

## The Newcastle upon Tyne Hospitals NHS Foundation Trust

### Job Description

#### 1 Job Details

**Job title** Senior Clinical Coder

**Pay band** 5

**Directorate:** IM&T

**Ward/Dept Base:** Clinical Coding

**Hospital Site:** FH/RVI

#### **Essential Requirements**

- NCCQ (National Clinical Coding Qualification)
- To hold certificate for National Clinical Coding Standards Course
- Experience in Clinical Coding within an acute hospital setting
- Previous practical coding experience
  - Clinical coding rules and conventions
  - Classification ICD-10 and OPCS-4
  - Experience in coding across multiple specialities
  - Extensive medical terminology and anatomical and physiological terms
  - Encoding software and medical records process
  - Experience in using both paper and electronic records to extract clinical information
  - eRecord – Cerner Millennium and other IT systems
  - Knowledge of encoding software
- Excellent communication and interpersonal skills
- Effective organisation and time management skills
- Ability to work to strict deadlines
- Experience of working to targets and key performance indicators
- Ability to work autonomously or as part of a team.
- Mentoring skills
- IT skills
- Understanding of time management
- Knowledge of Audit processes
- Understanding of medical records process
- Understanding of confidentiality issues
- Flexible approach to work
- NHS experience

#### **Desirable requirements**

- Degree qualification
- Knowledge of Department of Health initiatives
- Experience of working in a major teaching NHS Foundation Trust

- Knowledge of Trust policies and procedures
- Understanding of Health and Safety Statutory requirements

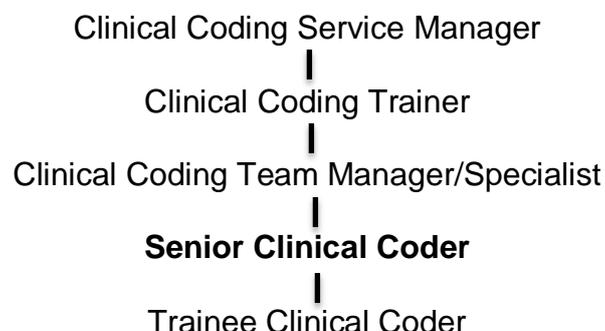
## 2 Job Purpose

- To be responsible for extracting highly complex clinical information from both paper and electronic health records, to translate relevant medical terminology using international and national classifications
- Is required to produce consistent, accurate, complete and timely coded clinical data in accordance with all national standards, local clinical coding policies and commissioner deadlines.
- Requirement to consistently deliver against demanding deadlines and accountable for maintaining accuracy and compliance with frequently changing national standards and clinical coding conventions.
- Ensure targets are consistently achieved for both throughput and accuracy of clinical coded data.
- To work autonomously without direct instruction or supervision when self-allocating work and achievement of daily coding targets.
- Ensure compliance with all Standard Operating Procedures (SOPs) applicable to the clinical coding service.
- To be proactive and flexible in moving towards an electronic way of working within a clinical coding setting, as the Trust develops its electronic patient record and achieves its strategic objective of becoming a 'paper-lite' organisation.
- To act as mentor to less experienced clinical coders.

## 3 Dimensions

- The Clinical Coding Section is based over two sites and is responsible for coding approximately 252,000 finished consultant episodes per annum in order to meet nationally agreed time scales, ensuring accuracy and completeness of coding and correct HRG assignment in order to guarantee the Trust receives correct financial reimbursement.

## 4 Organisational Arrangements



## **5 Knowledge Training and Experience**

- To hold and maintain a detailed understanding of national clinical coding standards, with the ability to apply these across a wide range of coding scenarios, often highly complex.
- Excellent knowledge and understanding of medical terminology, human anatomy and physiology to aid accurate clinical coding across all specialities.
- To have a working knowledge of local clinical coding policies and their application, with the ability to relay these to their wider coding team for implementation.
- Knowledge of Trust Policies and Procedures
- Understanding of the NHS including recent reforms:
  - Caldecott Guardians.
  - Freedom of information act.
  - Data protection Act 1998
- Experience in Clinical Coding in acute hospital setting
- Undertaken the National Clinical Coding Qualification (NCCQ) and achieved Accredited Clinical Coder (ACC) status.
- Actively participate in clinical coding audits and internal/external training sessions.
- Maintain continued professional development, including Clinical Coding Refresher course and other relevant training.
- To hold ECDL qualification or equivalent qualification / experience
- Significant experience of working in clinical coding within an acute hospital setting covering multiple specialities
- Significant practical coding experience across a wide range of complex specialities
- Experience of working to strict and challenging deadlines, both individually and as a team
- Experience of working to key performance targets
- Use of patient administration systems and associated clinical coding applications/encoder systems
- Experience of using both paper and electronic records to extract and interpret clinical information for the purpose of clinical coding.

