#### http://9.200.150.6/internal/resources/identity/images/SH_blk.jpg

#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title: Health Records & Clinical Coding Manager  Responsible to: Elective Services manager  Department(s): Medical Records  Directorate: Elective Services  Last Update : May 2016 |

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| 2. JOB PURPOSE |
| The Health Records Department Manager will be responsible for the overall management of the Health Records and Reception Services across NHS Shetland.  The key responsibilities and functions of the role are as follows:   * To take overall responsibility for the management and performance of the Health Records Service, providing leadership to Health Records staff. * Take responsibility for the management and performance of reception staff and ward clerical teams. * To ensure the provision of a comprehensive Health Records Service across Montfield and Gilbert Bain Hospitals. * To take the lead for the development, implementation and monitoring of Health Records policies, procedures and working protocols. * To contribute to the development of Health Records Services in accordance with the national information governance standards and local strategic work plan. * To participate in the development and implementation of electronic case records and the introduction of new technologies in line with e-Health strategies. * Overall responsibility for the operational utilisation of the Trakcare system scheduling features, including setting up templates and overseeing patient booking activities. * To ensure that data entry is accurate to allow all patient activity to be recorded and reported, in accordance with local and national access targets. * To control and manage the delegated departmental budget, including authorised signatory for the payroll; overtime; traveling expenses; & stationery/supplies orders. * To be responsible for recruitment, local induction, ongoing training and development. This includes performance monitoring of staff. * To take a lead role in the identification, implementation and review of cost improvement opportunities and cost containment within the Health Records Service, which support local and Board wide financial plans and objectives. * To provide professional advice on Access to Health Records and Retention and Disposal of Records. This advice is provided in accordance with the Health Records Act and Current Data Protection Legislation. * To be responsible for the maintenance, security, confidentiality of patient sensitive data in compliance with current legislation including the production of patient records for legal purposes, ensuring that data released is appropriate, meets the requirements of the enquirer and is carried out in line with Government legislation, Access to Health Records, Medical Reports and Data Protection Act 1998. * To assume a major role in the management of the access to services (e.g. waiting times) and working with Theatre services, Out Patients, Information and Patient Flow services. * To be responsible for ensuring that the Health Record Contingency Plan contributes to the overall Major Incident Plan participating in major incident exercises as required. * Responsible for Health Records risk management and ensuring all health, safety and security policies are understood and followed. * To act as the principle clinical coder at Gilbert Bain hospital and mentor less experienced coders as required. * To ensure that all admissions and discharges both elective and emergency are entered into the PAS system in a timely manner, ensuring patient demographic details are always updated. * The abstraction, assignment and review of clinical information from health records by collating and coding inpatient activity in line with rules and regulations within the international classification of diseases version 10 (ICD10) and office of population census surveys version 4 (OPCS 4) * To ensure all inpatient episodes pertaining to patient’s normally resident out with Shetland are cross charged to the relevant health board. |

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| **3. DIMENSIONS (Job Facts and Figures)** |
| The population of Shetland is approximately 22,000 and is spread over an island group stretching almost 100 miles with 13 inhabited islands. The Gilbert Bain hospital, delivers a comprehensive range of secondary health care services to the local population under the direction of locally based consultants and up to 26 visiting consultants who augment local services with day surgery / outpatient clinics. Ten health centres throughout the islands act as the base for CHP.   * The Medical Records Department consists of 4 Surgical Secretaries, 4 Medical Secretaries, 7 visiting Consultant Secretaries, 4 Ward Clerks, 3 filing clerks and 1 scanning clerk   *There are:*   * 3 Consultant Surgeons who provide weekly consultations to Outpatient clinics, Fracture clinics and Theatre lists. * 4 Consultant Physicians who provide weekly consultations Outpatient clinics * 3 Consultant Anaesthetists. * 21 Visiting Consultants providing a wide range of clinical services.   The department handles approximately**;**   * + 1,075 Outpatient Clinics per year with 4,698 new appointments   + 8,542 repeat attendances.   + Approximately 2,410 inpatient episodes and   + 1,319-day case episodes per year.   + There are 4 in-house firms and 79 visiting Consultants Clinics per year.   In addition to this, the Health Records Manager is also responsible for the main reception team, which consists of 9 contracted staff. The main reception desk is operated 24/7 and provides reception services including emergency call out and clerical duties such as supporting the clinical coding activity.  Post holder will be responsible for the line management and supervisory arrangements for the Support Services Supervisor and the Reception and Nurse Bank Supervisor. |

