

Position Description

Position Title	Clinical Documentation Specialist
Position Number	30101128
Division	Finance & Resources
Department	Health Information Services
Enterprise Agreement	Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification Description	Clinical Nurse Consultant
Classification Code	Based on experience
Reports to	Manager, Coding Services
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
Staff Capability Statement	Please click here for a link to staff capabilities statement

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;
- delivery of business intelligence for performance monitoring and analysis;
- 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 (DH) 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;
- medical transcription services; and
- requests for medical records and request for other information and privacy.

The Position

The Clinical Documentation Specialist is responsible for facilitating the overall quality, completeness, timeliness and accuracy of clinical documentation in the patient record. This supports the delivery of high-quality and safe patient care, hospital accreditation and adherence to quality standards, the clinical coding process, capture of care complexity, and appropriate hospital funding.

The role requires an individual with strengths in developing strong working relationships, knowledge of clinical documentation standards and ability to work with a wide range of professionals, including doctors, nurses, allied health, health information managers, clinical coders and senior management.

Leveraging expertise and possessing an advanced level of clinical acumen to positively engage with and educate clinicians, this position acts as the bridge between clinicians and clinical coders to enhance the integrity of the health service's data.

Responsibilities and Accountabilities

Key Responsibilities

The Clinical Documentation Specialist will be responsible for the continued development of Bendigo Health's Clinical Documentation Improvement (CDI) program, leading the implementation of best-practice Clinical Documentation Improvement practices and processes as well as continuously improving the overall quality, completeness, timeliness and accuracy of clinical documentation in the patient record.

The position will draw on their clinical acumen and health care experience to undertake comprehensive reviews of patient records to identify gaps within clinical documentation and create opportunities to engage with clinicians, empowering them to improve their clinical documentation and ultimately provide safer care to every patient whilst enhancing the integrity of the health service data.

A key focus on education and professional development, with the ability to act as a bridge between clinicians and clinical coders, fostering positive engagement to deliver real-time conversations about complete, accurate and specific documentation and advise on use of clinical language that reflects patient complexity and acuity and facilitates accurate clinical code assignment.

Educate and guide multidisciplinary clinical and non-clinical staff is required on activity-based funding models and NWAU generation based on DRG assignment for appropriate hospital funding.

The role will monitor and analyse data quality and report on outcomes as a result of CDI activity and engage with key areas of the business. This will include strong working relationships with business stakeholders from Medical, Nursing, Allied Health, Health Information Managers, Clinical Coders and Executive.

The position will evaluate emerging technologies and trends in clinical documentation and facilitate innovative solutions and new initiatives for ongoing improvement.

Maintain an understanding of the Australian Coding Standards and Diagnostic Related Groups, working closely with the Coding Services team.

Lead and provide guidance regarding and compliance on adherence to National Safety & Quality Health Service Standards relevant to clinical documentation to support delivery of high-quality patient care.

Support the Manager Coding Services and undertake additional responsibilities as requested.

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

KSC1: Bachelor of Nursing or Bachelor Health Information Management or equivalent, or Clinical Documentation Specialist Certification.

Desirable

KSC2: Highly developed written, verbal and communication skills, including excellent interpersonal skills to liaise and negotiate with a wide range of stakeholders.

KSC3: Demonstrated ability to lead and implement change and positively influence clinical staff across all levels of the healthcare setting.

KSC4: Demonstrated ability to work across a large team and autonomously to manage workload and competing priorities to achieve agreed outcomes.

KSC5: Demonstrated ability to analyse, interpret and action data to improve quality of documentation and target education opportunities.

KSC6: Demonstrated high level computer skills (MS Office) and ability to effectively utilise clinical applications such as an electronic medical record.

KSC7: Knowledge of activity-based funding models, NWAU and DRGs as well as National Safety & Quality Health Services Standards and clinical documentation standards.

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.