

Position Title:	Health Information Manager - Data Integrity and Reporting
Reports to:	Manager Data and Reporting
Department:	Information Services
Directorate:	Planning and Resources
Cost centre:	P0202 Health Information Manager
Code & classification:	Health Information Manager (Medical Records Administrator) Grade 2 (JA7-JB1)
Performance review:	Upon completion of probationary and qualifying period and annually or as requested
Employment conditions:	Allied Health professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026 and its successors, and GV Health Policies and Procedures (and as varied from time to time).

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura and Rushworth. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services across the Goulburn Sub-Region within the Hume Region.

The *Goulburn Valley Health Strategic Plan 2024-26* provides the direction for GV Health with key elements summarised below.

Vaccination against COVID-19 and Influenzas are a mandatory requirement of this role. Vaccination against preventable diseases is also highly recommended. You will be required to provide evidence of your vaccination status during the application process.

OUR PURPOSE

Improving community wellbeing through high quality health services, outstanding care and learning.

OUR VALUES AND BEHAVIOURS

Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours are the foundations for our strategic pillars, and for achieving our goals.



Compassion

- We treat others with kindness and respect;
- Our deep connection to the community enhances our care for patients;
- We support the whole patient journey;
- We are understanding of each other.



Respect

- We respect the patient's voice and their choices;
- We celebrate diversity and are proud of multiculturalism;
- We respect differences of opinions;
- We respect the input of different disciplines and areas of expertise.



Excellence

- We are encouraged to grow professionally and personally;
- We are leaders in what we do;
- We invite feedback and are always striving to do better;
- We connect patients to further care and information.



Accountability

- We are responsible for our actions;
- We are courageous in our decision making and grow from our mistakes;
- We deliver what we promise;
- We don't compromise on our standards.



Teamwork

- We are a multi-skilled workforce and we pool our resources together;
- We mentor and support one another;
- We take a collaborative approach to care;
- We are approachable.



Ethical behaviour

- We hold ourselves to high standards;
- We rigorously uphold professional boundaries in our regional setting where patients may be friends or family too;
- We value and respect our patient's privacy and trust;
- We stand up against unsafe practice.

CREATE Outstanding

CREATE Outstanding encompasses foundation elements of the *Goulburn Valley Health Strategic Plan 2024-26* to link GV Health’s purpose, values and our Culture of Care with fundamental organisational systems and processes. GV Health is striving to achieve CREATE Outstanding in every interaction with the people services are provided for as well as how staff work with each other.

ROLE STATEMENT:

The, Data Integrity and Reporting Health Information Manager reports directly to the Manager, Data and Reporting within the Information Service team.

This role is responsible for

- Assisting departments to capture and amend patient level data in the appropriate information systems to support statutory reporting requirements
- Facilitation of data entry, staff training, and internal specification of requirements
- Data evaluation - pre and post submission to the Department of Health
- Operational support to the Manager, Data Reporting Team in submission of statutory data reporting
- Development and presentation of education for staff in accurate and timely data collection
- Participates in health information activities across the Information Services Department
- VAED, VEMD, ESIS, Any Mental Health data sets, VINAH, Community Health, HACC, and other relevant minimum data sets.
- Compile, validate and submit regular data reports to meet minimum data set and funding body reporting requirements.
- Completes internal data report development, preparation and analysis as require and
- Completes a clinical coding allocation.

EXTERNAL RELATIONSHIPS:

Liases with:

- Department of Health and Human Services
- External Service Providers
- Hume Regional Health Alliance
- Births, Deaths and Marriages Victoria

INTERNAL RELATIONSHIPS:

Liases with:

- Manager, Data and Reporting
- Manager, Information Services
- Directors and Department Managers
- HIS staff
- Information Services team members
- Clinical staff
- Administrative and Support staff

KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:

