FOI) responsibilities and Release of Information (ROI) for general practitioners and external health care providers; and
- medical transcription services
- requests for medical records and request for other information and privacy.

## The Position

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The role of a Health Information Services Officer is to provide accurate and timely patient information to a range of people from patients to clinicians both internally and externally. The position includes providing administrative services in the ED which is open 24 hours per day, 365 days per year, as well as Medical Records which operates 365 days per year 8am to 11pm.

# Responsibilities and Accountabilities

## Key Responsibilities

Employees are required to carry out lawful directions outlined below or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Health Information Services Support Officer responsibilities include:

- Create new registrations with the Patient Administration System;
- Update all registration details for every emergency presentation in accordance with the Bendigo Health Registration Policy;
- Administration of admissions, discharges, transfers (ADT), care type changes and outpatient appointments;
- Overnight support for ward administrative functions across the hospital;
- Update and maintain the Patient Administration System to correct discrepancies in data;
- Release of patient information to internal and external requestors such as patients, GPs, Guardians, Specialists and other Hospitals in accordance with Policy;
- Preparation of documents for scanning to the electronic record;
- Validation and auditing of patient documentation in the electronic record;
- Data entry, maintenance and error correction of digital information
- Archiving and destruction of patient records in accordance with Policy
- Providing general administration support for HIS across all care areas including acute, sub-acute, mental health and community programs
- Participate in staff development and training as required; and
- Other administrative duties as directed

## Generic Responsibilities

**Code of Conduct** - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

**Compliance with policies and procedures** - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

**Occupational Health and Safety** - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

**Infection Control** - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

**Confidentiality** - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

**Quality Improvement** - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

**Diversity** – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

## Key Selection Criteria

### Essential

- 1) Demonstrated high level of computer skills including the ability to operate multiple Microsoft Office products and various other in house programs and databases.
- 2) Ability to maintain confidentiality and exercise judgement and discretion.
- 3) Demonstrated ability to adapt and work in an ever changing environment, particularly in relation to introduction of new and updated technologies, different working areas and people.
- 4) Demonstrated ability to adhere to policy and procedure in relation to collection and correction of minimum dataset, including high level of data entry skills.
- 5) Ability to work under pressure during peak times and to be able to prioritise work accordingly.
- 6) High level communication skills with the ability to develop effective working relationships with a cross section of staff.
- 7) Ability to be happy and confident to work independently with minimum supervision.

### Desirable

- 8) Completion of a Certificate III Business Administration course and/or relevant.
- 9) Previous experience working shift work and the ability to adapt to night shift work relevant to position.
- 10) Previous health care administration experience.

# Mandatory Requirements

**National Police Record Check** A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

**Immunisation** As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

*All Bendigo Health sites, workplaces and vehicles are smoke free.*

*This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.*