JOB DESCRIPTION

Job Title: Clinical Coding Service Manager

Band: Band 8a

Department: Analytical Services

Responsible to: Head of Applied Information

Accountable to: Head of Analytical Services

JOB PURPOSE

The Clinical Coding Service Manager acts as the corporate professional lead for clinical coding. The post holder is responsible for developing the clinical coding strategy and for developing and managing the clinical coding function across the Trust.

The post holder is responsible for developing and implementing best practice systems to ensure timely and highest quality coded data across the Trust to ensure the Trust receives the right level of income.

The post holder is responsible for ensuring the department is adequately trained and that an ongoing audit programme is undertaken in line with coding audit methodologies.

The post holder will deputise for the Head of Applied Information for clinical coding and related matters.

MAIN DUTIES AND RESPONSIBILITIES

Workload and Performance Management

- Professional lead, responsible for the overall management and development of the Clinical Coding function across the Trust to ensure the department fulfils business objectives and requirements.

- Act as the Trust lead and focal point for complex clinical coding queries and where they cannot be resolved locally escalates through the appropriate channels in accordance with national policies and procedures.
- Acts as the Trust professional lead and specialist on clinical coding issues at both internal and external groups and forums including national and regional groups.
- Ensure the Clinical Coding function consistently meets the requirements of the Payments by Results agenda that underpins trust funding.
- Ensures delivery of 100% completion of clinically coded data within the agreed plan for driving down monthly deadlines whilst achieving the highest quality coded data.
- Leads on developing ongoing internal data quality / audit meetings with senior clinicians / managers to analyse coding to ensure coding accurately reflects what has been written in clinical notes and is in line with expected income.
- Communicate and liaise effectively with all wards and departments to ensure that the coding process from end to end is smooth, timely and accurate.
- Ensure the Coding Department maintains case note tracking details in line with Trust policy.
- Responsible for maintaining high quality clinically coded data that will underpin the delivery of clinical care by ensuring capacity and financial planning data is sound.
- Responsible for meeting agreed objectives set by the Head of Applied Information working within broad professional policies and guidance and interpreting for local use.
- Deputises for the Head of Applied Information on all clinical coding matters.

Policy Development

- Responsible for developing medium term strategic plans for clinical coding including service developments and detailing trajectories for clinical coding services within the Trust.
- Provides advice to the Head of Applied Information on longer term strategic business planning.
- The post holder is responsible for developing business plans detailing the service developments / improvements and changes to the department year on year.
- Develops and maintain the Trust Clinical Coding Policy and procedure documents and regularly monitors compliance.
- Using clinical coding specialist knowledge, analyses complex information on clinical coding and income to advise the Trust and clinicians on any changes to the Trust Clinical Coding Policy and Procedures where appropriate.
- Responsible for contributing to Directorate service developments and business plans.
- Participate in any other departmental policy development as and when required.

Service Development

- Be involved in the migration of, or updating of different coding structures and systems, as and when applicable, becoming fully experienced in those structure to

enable the training of Trust staff to continue,
and data quality standards to be maintained.

- Develop comprehensive clinical coding performance indicators from a complex dataset, interpreting and analysing data and to be able to communicate critical and complex coded information to operational and management teams across the Trust.
- Responsible for working with senior clinicians and senior managers across the Trust analysing complex coding data to answer queries on clinical coding and to ensure that clinical coding is correct and in line with expected income.
- Responsible for analysing complex data to respond to both internal and external queries on patient activity / coding and income.
- Ensure Clinical Coding staff are trained to National Standards and are regularly informed about external and internal updates, developments and issues regarding clinical coding practice and guidelines.
- Take the lead on preparing the Trust for the Audit Commission's annual DSP Toolkit audit.
- Implement recommendations from all external and internal clinical coding audits.
- Act as a project lead specialist for designated Trust projects which have a clinical coding element and in particular where there are links to income.
- The role requires strong negotiation, persuasion and determination skills as there will be resistance to change and the need to overcome barriers to understanding in order to move forward the Clinical Coding service within the Trust.

Communication

- To develop collaborative partnerships and effective working relationships with the Clinical Coding teams, colleagues, clinical staff, managers and directors.
- To develop and deliver ongoing awareness campaign by delivering presentations to both small and large groups and attending meetings with clinicians and senior managers across the Trust to promote clinical coding including links to income.
- Develop and maintain effective working relationships with consultants and their clinical teams to ensure quality and depth of clinical coding is achieved. In order to achieve this, the Clinical Coding Service Manager is required to communicate sometimes highly complex coding rules to various medical, clinical and administrative staff.
- Responsible for developing and producing auditing and monitoring reports for senior operational managers, directors and clinicians on a regular basis to improve the clinical coding function in the Trust.
- Develop and provide strategies, updates to relevant Trust groups on complex coding issues and significant future developments of accurate clinical coding and case mix grouping systems.
- The role will require the post holder to deal with highly complex, sensitive and at times contentious information in both small and large group settings and the post holder will need to deal with this appropriately dependant on the issue and audience.