## **6 Skills**

### **Communication and Relationships**

- Regular verbal, written and electronic communication with MDT within Directorates to ensure timely availability of case notes and clinical information for coding.
- At times required to relay highly complex coding information to other colleagues and or other staff groups outside the department including lead clinicians
- Works effectively as an individual and as part of a team
- To escalate unresolved clinical coding queries and operational issues to the clinical coding specialist leads or clinical coding service manager as required
- To actively lead and participate in staff rotation
- Communicate complex coding rules and standards and provide support for less experienced clinical coders
- Effectively work alongside Finance and Information Teams calculating tariffs and providing clinical codes and HRGs when required

- Liaise regularly with clinicians regarding complex clinical documentation making joint decisions on correct codes to use to accurately reflect clinical activity
- Is able to work effectively across teams and specialities within the department.
- Self-management and an ability to achieve targets and PLBs as defined by the clinical coding service manager and specialist leads
- Excellent communication skills, with an ability to relay complex clinical coding information to other clinical coders, operational staff and clinicians.
- Be confident in the use of clinical IT systems and interrogating electronic patient records to abstract information for clinical coding
- Confident in the use of Microsoft Office application and other relevant IT software packages required

### **Analytical and Judgemental Skills required for the post**

- Ability to apply national standards and local coding policies across a wide range of specialities and highly complex coding scenarios.
- Responsible for extracting and analysing highly complex clinical information from paper and electronic health records, to translate relevant medical terminology using international and national classifications.
- Problem solving skills and an ability to practically apply clinical codes to complex coding scenarios, where there may be no national or local standard to accurately reflect the clinical picture
- To be proactive and flexible in moving towards an electronic way of working within a clinical coding setting, as the Trust develops its electronic patient record and achieves its strategic objective of becoming a 'paper-lite' organisation.
- To be self-sufficient in resolving complex clinical coding queries/issues by referring to national clinical coding standards, policies and relevant national helpdesk query resolutions
- Prioritise the order to which complex diagnostic and procedural coding appear to ensure maximum financial income to the Trust
- Use judgement to translate cases that are not readily code-able
- Assist in locating case notes for un-coded finished consultant episodes over a wide range of specialties

### **Planning and Organisational skills required for the post**

- Ability to work to demanding timescales and at times changing deadlines
- Maintain all elements of continued professional development as required by the post and professional qualification. Including but not limited to mandatory clinical coding refresher training, speciality workshop training and Trust mandatory training
- To be self-managing in maintaining knowledge of national clinical coding standards and local policies
- To work autonomously without direct instruction or supervision when self-allocating work and achievement of daily coding targets
- Plan and prioritise own workload on a day-to-day basis
- Ensure deadlines are met to avoid financial penalties.
- To be responsible for uncoded finished consultant episodes over a wide range of specialties and delegate workload if required
- To work flexibly across multiple coding specialities and clinical directorates as required
- Using own initiative regarding staff rotation

### **Physical dexterity skill requirements**

- Constant complex keyboard use
- Manual retrieval of files and case notes from mobile shelving and cabinets

## **7 Key result areas**

### **Patient / Client care**

- To provide information and support in a non-clinical capacity to support the delivery of patient care.
- To ensure patient confidentiality is maintained in accordance with Trust policy.
- Contact with patients is incidental e.g. on wards

### **Policy and Service Development**

- Comply with nationally agreed clinical coding policies
  - Implement agreed local variations to coding rules via departmental policy and procedure manuals
- Comply with, and, be aware of, all Trust Policies and Procedures
- Ensure compliance with all relevant Standard Operating Procedures (SOPs) applicable to the clinical coding service
- Revise and develop own working practices to accommodate service developments

### **Financial and Physical Resources**

- Work with service manager and specialist leads to enable them to review and ensure that staffing levels and skill mix are appropriate to current workload and casemix
- Care of office equipment and machinery
- Contribute to the monitoring of stock and stationary levels highlighting any requirements
- Monitor the condition of equipment used and report any faults or defects and initiate remedial action
- To ensure the safe and appropriate utilisation of IT equipment

### **Human Resources**

#### *Management*

- Provide training, support and guidance to less experienced clinical coders
- Assist in the mentoring and development of trainee clinical coders as required by specialist leads and clinical coding trainer