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| 4. ORGANISATIONAL POSITION |
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| 5. ROLE OF DEPARTMENT |
| The health records department holds and stores medical records and data relating to patients treated by NHS Shetland.  An administrative secretarial function is also provided to consultants based and visiting the Gilbert Bain Hospital in Lerwick.  The main reception at Gilbert Bain Hospital is often the ‘face of the hospital’ providing a first point of contact for all visitors to the hospital. The main hospital switchboard is also located here and is staffed 24/7.  The recording of data for inpatient episodes involving NHS patients from outwith shetland and the completion / processing of the relevant documentation for cross charging the patients registered health board / trust. |

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| 6. KEY RESULT AREAS |
| * Taking a lead role in the development of local policy and process regarding the storage and archival of health records. * Taking the lead role on conducting a scoping exercise for the implementation of new storage technologies for health records services for instance paperlite electronic systems, digital dictation etc. * Determining and implementing appropriate systems for cataloguing information, including the utilisation of the health records tracking systems across the Board. * Ensuring that systems are in place to link at a national level with relevant working groups responsible for determining policy regarding health records and information governance standards. And ensuring that national policy and frameworks are appropriately evaluated and implemented locally as appropriate (e.g. new technology in relation to health records information management etc). * Acting as the principal manager for the health records team, reception services and clerical support staff responsible for health records functions across the Gilbert Bain and Montfield Hospital sites. * Determines appropriate skill mix and structures are in place to ensure continuity of health records, clerical and reception services. * Determines and aligns appropriate resources to enable structure and skill mix to be maintained through budget management and preparing business cases to bid for additional resources as required. * Constantly reviewing staffing levels to ensure continuity of service (on a day to day basis and for future planning). * Takes the lead role for determining the level of delegated authority given to staff members within the team and ensures that adequate levels of supervision are in place for direct reporting staff and other team members. * Ensures that an appropriate system is in place to monitor workload and performance, including day-to-day supervision of staff responsible for access to services and patient booking. * Determines appropriate operational procedures for staff to follow and takes the lead for health records for determining procedures for other departments to follow (e.g. patient tracking, storage of case notes etc). * Taking a lead role in Shetland Health Board’s records digitisation project, as directed by the Elective services manager. |

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| 7a. EQUIPMENT AND MACHINERY |
| * Frequent use of IT hardware and associated software application * Frequent use of shredders and associated office equipment * Coordinating use of scanning equipment as part of the E health records digitisation project. |
| **7b. SYSTEMS** |
| * Is able to access online patient data archives (e.g. Track care SCI-Store, SCI- Diabetes). * Be able to interpret data according to operating procedures as necessary. * Utilise DATIX for incident reporting. |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| This involves:   * To be responsible for Departmental audits e.g. to check the contents and accuracy of patient case records, in support of Clinical and Information Governance. * Taking responsibility for data validation and ensuring that appropriate mechanisms are in place for monitoring data quality (e.g. managing waiting lists according to policy etc). * To be responsible for Health Records contingency plan in the event of Patient Administration System (PAS) failures, ensuring PAS back up procedures are tested and frequently evaluated. * Monitoring individual patient journeys, in conjunction with the Patient Flow Manager and Information team to ensure that access and treatment targets are being met. * Along with the Patient Flow Manager, acting as a key liaison between the Board and external providers (e.g. NHS Grampian) to ensure that appropriate monitoring arrangements are in place across shared patient journeys.   + Dealing with complaints as appropriate and ensuring the correct action is taken and lessons learnt are shared appropriately with local teams   + Taking the lead in terms of professional health records services and translating national guidance into local policy and procedures for staff to follow.   + Ensuring that there are appropriate mechanisms in place for supervising staff in regard to the handling of electronic and hard copy information (e.g. overseeing and monitoring the addition and suspension of patients on waiting lists etc).   + Ensuring that all appropriate health record functions are undertaken within the internal department and supporting other departments/teams to work to appropriate policy and procedure (e.g. ensuring there are appropriate systems for updating demographic details, information from Registrar’s office, admissions and discharges etc).   + Ensuring that appropriate policy is developed to support procedures specifically relating to access to patient services (e.g. procedures for booking patients against 18 week RTT principles and definitions and waiting time rules). * Taking a lead role in developing data collection processes to support the review of patient pathways and determining capacity and demand for clinical services (e.g. 18 week access target for ENT). * Supporting the abstraction and analysis of data from clinical and patient administration systems in order to produce activity, outcome or performance information/reports as required by clinical teams, management teams, external reviewers and the Board. * Assisting the Information Manager with the development of the data capture approach for the 18-week programme (e.g. referral to treatment targets). * Producing information in the form of reports and other appropriate information styles to update senior management team and other relating strategic and operational groups of health records service performance, development and issues. * Interpreting national policy and strategy into local policy, procedures and context (e.g. devising local health records strategy and policies which reflect legislation and national standards). * Determines appropriate systems and ensures that they are in place to capture appropriate monitoring information regarding compliance with internal procedures and policy (e.g. compliance with retention and destruction of health records policy etc). * Ensuring that systems are in place to support the compilation of national audit reports (e.g. Scottish mortality audit) and other audit and tracking activity as required. |

