Job Description

Job title: Clinical Coding Liaison Officer

Division: Performance and Partnerships Directorate

Board/corporate function: Corporate Board

Salary band: Band 5

Responsible to: Team Manager

Accountable to: Head of Clinical Coding

Hours per week: 37.5 hours per week

Location: Trust-wide

University College London Hospitals NHS Foundation Trust

University College London Hospitals NHS Foundation Trust (UCLH) is one of the most complex NHS trusts in the UK, serving a large and diverse population. In July 2004, we were one of the first NHS trusts to achieve Foundation Trust status.

We provide academically-led acute and specialist services, to people from the local area, from throughout the United Kingdom and overseas.

Our vision is to deliver top-quality patient care, excellent education and world-class research. We provide first-class acute and specialist services across seven sites:

- University College Hospital (incorporating the Elizabeth Garrett Anderson Wing)

- National Hospital for Neurology and Neurosurgery

- Eastman Dental Hospital

- Royal National Throat, Nose and Ear Hospital

- Royal London Hospital for Integrated Medicine

- University College Hospital Macmillan Cancer Centre

- The Hospital for Tropical Diseases

We are dedicated to the diagnosis and treatment of many complex illnesses. UCLH specialises in women's health and the treatment of cancer, cardiac, infection, neurological, gastrointestinal and oral disease. It has world class support services including critical care, imaging, nuclear medicine and pathology.

UCLH is an NHS Foundation Trust comprising: University College Hospital (incorporating the Elizabeth Garrett Anderson Wing, Grafton Way Building, Macmillan Cancer Centre and University College Hospital at Westmoreland Street) Royal London Hospital for Integrated Medicine, Royal National ENT and Eastman Dental Hospitals, National Hospital for Neurology and Neurosurgery at Queen Square and Cleveland Street,

We are committed to sustainability and have pledged to become a carbon net zero health service, embedding sustainable practice throughout UCLH. We have set an ambitious target of net zero for our direct emissions by 2031 and indirect emissions by 2040.

The Clinical Coding Department is a part of the Performance and Planning Directorate which also consists of Performance and Information Departments that are responsible for all Trust management information, reporting both externally and internally, as well as commissioning services and systems support. The Performance and Information departments also provide vital management information to clinicians and managers that is the heart of decision making across the Trust.

The Clinical Coding Department is responsible for the collection of diagnosis codes, using the ICD-10 classification, and procedure codes using the OPCS-4 classification, extracting relevant information from patient clinical records. This data is used to collect information on all patients admitted to the Trusts hospitals and for financial reimbursement of this care.

The main Clinical Coding Department is centrally located at the main UCH campus, however there are also clinical coders based within Divisions at the National Hospital of Neurology and Neurosurgery and the RNTNE Hospital.

The Clinical Coding Team consists of 21 Clinical Coding Liaison Officers, who are responsible for the clinical classification of approximately 189,000 FCEs (Finished consultant Episodes) including inpatient and daycare episodes a year.

