

Position Description

Position	Clinical Coding Administration Assistant
Service / Directorate	Clinical Coding, Non-Clinical Support and Delivery, Corporate
District	Capital, Coast & Hutt Valley
Responsible to	Team Leader
Location	This position is expected to work from multiple locations across the district

Te Whatu Ora

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Context

Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region

- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

Te Tiriti o Waitangi and Māori Health Outcomes

Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

- Mana whakahaere** Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.
- Mana motuhake** Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.
- Mana tāngata** Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.
- Mana Māori** Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

The Vision, Mission and Values from our District

We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

Hutt Valley

- Vision:** Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.
- Mission:** Working together for health and wellbeing.
- Ō mātou uara - Values:** Mahi Pai 'Can do': Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu
Always caring and Mahi Rangatira being our Best

Capital and Coast:

- Vision:** Keeping our community healthy and well
- Mission:** Together, Improve the Health and Independence of the People of the District
- Values:** Manaakitanga – Respect, caring, kindness
Kotahitanga – Connection, unity, equity
Rangatiratanga – Autonomy, integrity, excellence

District Responsibility

The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

Unit Perspective

The Non Clinical Support & Delivery Division sits within the Finance, Facilities & Business Services Directorate, led by the Director Facilities and Business Services.

Non-Clinical Support and Delivery provides a range of non-clinical support services required to enable the effective and safe delivery of the Districts clinical services. Services include security orderlies, catering, cleaning, administration, coding and clinical records, operational management, fleet management and sustainability.

Purpose of the role

To contribute to the efficient delivery of a high quality coding service for Capital, Coast and Hutt Valley by providing a comprehensive administrative support function to the clinical coding team.