#### *Education*

- Maintain all elements of continued professional development as required by the post and professional qualification. Including but not limited to mandatory clinical coding refresher training, speciality workshop training and Trust mandatory training
- Actively participate in staff training programmes
- Assist colleagues studying for National Clinical Coding Qualification
- Attend internal and external training courses as required
- Attend all mandatory training sessions

### *Leadership*

- Acts as a role model to demonstrate the highest professional standards.
- Mentoring and development of trainee clinical coders
- To lead by example

### **Information Resources**

- Use encoding software package generate accurate and meaningful clinical coded data
- Senior level access to Trust IT systems;
  - Cerner Millennium
  - Laboratory Reports Access system
- Independently research advancing medical techniques to assist with coding
- Utilise IT applications to transfer information
- Access Trust Intranet for information relating to Trust Policies and Procedures

### **Research and Development**

- Support Research undertaken by others.
- Undertake surveys or participate in complex audits when requested.
- Provide clinical codes using ICD-10 ,OPCS-4.4 and HRG codes for clinical research

### **8 Freedom to Act**

- Works to clearly defined operating policies and practices for Clinical Coding.
- Work is managed with advice available.
- Uses initiative and manages own workload on a day to day basis
- Free to use own initiative – reporting to deputy manager / specialist leads regularly
- Use of shared equipment with responsibility for personal care when using
- Freedom to act within the terms of lain down policies and procedures
- Autonomy to act within objectives set by the Departmental Head

### *Corporate governance*

- Adhere to Trust Corporate Governance Policies.

### **9 Effort & Environment**

#### **Physical**

- Sitting in a restricted position for long periods
- Manual retrieval of files and case notes from mobile shelving and cabinets
- The use of kick stools and steps
- Constant complex keyboard use

#### **Mental**

- Prolonged concentration required to:
  - Interpret complex medical terminology and convert into clinical codes.
  - Input Clinical codes onto database where accuracy is important.
- Requirement to work under pressure to meet contracting deadlines to avoid financial loss to the Trust

- To be expected that their information be challenged by peers, clinicians and senior Trust staff
- Prolonged concentration required when undertaking clinical coding, particularly when coding highly complex cases
- Ability to work in stressful environment, dealing with constant interruptions and noise levels
- Ability to analyse and understand complex medical terminology
- In-putting codes onto computer requires intense concentration as accuracy is paramount
- Requirement to deal with colleagues who may not be willing to assist

**Emotional**

- Daily exposure to highly sensitive documentation and images held within a patient medical record
- Have emotional awareness when there may be exposure to difficult or challenging situations within the department and /or with other colleagues

**Working conditions**

- Will be required on occasions to work outside normal hours to achieve clinical coding deadlines and business critical tasks
- Exposed to VDU screen for considerable periods.
- Working in a shared very busy open plan office

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***KSF Outline of development areas specific to the post***

*To be determined for the post.*

*Agreed post holder ..... Agreed manager .....*

*Date ..... Date .....*

**The Newcastle upon Tyne Hospitals NHS Foundation Trust**

**Person Specification**

**JOB TITLE:** Senior Clinical Coder

**BAND:** 5

**DIRECTORATE:** IM&T

**WARD/DEPT:** Clinical Coding

**SITE:** Trust wide

REQUIREMENT	ESSENTIAL	DESIRABLE	ASSESSMENT
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Detailed knowledge of national coding rules and conventions</li> <li>In depth knowledge of OPCS4 and ICD10</li> <li>Extensive knowledge of medical terminology and human anatomy and physiology</li> <li>A working knowledge and understanding of local clinical coding policies and their application.</li> <li>Knowledge of Clinical Coding audit processes</li> <li>Knowledge of encoding software products</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of Department of Health initiatives</li> <li>Knowledge of Trust policies and procedures</li> <li>Understanding of Health and Safety requirements</li> <li>A working knowledge and understanding of local clinical coding policies and their application</li> <li>Understanding of the NHS recent reforms:                             <ul style="list-style-type: none"> <li>Caldecott Guardians</li> <li>Freedom of Information act</li> <li>Data Protection act</li> </ul> </li> </ul>	
<b>SKILLS</b>	<ul style="list-style-type: none"> <li>Excellent communication and interpersonal skills</li> <li>Effective organisation and time management skills</li> <li>Mentoring skills</li> <li>Ability to work to strict and changeable deadlines</li> <li>Ability to work autonomously or as part of a team</li> <li>IT skills</li> </ul>	<ul style="list-style-type: none"> <li>Ability to train and mentor less experienced staff</li> </ul>	
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Extensive practical coding experience</li> <li>Extensive experience in coding across multiple specialties</li> <li>Experience in using both paper and electronic records to extract clinical information</li> <li>Experience in using e-Record – Cerner Millennium and other IT systems</li> <li>Experience of Medical Records process</li> <li>Experience in use of encoding software products</li> <li>Experience of working within the NHS</li> <li>Experience of coding a wide range of specialties</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in major teaching NHS Foundation Trust</li> </ul>	
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>National Clinical Coding Qualification (NCCQ)</li> <li>Clinical Coding Standards Course Certification</li> <li>A level or equivalent qualifications</li> </ul>	<ul style="list-style-type: none"> <li>Health Informatics Qualification</li> <li>Degree level education</li> </ul>	