Due to the implementation of Payments by Results, the importance of clinical coding has increased significantly with an approximate income of over £250M reliant on accurate coding of inpatient and daycare activity.
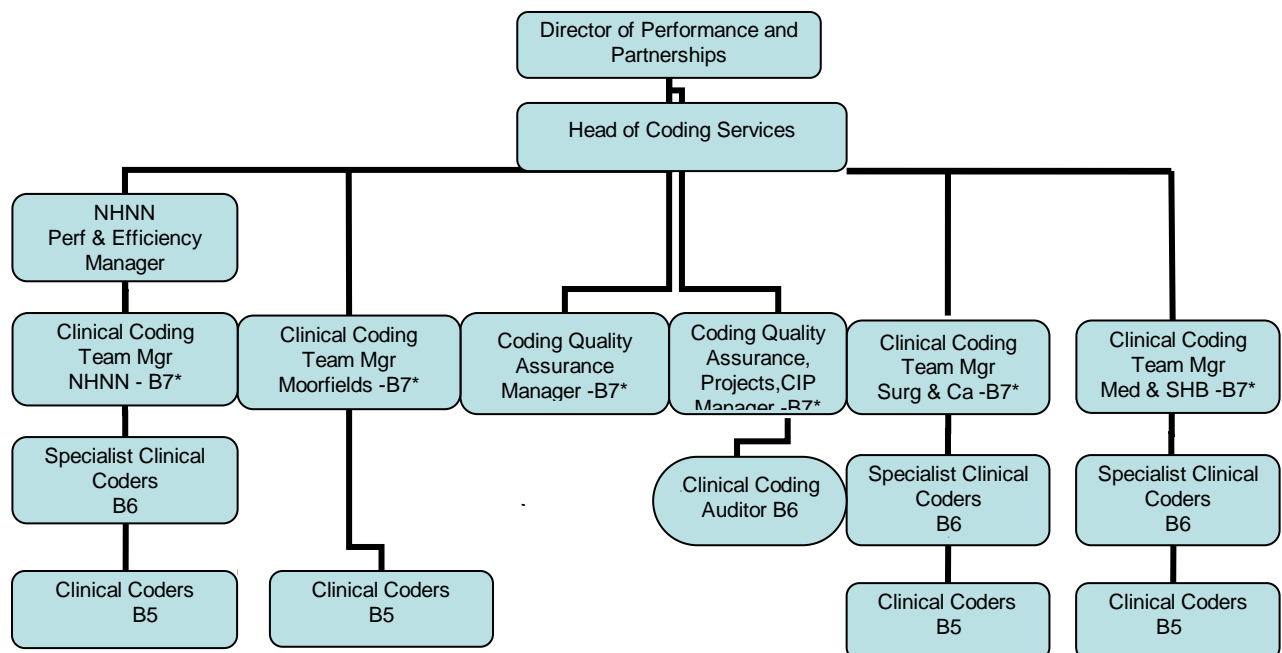
As UCLH is a tertiary referral Trust the types of cases presenting to the Trust hospitals are generally of a higher complexity to many other trusts and require experienced and highly knowledgeable Clinical Coders.

Job Purpose

- The post holder is responsible for providing high quality and timely coded clinical data. This requires the application of all coding rules and conventions pertaining to ICD-10 (International Classification of Diseases, Version 10) and OPCS-4 (Classification of Interventions and Procedures), incorporating national standards as set down in the Clinical Coding Instruction Manual ICD-10 and OPCS-4.

- Clinical Coding has a crucial role in the management of the hospital for contractual/billing purposes, due to the implementation of Payment by Results and is a source of healthcare data for the Department of Health (DOH) and World Health Organisation (WHO).

- With formal training, the post holder would have the initiative to locate the necessary medical information via clinical systems for the coding to be completed within timeframes. Ability to organise and prioritise workloads, meet deadlines and tackle problems systematically is of paramount importance.

Key Working Relationships

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                          Director of Performance and
                                  Partnerships

                              Head of Coding Services

  NHNN
  Perf & Efficiency
  Manager

  Clinical Coding    Clinical Coding    Coding Quality    Coding Quality      Clinical Coding    Clinical Coding
  Team Mgr           Team Mgr           Assurance         Assurance,          Team Mgr           Team Mgr
  NHNN - B7*         Moorfields -B7*    Manager -B7*      Projects,CIP        Surg & Ca -B7*     Med & SHB -B7*
                                                          Manager -B7*

  Specialist Clinical                                      Clinical Coding    Specialist Clinical Specialist Clinical
  Coders                                                   Auditor B6         Coders             Coders
  B6                                                                          B6                 B6

  Clinical Coders    Clinical Coders                                          Clinical Coders    Clinical Coders
  B5                 B5                                                       B5                 B5
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Key Results Areas

- The Clinical Coding Team aims to deliver 100% of patient episodes to be clinically coded by locally set monthly deadlines. If this is not fulfilled the Trusts cash flow could significantly be impacted.
- Participate in a comprehensive training and professional development programme to keep-up-to date with changes in both national standards and local policies.
- Trust-wide promotion of the clinical coding function, in particular with clinical and divisional staff.

