Position Description

Position	**Clinical Coder**
Service	Clinical Coding
Group	Non Clinical Support and Delivery, Hospital and Specialist Services
District	Capital, Coast & Hutt Valley
Responsible to	Team Leader Clinical Coding
Children's Act 2014	This position is not children's worker, requiring a safety check with Ministry of Justice vetting before commencing
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:

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Capital, Coast | Private Bag 7902, Newtown, Wellington 6342 | 04 385 5999 Hutt Valley | Private Bag 31907, Lower Hutt 5010 | 04 566 6999

- 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.

Te Wao Nui, the Child Health Service for the Wellington Region and Central New Zealand based in the new purpose built children's hospital on the Wellington Regional Hospital campus, supports babies to adolescents with medical conditions or who may need paediatric surgery. It provides both hospital and outpatient services.

Women's Health Services provide tertiary level maternity care in Wellington and Hutt Regional Hospitals and a Primary Birthing Unit in Kenepuru. The provision of services from Women's Health encompass community-based primary LMC care and breastfeeding support, and tertiary level obstetrics, gynaecology, and other specialist services.

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

Value
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.

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.

Service Perspective

The Non Clinical Support & Delivery Division sits within Hospital and Specialist Services, led by the Group director Operations.

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

The purpose of the role is to ensure the accurate abstraction, translation and assignment of diseases and procedures into alphanumeric codes according to a prescribed clinical classification system and coding standards in accordance with the requirements of Health New Zealand.

At all levels Clinical Coders are expected to meet and maintain the competencies as outlined in the position description. Clinical coders are required to code independently across all specialties and complexities in addition to contributing in a positive manner to the team's productivity and quality targets. It is the responsibility of the Clinical Coder to ensure all assigned tasks are completed within the expected timeframes and to the quality levels required by Health New Zealand.

Clinical Coding provide a timely and accurate clinical coding function, ensuring that the coded events maximise revenue opportunities in line with current contracts. The focus of the team is on individual and team productivity, quality coding outcomes, staff education and development, and process improvement.
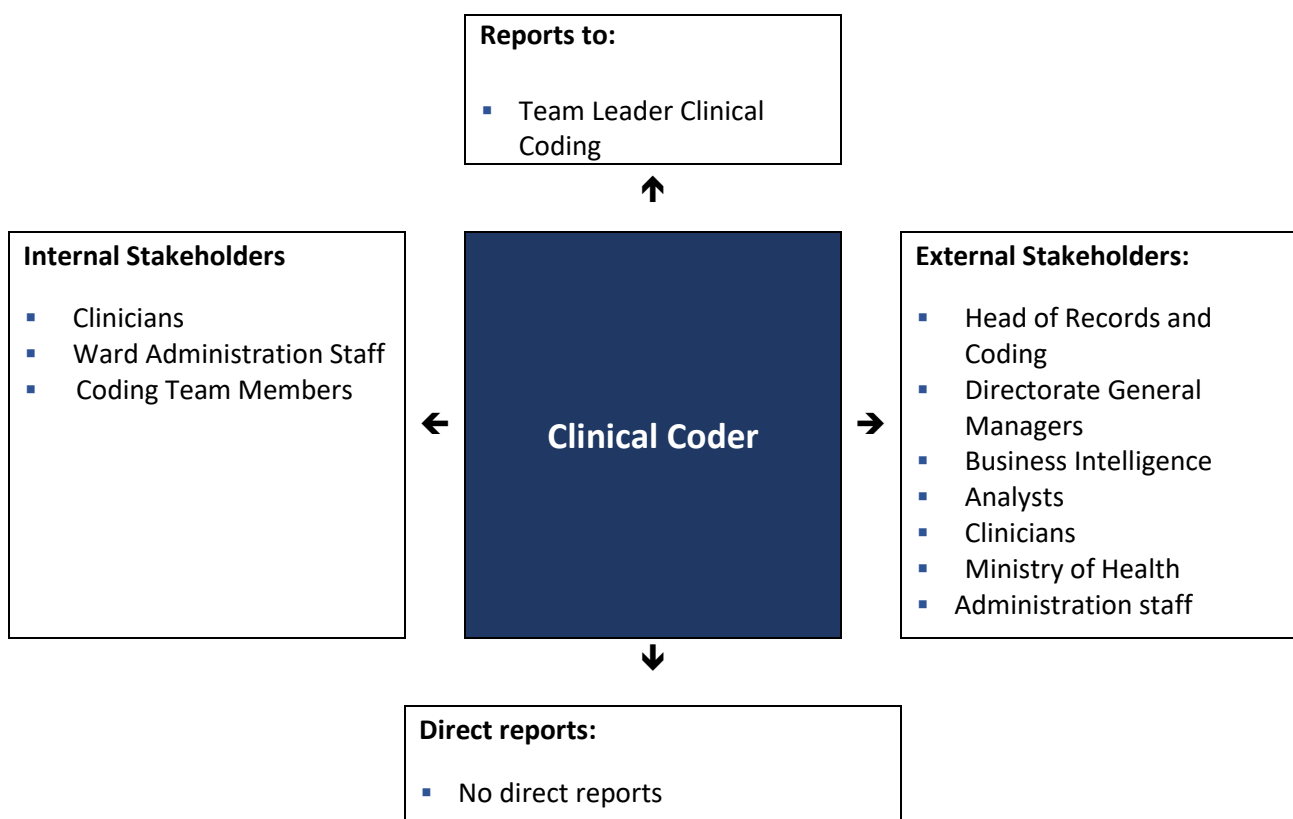
Key Accountabilities

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
1. Clinical Coding	• Achieve and maintain clinical coding accuracy requirements for level as specified in the Clinical Coder National Framework • Achieve and maintain throughput requirements for level as specified in the Clinical Coder National Framework • Provide accurate data to national collections systems • Support team goal to meet internal and external reporting requirements (95% coded by 6th working day and 98% by 20th of the month).