**CANDIDATE:  
SIGNED BY:  
DESIGNATION:**

**REFERENCE NO:  
DATE:**

**Person Specification**

**JOB TITLE:** Clinical Coder

**BAND:** 4

**DIRECTORATE:** IM&T

**WARD/DEPT:** Clinical Coding

**SITE:** FH/RVI

REQUIREMENT	ESSENTIAL Requirement necessary for safe and effective performance of the job.	DESIRABLE Where available, elements that contributes to improved immediate performance in the job.	ASSESSMENT
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Knowledge of coding rules and conventions</li> <li>• In depth knowledge of OPCS4 and ICD10</li> <li>• Extensive knowledge of medical terminology and anatomy and physiology</li> <li>• Encoding software and medical records knowledge</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Department of Health initiatives</li> <li>• Knowledge of Trust policies and procedures</li> <li>• Understanding of Health and Safety requirements</li> <li>• Knowledge of audit process</li> </ul>	
<b>SKILLS</b>	<ul style="list-style-type: none"> <li>• Excellent communications and interpersonal skills</li> <li>• Effective organisation and time management skills</li> <li>• Ability to work to strict deadlines</li> <li>• Ability to work autonomously and as part of a team</li> <li>• IT skills</li> <li>• Flexible approach to work</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to train and mentor less experienced staff</li> </ul>	
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Previous practical coding experience in an acute hospital setting</li> <li>• Experience of working within the NHS</li> <li>• Experience of working to targets and key performance indicators</li> <li>• Experience of using both paper and electronic records</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a major teaching hospital</li> </ul>	
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Clinical Coding Standards Course Certificate</li> <li>• A level or equivalent <a href="#">qualifications experience</a></li> <li>• Working towards sitting the National Clinical Coding Qualification</li> </ul>	<ul style="list-style-type: none"> <li>• Degree level of education</li> <li>• Clinical Coding Standards Refresher Course Certificate</li> </ul>	

**CANDIDATE:**

**REFERENCE NO:**

**SIGNED BY:**

**DATE:**

**DESIGNATION:**



**The Newcastle upon Tyne Hospitals NHS Foundation Trust**

**Person Specification**

**JOB TITLE:** Trainee Clinical Coder

**BAND:** 3

**DIRECTORATE:** IM&T

**WARD/DEPT:** Clinical Coding

**SITE:** FH/RVI

REQUIREMENT	<b>ESSENTIAL</b> Requirement necessary for safe and effective performance of the job.	<b>DESIRABLE</b> Where available, elements that contributes to improved immediate performance in the job.	ASSESSMENT
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Basic knowledge of ICD10 and OPCS4 classifications</li> <li>• Basic knowledge of human anatomy and medical terminology</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Medical Records and patient administration systems</li> <li>• Knowledge of Department of Health initiatives</li> <li>• Knowledge of trust policies and procedures</li> </ul>	
<b>SKILLS</b>	<ul style="list-style-type: none"> <li>• Excellent communications and interpersonal skills</li> <li>• Effective organisation and time management skills</li> <li>• Ability to work to strict deadlines</li> <li>• Ability to work autonomously and as part of a team</li> <li>• IT skills</li> <li>• Flexible approach to work</li> </ul>	<ul style="list-style-type: none"> <li>• Mentoring/coaching skills</li> </ul>	
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of working in an administrative role</li> <li>• Experience of working to targets and key performance indicators</li> </ul>	<ul style="list-style-type: none"> <li>• NHS experience</li> </ul>	
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• A level or equivalent qualifications</li> <li>• To study for NCCQ within 2 years of commencement in post</li> </ul>	<ul style="list-style-type: none"> <li>• Degree level of education</li> </ul>	

**CANDIDATE:**

**REFERENCE NO:**

**SIGNED BY:**

**DATE:**

**DESIGNATION:**