Main Duties and Responsibilities

- Provide accurate, timely and complete clinical coding to the directorates for all specialities across the trust.
- Participate in regular training sessions in order to develop and enhance coding speciality skills.
- Update national classification books and manuals in line with national standards released by the NHS Classification Service. For example Coding Clinics and errata's.
- Participate in monthly audits of completed work with the Lead Auditor in order to provide accurate coding standards, whilst routinely attaining the Trusts correct percentage targets.
- Demonstrate a high level of skills in the use of International Classification of Diseases, volume 10 (ICD-10) and the Classification of Interventions and Procedures, (OPCS-4.10).
- Supervise new Clinical Coders in conjunction with the Team Managers to bring them up to the required level of competence including the monitoring of incomplete episodes reports.
- Liaise with the Information Department with regards to timeframes for the completion of coded data.
- Identify and report errors found on the EPIC (EPR) system e.g. incorrect consultant designation.
- Work with specialty divisions to support and maintain a professional and flexible coding service.
- Ability to code all specialties and to rotate as and when required, with appropriate support and training.
- In line with Data Security & Protection Toolkit (DSPT) requirements underpinning coding standards, all coders are expected to regularly attain 95%+ coding accuracy in primary diagnostic and procedural coding.
- To ensure consistency in timeliness and delivery of the Trusts coding deadlines, each coder is expected to code FCE numbers in line with minimum specialty targets.

Other

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University College Hospital

National Hospital for Neurology and Neurosurgery

Eastman Dental Hospital

Royal National Throat, Nose and Ear Hospital

Royal London Hospital for Integrated Medicine

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

You will be expected to actively participate in annual appraisals and set objectives in conjunction with your manager. Performance will be monitored against set objectives.

Our Vision and Values

At UCLH, we have a real 'One Team' ethos, and our values – safety, kindness, teamwork and improving, are central to the way we work. This is supported by our staff, who voted us as the #1 NHS Acute Trust to work for in the whole of England.

The Trust is committed to delivering top quality patient care, excellent education and world-class research.

We deliver our vision through values to describe how we serve patients, their families and how we are with colleagues in the Trust and beyond.

We put your safety and wellbeing above everything

Deliver the best outcomes	Keep people safe	Reassuringly professional	Take personal responsibility

We offer you the kindness we would want for a loved one

Respect individuals	Friendly and courteous	Attentive and helpful	Protect your dignity

We achieve through teamwork

Listen and hear	Explain and involve	Work in partnership	Respect everyone's time

We strive to keep improving

Courage to give and receive feedback	Efficient and simplified	Develop through learning	Innovate and research

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University College Hospital

National Hospital for Neurology and Neurosurgery

Eastman Dental Hospital

Royal National Throat, Nose and Ear Hospital

Royal London Hospital for Integrated Medicine

Person Specification

Requirements	Essential	Desirable	Assessment Criteria			
			A	I	R	T/P
Knowledge and Qualifications						
• ACC** national qualification or equivalent experience	**Essential**		A	I		
• Demonstrated medical terminology and anatomy knowledge	**Essential**		A	I		T
Experience						
• 3 years Clinical Coding experience, minimum		**Desirable**	A			T
Skills and Abilities **Analytical & Judgement Skills** • Ability to resolve complicated coding queries raised by clinical or non-clinical staff and implement decisions agreed	**Essential**			I		
Planning & Organisational Skills • Ability to prioritise workload to meet strict deadlines and tackle problems systematically and with initiative	**Essential**			I	R	
Communication • Demonstrates a high level of interpersonal skills able to liaise with multi-disciplinary teams using various methods of communication	**Essential**		A	I		
• Ability to challenge, question and clarify by reasonable argument to a satisfactory resolution of issues	**Essential**			I		

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University College Hospital   National Hospital for Neurology and Neurosurgery   Eastman Dental Hospital   Royal National Throat, Nose and Ear Hospital   Royal London Hospital for Integrated Medicine

Requirements	Essential	Desirable	Assessment Criteria			
			A	**I**	**R**	**T/P**
Personal and People Development						
• Ability to act as a lead coder for your specialities	**Essential**		A	I		
• Ability to act as a mentor for trainee coders	**Essential**		A	I		
• Demonstrated ability to support, adapt and participate to changing circumstances	**Essential**			I		
• Demonstrated interest and motivation in position	**Essential**		A	I		
• Friendly and approachable	**Essential**			I	R	
• Understanding of equality & diversity	**Essential**			I		
• Understanding of the requirement of patient confidentiality	**Essential**			I		
Specific Requirements **Responsibility for Information Resources**						
• To demonstrate accountability for relevant equipment and resources within designated work areas	**Essential**			I		
• To maintain confidentiality of patient related information at all times	**Essential**			I		

** ACC is the Accredited Clinical Coding national qualification which requires a 90% pass mark in both theory and practical components and usually requires 2 years' experience as a clinical coder to sit the exam.

A= Application Form
I= Interview
R-References
T/P=Test/Presentation