Information Management

- Participate in the implementation of all computer system development projects, enhancements and changes to computer systems, which affect clinical coding.
- To put in place and maintain a regular system of internal audits of coding quality and timeliness, and to take action to address any variances from the required standards.
- To monitor the completeness, timeliness and accuracy of clinical data ensuring quality standards and Trust income targets are met.
- Use available tools to analyse and benchmark the Trusts' clinically coded data against peer groups, to ensure depth of coding is comparable and take appropriate actions as necessary.
- Have in-depth knowledge and understanding of the complete clinical coding function including ICD10, OPCS4, HRG's and the impact on Trust funding and health care statistical data.

Human Resource Management

- Has overall management responsibility for all clinical coding staff on all Trust sites.
- Responsible for the full recruitment process including induction processes.
- Develop robust objectives and personal development plans for every member of the team in line with the Trust and departmental objectives.
- Act as a professional mentor and guide subordinate staff both in a management capacity and in a technical capacity regarding Clinical Terms, OPCS4 and ICD10 coding conventions.
- Ensure external training and refresher courses for staff are undertaken in line with requirements, and specialty based coding workshops as appropriate.
- Responsible for dealing with department staffing issues, which may sometimes be emotional and difficult.

Budgets

- Responsible for the day to day management of the clinical coding elements within the budget
- Authorises overtime, travel, and payments for Clinical Coding Contractors and training expenditure for the Clinical Coding department.
- Develop business cases and secure funding to ensure the Clinical Coding service meets all of its current and future objectives.
- Ensure value for money at all times in providing a cost effective Clinical Coding service.

The prevention and control of infection is an integral part of the role of all health care personnel. Staff members, in conjunction with all relevant professionals will contribute to the prevention and control of infection through standard infection control practices and compliance with the Trust's infection control policies in order to ensure the highest quality of care to patients.

If your normal duties are directly or indirectly
concerned with patient care you must ensure you
receive sufficient training, information and supervision on the measures required to prevent
and control risks of infection.

You should safeguard at all times the confidentiality of information in relation to patients and
staff. Information relating to identifiable persons must on no account be divulged other to an
authorised person.

This job description is not exhaustive or an exclusive list of duties, but is intended to provide
an indication of the range of duties that may be undertaken. The post holder will be required
to undertake various other duties that are implicit in the smooth running of the services and
in accordance with service developments working on own initiative.

Doncaster and Bassetlaw Hospitals NHS Foundation Trust reserves the right to modify the job
description (in accordance with the banding of the post) and any modifications will be made
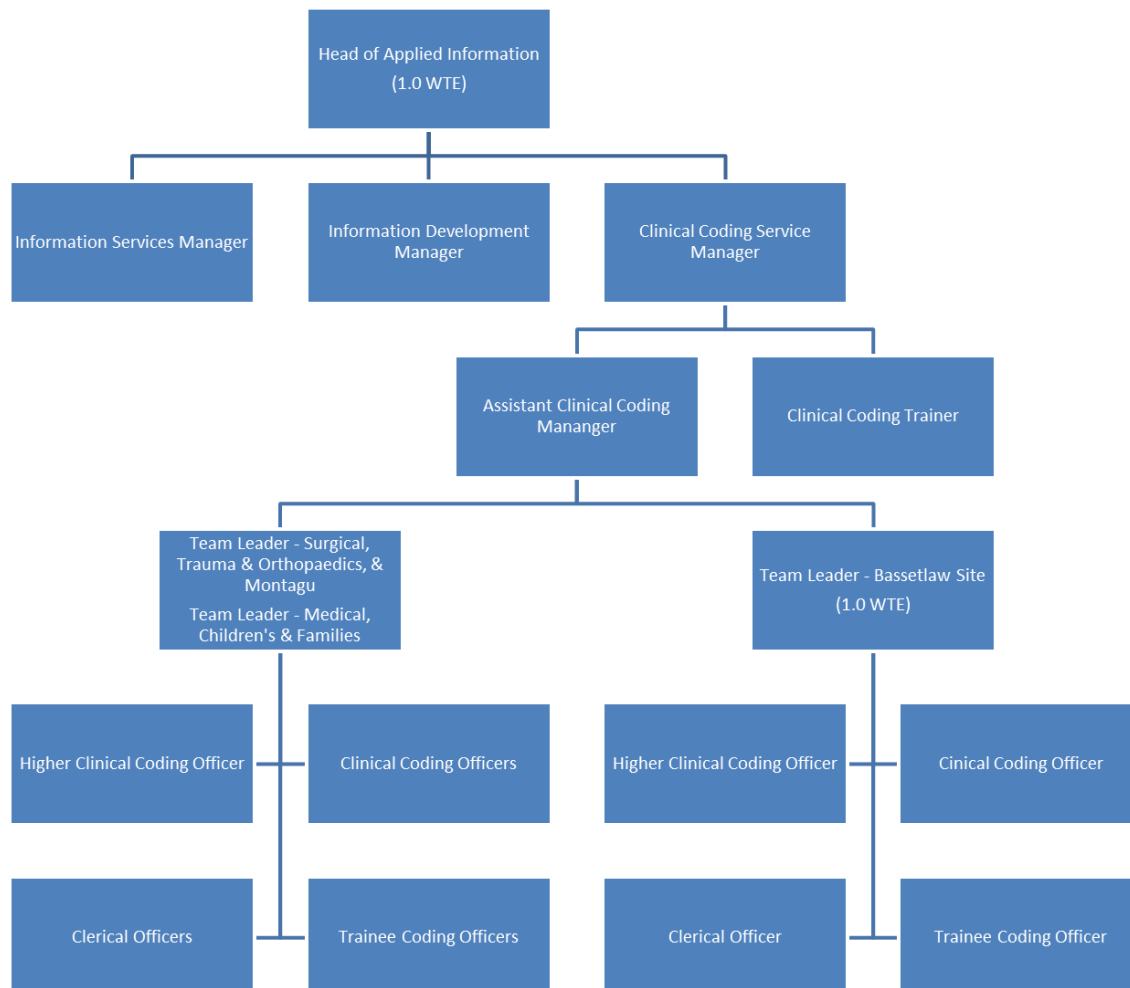by mutual consent wherever possible.

