POSITION DESCRIPTION

Position Title	**Lead Specialist - Clinical Documentation Improvement**
Reports to (Title)	**Group Director of Nursing, Allied Health & Clinical Education**
Executive Director	**Group Director of Nursing, Allied Health & Clinical Education**
Department	**Nursing**
Position Location	**Any Cabrini Hospital site**
Award/Agreement	**Salary & Conditions in accordance with Contract of Employment**
Delegation of Authority Level	**NA**

Position Summary & Role Purpose

The role of Lead Specialist - Clinical Documentation Improvement is to embed an organisational-wide, strengthened knowledge of clinical documentation standards, clinical coding and funding imperatives through strong working relationships. The role will focus upon all aspects of documentation that improve information capture for patient safety, quality of care and inter-clinician communication along with ensuring accurate hospital reimbursement. Inter-relationships between Clinical care, Health Information, Data accuracy and Communication are the core mantra in this role.

The goal of concurrent review is to ensure the clinical documentation is complete, specific and accurate to ensure the complexity of the episode of care is appropriately reflected. The documentation must also meet the key Australian Coding Standards to ensure all conditions and procedures can be coded accurately and in full, without needing to seek additional clarification.

Key Result Areas

1. Key Responsibilities, Outcomes and Activities

1.1 Operational Responsibilities

- Provides overall strategic leadership and operational management of a Clinical Documentation Improvement program that will continue to advance Cabrini's objectives
- Develop and coordinate an organisational-wide Clinical Documentation Improvement (CDI) program utilising a collaborative model that encompasses clinician engagement with the aim of optimising clinical documentation for all of its purposes.

- Provide advice, recommendations and clear evidence of pathway for improvement across all specialities, ward areas and related departments. The role will engage with clinicians to help close the gaps in their knowledge and practice of clinical documentation.
- Formulate a clinician engagement strategy that engages the medical staff and other health care professionals as necessary via written/verbal communication to improve the accurate and complete capture of all clinical documentation including information that supports appropriate code assignment/ DRG allocation and embeds change into practice.
- Through medical record review identify opportunities to ensure that co-morbidities/ complications are documented appropriately and meet key Australian Coding Standards requirements.
- Develop a system for tracking improvement in documentation that aligns to expected outcomes.
- Develop and support the delivery of ongoing education regarding CDI to all clinical and departmental staff who are responsible for documenting in the patient record.
- Contributes to decision-making and identifies strategic opportunities for improved capture of related health information e.g. documented clinical information captured by Patient Services.
- Facilitates and leads process change activities across clinical disciplines.
- Assists staff in defining metrics needed to measure change and works closely to help sustain needed process change.
- Undertake program development and exhibit significant personal initiative by frequently engaging with clinicians regarding their clinical documentation.
- Demonstrates creativity and enthusiasm while pursuing the goals of the department and the organisation. Be able to accurate report improvements, processes and 'next steps' to executive teams.
- Maintains the ability to be flexible and prioritises daily responsibilities.

1.2 Resource Management

- Adherence to the Cabrini code of professional conduct, code of ethics, standards of practice and competencies, Mission, Values and Vision, and the Behaviours that Matter.

1.3 Contributes to the achievement of professional expertise for self and direct reports through:

- Maintenance of ongoing personal professional development/continuing education.
- Personal application of the Cabrini management performance framework.
- Identifying, encouraging and monitoring the continuing development of others within a learning culture.

2. Work Health & Safety

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, patients, residents, clients and visitors, so far as is reasonably practicable.

To achieve this, managers are required to implement, in consultation with their employees, the components of Cabrini's work health and safety management systems (the collection of policies, procedures, guidelines, other related documents and resources) to control the hazards that their employees, and any other person exposed to the work they do, may face. The WHS management system enshrines a risk management approach to managing hazards. For any hazards not explicitly covered in the WHS management system, managers are required to assess and control hazards as outlined in the WHS Risk Management Procedure.

Employees are responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. This includes following the policies and procedures from the WHS management system that apply to their work, any local processes and instructions from their manager regarding how work is to be performed. Employees are responsible to report hazards, incidents and injuries to their manager.

The Cabrini WHS Department facilitate the ongoing development and review of the WHS management system, build the capability of managers to assess and manage wellbeing, hazards, incidents and injuries and provide advice and support in the management of these areas.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers; Managers; those with specified work health and safety responsibilities; and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

3. Safety and Quality

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to our patients, residents and service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

4. Child Safety

Cabrini complies with the Victorian Child Safe Standards 2015 and the National Catholic Safeguarding Standards. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies including the following:

- Child safe organisational framework
- Mandatory reporting of suspected child abuse
- Working with children check

Organisational Relationships

The role:

- Reports to the Group Director of Nursing, Allied Health & Clinical Education (GD N,AH & CE)
- Maintains a close collaborative working relationship with all levels of the Clinical Care team, Health Funding team, Health Information Services, Patient and Account Services and other relevant departmental/ practice management staff as required.