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| **9. DECISIONS AND JUDGEMENTS** |
| This involves:   * Taking the lead on the development of the Health Records Service in line with local strategic objectives and national policy (e.g. health records strategy and national information governance standards). * Ensuring that the Health Records Service is appropriately managed in a consistent and sustainable way through the implementation of clear procedures and guidelines for staff in the immediate Health Records Team and wide departments where guidance is required (e.g. overseeing the implementation of the health records retention and destruction procedure). * Playing an active management role in the development of strategies and access to services, which supports the delivery of access targets (e.g. 18 weeks referral to treatment). * Participating in the implementation and development of information systems which includes contributing Health Records expertise input into the functionality of present and future board wide Information Systems. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Adhering to associated data protection protocols and periodical legislative updates. * The extraction and collation of clinical information accurately from various clinical documents in a given timescale. * To answer queries from less experienced coders. * Working on own initiative with minimum supervision. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| * Effectively managing complex internal and external information and communication through liaison with key staff across the Board, including heads of departments, senior nurses, senior medical staff and senior management team. * Using highly developed communication and interpersonal skills to ensure that the relationships are properly managed and negotiated between providers (e.g. working with stakeholders across agencies to organise access to patient services). * Being able to manage complex communication, sometimes involving conflict resolution and agreeing consensus where differences of opinion exist. * Using expertise and influencing/leadership skills to ensure that stakeholders are appropriately engaged in the planning and delivery of effective scheduling and health records services. * Ensuring that systematic and appropriate communication strategies are in place so that staff within the department can respond quickly to changes in capacity and demand.   + The post holder will undertake all mandatory training required as a result of working for the Board.   + Implementing HR policies including Personal Development Plans (PDP), disciplinary & grievance procedures, maximising attendance management, training and development.   + To manage study leave within the team in accordance with the Board policy, ensuring equity of opportunity, promoting professional development, which is responsive to service needs.   + To actively seek to improve practice through the application of research, service redesign methodology and participate in appropriate service evaluation and review, as required. Including the review of the post holders own professional development needs.   + Taking the lead for providing expertise to the immediate team in regard to professional health records services including local policy development and interpreting health records legislation and information governance standards.   + Either leading or participating in the review of performance (at a service level or in regard to the performance of an individual) using Board policy as a framework, for instance procedures for investigating incidents, complaints and grievances. |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| * Keyboard skills * Ability to work at a PC for long periods of time. * Lifting large individual patient records. * Ability to deal with occasional distressing information within case notes. * Have a confident and professional manner. * High level of concentration required. * Daily workload can be unpredictable due to the nature of the department. * Some flexible working required due to the needs of the service. |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * In-depth highly specialised knowledge of Health Records management gained through experience. * Relevant first degree (e.g. informatics, health records management, business and administration) or evidence of equivalent qualification or experience. * Postgraduate qualification in related field (e.g. Institute of Health Records and Information Management (IHRIM) diploma) or willingness to undertake. * Operational experience of managing clinic scheduling using hospital information systems. * Recent evidence of continuing professional and personal development. * Demonstrable experience of operational management of medical records/informatics or patient access services * Demonstrable experience of financial management and/or commissioning services. * Excellent communication and leadership skills. * In depth specialist knowledge of legislation, for example, Data Protection Act 1998, Access to Health Records Act 1990 and Freedom of Information Act (2004). * Anatomy, physiology and medical terminology is required. * Recognised clinical coding certificate or willingness to undertake |

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| **14. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each jobholder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature: | Date:  Date: |