- The post holder will be subject to a system of Performance Review and Career
  Development. An individual development plan will be agreed to assist in the post
  holder's personal growth to the benefit of the individual and the Organisation as part
  of the post holder's annual appraisal.

SCOPE AND RANGE

Financial Year 2008/2009

Total Finished Consultant Episodes per annum   coded Circa 157K

Staff responsible for   Circa 24 WTEs

Staff budget   Circa £1.2m

ORGANISATIONAL STRUCTURE

Head of Applied Information
(1.0 WTE)

Information Services Manager

Information Development Manager

Clinical Coding Service Manager

Assistant Clinical Coding Mananger

Clinical Coding Trainer

Team Leader - Surgical, Trauma & Orthopaedics, & Montagu

Team Leader - Medical, Children's & Families

Team Leader - Bassetlaw Site
(1.0 WTE)

Higher Clinical Coding Officer

Clinical Coding Officers

Higher Clinical Coding Officer

Cinical Coding Officer

Clerical Officers

Trainee Coding Officers

Clerical Officer

Trainee Coding Officer

APPENDIX 1 - SPECIFIC TERMS

- All staff and volunteers working within the trust have a duty to be aware of their own and the organisation's roles and responsibilities for safeguarding and protecting children and young people, and vulnerable adults. You must be competent to recognise abuse, respond appropriately and contribute to the processes for safeguarding, accessing training and supervision as appropriate to your role. The prevention and control of infection is an integral part of the role of all health care personnel. Staff members, in conjunction with all relevant professionals will contribute to the prevention and control of infection through standard infection control practices and compliance with the Trust's infection control policies in order to ensure the highest quality of care to patients. If your normal duties are directly or indirectly concerned with patient care you must ensure you receive sufficient training, information and supervision on the measures required to prevent and control risks of infection.

- You must be aware of and adhere to Health and Safety legislation, policies and procedures, to ensure your own safety and that of colleagues, patients, visitors and any other person who may be affected by your actions at work. You are reminded of your duty under the Health & Safety at Work Act 1974 to take reasonable care to avoid injury to yourself and others; to officially report all incidents, accidents and hazards using the Critical Incident Reporting Procedure; to use safety equipment provided for your protection at all times and to co-operate with management in meeting statutory requirements.

- Maintaining confidentiality of information related to individual patients or members of staff is a very important aspect of your work within the Trust. Failure to maintain confidentiality of such information may constitute a serious disciplinary offence. Staff should also bear in mind the importance of sharing essential information with carers and others, with the consent of each patient. There will also be circumstances where critical risk information will need to be shared with partner agencies, subject to guidance and advice available from your manager. You should remember that your duty, to respect the confidentiality of the information to which you have access in the course of your employment with the Trust, continues even when you are no longer an employee.

- This job description is not intended to be a complete list of duties and responsibilities, but indicates the main ones attached to the post. It may be amended at a future time after discussion to take account of changing patterns of service and management.