Committee Membership

The **Lead Specialist - Clinical Documentation Improvement** will participate as a member of the following committees:

- Relevant external committees as a representative of Cabrini
- As directed by the GD N, AH & CE, which may include, but is not limited to Safety/Quality, HAC, Preadmission, Health Information, Business Technology and Revenue committees

Staff Development

The **Lead Specialist - Clinical Documentation Improvement** will demonstrate a commitment to personal and professional development of self and staff by:

- Participating in professional development programs
- Maintaining and advancing own skills and knowledge
- Remaining up to date with contemporary human resources practices
- Contributing to the Cabrini professional development program as required
- Participating on performance reviews in accordance with Cabrini policy
- Representing Cabrini at external forums, as required

Key Competencies and Role Requirements

- Knowledge of related medical record documents.
- Knowledge of disease processes and related procedures.
- Strong broad-based clinical knowledge and understanding of pathology/physiology of disease processes.
- Excellent written and verbal communication skills.
- Excellent analytical and critical thinking skills.
- Excels at establishing clinician relationships and has the ability to maintain positive working relationships.
- Ability to work independently in a time-oriented environment.
- Computer literacy and familiarity with the operation of basic office equipment.
- Confident personality traits to facilitate ongoing clinician communication.
- Working knowledge of reimbursement system and coding structures.

- Ensures initial and extended-stay concurrent reviews on all selected admissions, and documents findings, denoting all key information to formulate organisational-wide strategy for improvement.
- Utilises monitoring tools to track the progress of the program, system changes and barriers, through development of monitoring reports and datasets.
- Able to identify areas of focus through report analysis. Is an expert resource to clinicians and administration regarding issues related to the information that aggregates to inpatient DRG assignment.
- Assists in the development of clinician reports that identify opportunity to improve accuracy.
- Provides ongoing information and education as necessary to clinicians and other health care professionals to help support the patient care and coding processes.

ESSENTIAL

Educational/Vocational

- Appropriate qualifications commensurate with the position – tertiary qualification in Health Information Management (or Nursing with experience in complex care needs, casemix management, episodic funding or documentation improvement or similar)
- Recent private health sector experience, knowledge of current funding payment models and contractual arrangements in a medium to large organisation
- Strong knowledge of anatomy and physiology/pathology of disease processes
- Highly developed understanding of Microsoft Office products – Excel, Word, PowerPoint
- Excellent verbal and written communication skills
- Excellent critical thinking/analytical skills with high level of attention to detail
- Highly desirable - Certification in DRG Assurance training or auditing, or ability to acquire
- Commitment to the Cabrini Mission, Values and Vision

Experience

- Demonstrated experience in role knowledge requirements for an appropriate period (5+ years)
- Coding education experience in acute casemix settings or;
- Recent clinical nursing experience in an acute care setting, (Critical Care, Medical/Surgical or Emergency department preferred)

Knowledge

- Leadership and communication skills
- Passion for quality of care, education and accuracy of clinical and health information
- Sound IT and applications knowledge

Conditions of Employment

Salary and conditions in accordance with the Cabrini Contract of Employment / Employment Agreement.

Cabrini Mission, Values and Behaviours that Matter

Our mission

WHO WE ARE
We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

WHAT WE BELIEVE
We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

WHAT WE DO
We provide excellence in all of our services and work to identify and meet unmet need.

Our values

Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.

Compassion
Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

Integrity
We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable
- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

Courage
We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

Respect
We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice
- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

Behaviours that matter

Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to "provide excellence in all of our services".

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or People and Culture.

We are committed to safety and quality:

Behaviours that matter	Unacceptable behaviours
We put patient/resident safety first	We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents
We ask questions to understand the problem	We jump to conclusions and look for someone to blame
We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes
We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour

We are here to provide service:

Behaviours that matter	Unacceptable behaviours
We greet everyone warmly	We are rude or discourteous
We are always kind and caring	We are arrogant or demeaning
We give our full attention to the person speaking to us	We are distracted, impatient or dismissive
We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic

We work together to achieve the best outcome:

Behaviours that matter	Unacceptable behaviours
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required
We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

We exhibit a positive attitude:

Behaviours that matter	Unacceptable behaviours
We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgmental and put others down
We take pride in our personal appearance	We look disheveled, dirty or have offensive personal odour

We want to build a just and sustainable community:

Behaviours that matter	Unacceptable behaviours
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

APPROVAL

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.

I certify that this position description is an accurate description of the responsibilities assigned to the role

Authorised: _____ _____

Group Director of Nursing, Allied Health & Clinical Education **Date**