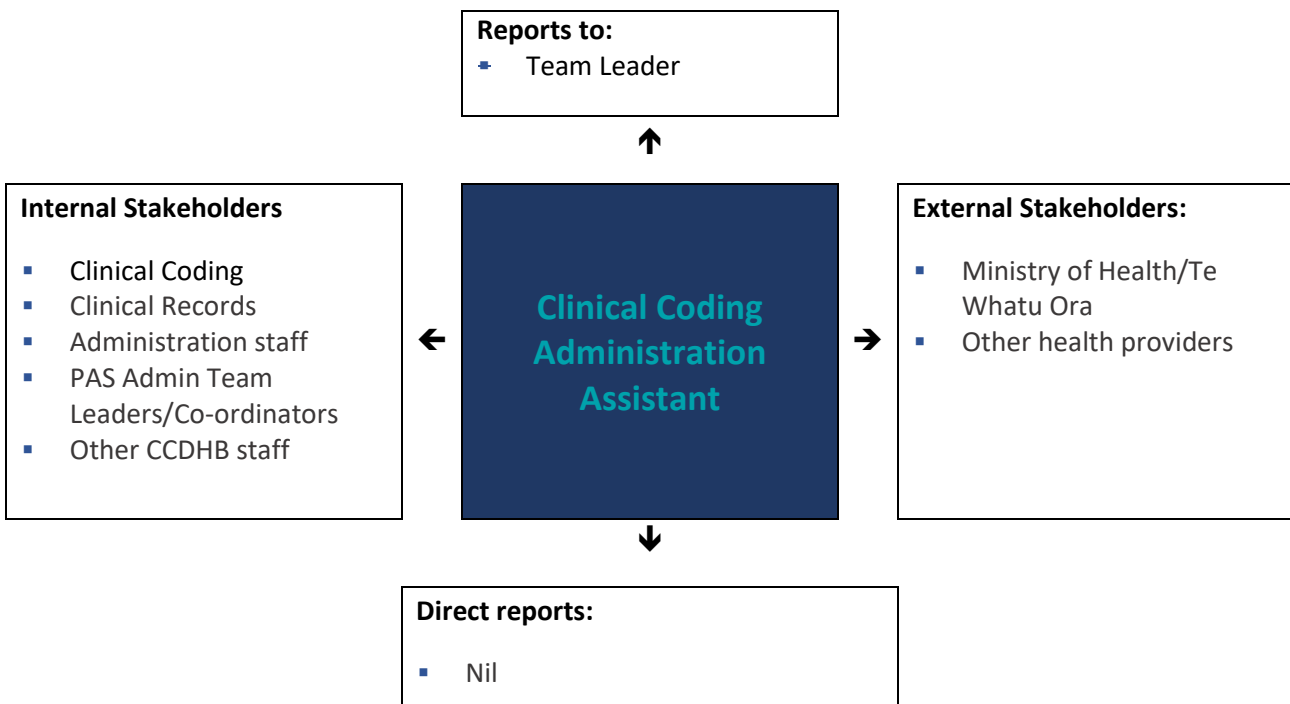
Key Accountabilities

The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes	Key Performance Indicators/Measures
1. Management of medical records in and out of the clinical coding department	<ul style="list-style-type: none"> ▪ To provide an highly efficient and effective administrative service to the clinical coding department 	<ul style="list-style-type: none"> ▪ All records moving into and out of the clinical coding department are tracked accurately and within required timeframes ▪ All records are filed by discharge month and in strict terminal digit order within departmental locations for easy and accurate retrieval ▪ Medical records returning to other services/departments are processed by the end of each day ▪ Coders have timely access to records to enable them to complete urgent coding ▪ Medical records required for audit are provided within required timeframes to support the quality activities of the service ▪ All coding activities are fully supported
2. Service Delivery	<ul style="list-style-type: none"> ▪ Retrieval of outstanding/uncoded events 	<ul style="list-style-type: none"> ▪ Uncoded events are located and are available to the coders in order to exceed the minimum internal and external contractual reporting requirements (95% coded by 6th working day for internal reporting and 98% by the 20th of the month for external reporting) ▪ Proactively manage and act upon the uncoded events report ▪ Record requests are located processed and delivered ▪ Work is prioritised to ensure organisational reporting requirements are met ▪ Liaise with internal and external customers as required to ensure medical records are returned to enable targets to be met ▪ Escalate issues or areas of concern which may impact coding timeliness
3. Team Work and Communication	<ul style="list-style-type: none"> ▪ Develop effective networks and relationships ▪ Identifies improvement opportunities 	<ul style="list-style-type: none"> ▪ Works with the coding team and other administration staff to achieve coding outcomes ▪ Consistently meets needs of the coding team ▪ Actively participates in team discussions ▪ Handles queries in a friendly and professional manner ▪ Communicates effectively with internal and external customers
4. Continuous Quality Improvement	<ul style="list-style-type: none"> ▪ Actively contribute to Continuous Quality 	<ul style="list-style-type: none"> ▪ Identifies and discusses improvement opportunities with the team leader

	Improvement activities within the service	<ul style="list-style-type: none"> Participates in the service’s quality improvement activities Complies with standards and works to improve customer experience. Maintains an up to date desk file
5. Health & Safety	<ul style="list-style-type: none"> Safety management – proactive health and safety systems in place 	<ul style="list-style-type: none"> Ensure all Health & Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature Actively support and ensure compliance with Health & Safety policy and procedures; ensuring staff also support and comply Maintain a proactive culture of Health & Safety supported by systems Ensure providers are aware of and have processes to comply with their health and safety responsibilities

Key Relationships & Authorities



Capability Profile

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
Customer Focus	<ul style="list-style-type: none"> ▪ Is dedicated to meeting the expectations and requirements of internal and external customers ▪ Gets first-hand customer information and uses it for improvements in products and services ▪ Acts with customers in mind ▪ Establishes and maintains effective relationships with customers and gains their trust and respect
Dealing with Ambiguity	<ul style="list-style-type: none"> ▪ Can effectively cope with change ▪ Can shift gears comfortably ▪ Can decide and act without having the total picture ▪ Isn't upset when things are up in the air ▪ Doesn't have to finish things before moving on ▪ Can comfortably handle risk & uncertainty
Priority setting	<ul style="list-style-type: none"> ▪ Spends his/her time and the time of others on what's important ▪ Quickly zeroes in on the critical few and puts the trivial many aside ▪ Can quickly sense what will help or hinder in accomplishing a goal ▪ Eliminates roadblocks ▪ Creates focus
Decision Quality	<ul style="list-style-type: none"> ▪ Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgement ▪ Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time ▪ Sought out by others for advice and solutions
Problem Solving	<ul style="list-style-type: none"> ▪ Uses logic and methods to solve difficult problems with effective solutions ▪ Probes all fruitful sources for answers ▪ Can see hidden problems' ▪ Is excellent at honest analysis ▪ Looks beyond the obvious and doesn't stop at the first answer ▪ Is good at following directions ▪ Sets stretching objectives ▪ Plans work in a well-planned and organised manner ▪ Maintains two-way dialogue with others on work and results ▪ Is a clear communicator
Planning	<ul style="list-style-type: none"> ▪ Accurately scopes out length and difficulty of tasks and projects ▪ Sets objectives and goals ▪ Breaks down work into the process steps ▪ Anticipates and adjusts for problems and roadblocks ▪ Measures performance against goals ▪ Evaluates results
Process Management	<ul style="list-style-type: none"> ▪ Good at figuring out the processes necessary to get things done ▪ Understands how to separate and combine tasks into efficient work flow ▪ Knows what to measure and how to measure it ▪ Can see opportunities for synergy and integration where others can't ▪ Can simplify complex processes ▪ Gets more out of fewer resources
Conflict Management	<ul style="list-style-type: none"> ▪ Steps up to conflicts, seeing them as opportunities ▪ Reads situations quickly ▪ Good at focused listening

Competency	Behaviours
	<ul style="list-style-type: none"> ▪ Can hammer out tough agreements and settle disputes equitably ▪ Can find common ground and get cooperation with minimum noise

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- Proven experience in an administration role
- Knowledge of the health environment
- Confidence and the ability to prioritise situations
- Ability to work autonomously with minimal direction
- Excellent written and oral communication skills
- Strong computer knowledge, in particular Microsoft packages i.e. Excel, Outlook.
- Sound knowledge of filing management.

B. Someone well-suited to the role will place a high value on the following:

- Team and individual performance
- Results focused and committed to making a difference
- Commitment to customer service
- Using their initiative

**Ma tini, ma mano, ka rapa te whai
By joining together we will succeed**

Te Whatu Ora is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.