Key accountabilities	Deliverables / Outcomes
	• Actively contribute towards overarching goal of 100% of discharges coded by the 20th of the month. • Timely and accurate completion of priority coding • Demonstrate competency in coding all specialties • Independent in coding decision making • Where instances of documentation ambiguity identified, liaise with clinical staff to ensure these are managed in accordance with coding standards and directives. • Seek knowledge and advice from clinical staff to assist with accuracy and on-going education • Achieve and maintain Diagnostic Related Grouper (DRG) accuracy requirements for level as specified in the Clinical Coder National Framework • DRG accuracy can be trusted and is of a high level as reflected at audit • Proficient in understanding and applying the principles of Casemix and DRG's in clinical coding in line with experience and coder level.
2. Quality	• Current ICD coding rules and conventions are applied at all times • Daily review of reports i.e. PICQ & Coding Event Review and action of issues identified • Embraces audit as a positive learning opportunity. Accepts feedback willingly and does not personalise when errors are identified • Works collaboratively with audit and education program to achieve and maintain accuracy and output targets as specified in the Clinical Coder National Framework • Actively participate in educational activities • At all times ensure coding is complete and accurate, follow-up on anomalies encountered as required. • Apply audit findings to correct errors and improve coding practice
3. Personal and Professional Development	• Demonstrates a commitment to continuous learning through personal and professional development plan and action • In line with experience and coder level, provide training and education to other members of the team • Understands and promotes the importance of self-learning
4. Team Contribution	• Active participation in meeting clinical coding targets and deadlines • When required, supports the team by assisting with coding backlog and ensures this is done with integrity and is respectful of others in the team. • Assist in providing clerical support to the service, as required. • Keep informed, and act upon, all relevant departmental and organisational communications.

Key accountabilities	Deliverables / Outcomes
	• Contribute and cooperate with team projects and processes geared towards improving coding accuracy and productivity
5. Health & Safety	• 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

Reports to:

▪ Team Leader Clinical Coding

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Internal Stakeholders		**External Stakeholders:**
▪ Clinicians ▪ Ward Administration Staff ▪ Coding Team Members	← **Clinical Coder** →	▪ Head of Records and Coding ▪ Directorate General Managers ▪ Business Intelligence ▪ Analysts ▪ Clinicians ▪ Ministry of Health ▪ Administration staff

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Direct reports:

▪ No direct reports

Capability Profile

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

Competency	Behaviours
Commitment to Health and	- Is committed to the values and goals of Te Whatu Ora - Is committed to continuous learning and performance development. - Encourages the development of all team members
Teamwork	- Develops and maintains positive relationships and works in partnership with other team members. - Develops rapport and builds networks of constructive working relationships with key people. - Effectively uses team dynamics and individual operating styles to build team processes and strengths. - Shares knowledge and works cohesively with the team.
Innovation	- Is innovative in the development of business initiatives and projects. - Is proactive and motivated and responds positively to new challenges and opportunities. - Develops new and/or more effective work processes and systems through lateral thinking and creativity.
Work Approach	- Is results focussed and committed to making a difference. - Plan and organise own workload, allocating time to priority issues, meeting deadlines and coping with the unexpected. - Adjusts work style and approach to fit in with requirements. - Focusses on quality improvement and customer satisfaction. - Perseveres with tasks and achieves objectives despite obstacles.
Communication	- Listens with a preparedness to understand. - Is confident and appropriately assertive in dealing with others. - Deals effectively with conflict
Partnership with Maori	- Understands the Principles of Te Tiriti o Waitangi and how these apply within the context of health service provision. - Applies the notion of partnership and participation with Maori within the workplace and the wider community.
Commitment to Health and	- Is committed to the values and goals of Te Whatu Ora - Is committed to continuous learning and performance development. - Encourages the development of all team members

Experience and Capability

Essential Qiualifications, Knowledge, Skills and Experience

A. Qualifications, Knowledge, Skills & Experience:

- Previous experience in coding ICD10-AM 11th or 12th edition preferably at a tertiary level
- Minimum 3 years of practical coding experience in ICD10-AM
- HIMAA or equivalent qualification in clinical coding, preferably Intermediate level or above
- HIMAA or equivalent qualification in anatomy, physiology and medical terminology

- Fully understands the requirements of being a clinical coder and is committed to a program of continuous learning
- Understands own limitations but is willing to learn and adapt. Has maturity to accept feedback in a positive manner
- Can demonstrate a commitment to meeting and maintaining productivity and quality requirements
- High level of computer literacy
- Proven experience in coding independently and unsupervised
- Excellent English skills (written and verbal)
- A team player who is proactive and uses their iniatative

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

- Accuracy, adaptablity and reliablity
- Attention to detail, confidentiality and integrity
- Consistency and quality
- Problem solving
- Collaboration and communication

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