- Timely and accurate review of patient level data required for submission to the Department of Health.
- Amend patient level data in line with acceptable practice and as indicated through data quality reports.
- Support, educate and follow-up GV Health staff as required to facilitate high levels of data capture and data quality.
- Timely response to GV Health staff to assist with data issues, configuration or problem solving.
- Feedback to Department of Health on specific data issues as required
- Information system configuration and user support to facilitate the accurate and timely collection of patient level data.
- Implement data mapping to facilitate data submission
- Evaluation of trends in data integrity issues and data rejections from the Department of Health to identify opportunities for improvement.
- Facilitate accurate and timely data collection by clinicians and/or administrative staff with GV Health through training and information system support.
- Extract, compile, validate and submit reporting requirements to external funding bodies within specified timeframes
- Liaise with Department of Health regarding the data collection and reporting requirements for Statutory reporting datasets as required. This includes but is not limited to VAED, VEMD, ESIS, Any Mental Health data sets, VINAH, Community Health, HACC, and other relevant minimum data sets.
- Compile, validate and submit regular data reports to meet minimum data set and funding body reporting requirements.
- Work with the Manager, Data and Reporting to develop data integrity strategies as required
- Identify opportunities for innovation in health information management and related technologies and highlight within the Health information Management team
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas
- Contribute to an integrated approach to data and information clinical record management across all campuses of GV Health
- Develop strong working relationships between all staff within IS and related departments
- Contribute to an effective work environment in HIS – mentoring team leaders and clerical staff
- Contribute to projects that facilitate change and increased efficiencies
- Represent HIS on committees as required and actively participate in committee activities

QUALITY, SAFETY, RISK and IMPROVEMENT

- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce
- Contribute to organisational quality and safety initiatives
- Complete the mandatory training requirements as defined by GV Health
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public

- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.

OTHER REQUIREMENTS FOR NON-CLINICAL EMPLOYEES:

- Develop and maintain collaborative relationships with all other teams and professionals
- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines
- Where relevant collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities
- Uphold and protect consumer rights and maintain strict confidentiality
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times
- Assist with the supervision of students where appropriate
- Assist with training of new staff as required
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews
- Participate in committees and professional groups and disseminate relevant information to relevant employees
- Comply with the principles of Patient and Family Centred Care
- Promote GV Health as a quality regional health service provider.

KEY PERFORMANCE INDICATORS:

- Completion of statutory reporting requirements (including but not limited to: VAED, VEMD and ESIS within DH timelines)
- Coding quality is of a high standard with at least 90% accuracy
- Keep up to date with current and future health information management issues
- Participate in professional development activities as approved by Manager IS.
- Active participation in activities of the Data and Reporting Team
- Attendance and active participation at meetings as required
- 100% compliance with training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process
- Maintain effective liaison and communication within key stakeholders to ensure data collection and reporting needs are understood and changes implemented effectively when required

Other Position Requirements

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required.

GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

KEY SELECTION CRITERIA:

Mandatory

- Relevant qualifications in Health Information Management/eligibility for membership of the Health Information Management Association of Australia
- Confidence and experience working with frontline staff.
- Demonstrated ability to problem solve data quality issues and initiate data quality improvement processes.
- Ability to work as part of a team and liaise with multi-disciplinary staff.
- Advanced computer skills, particularly in MS Office Excel
- An understanding of record governance, probity and confidentiality requirements and the ability to maintain documentation and processes to best practice standards
- Demonstrated commitment to implementing continuous improvement
- Effective communication skills, both written and verbal, with demonstrated capacity to communicate and negotiate with a variety of staff across GV Health
- Ability to work autonomously as well as in the team environment
- Evidence of full immunisation against COVID-19
- Satisfactory National History Criminal Check prior to commencement of employment
- Satisfactory Victorian ‘Employee’ Working with Children Check prior to commencement of employment

Inherent Requirements

GV Health has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The role may require the following tasks among other things:

CLERICAL / ADMINISTRATION ROLE	
▪	manual handling (pushing, pulling, lifting)
▪	sitting, standing, bending, reaching, holding, lifting
▪	computer work, data entry
▪	general clerical at varying levels ,
▪	use of personal protective equipment
▪	handling general waste
▪	pushing and pulling trolleys / filing
▪	work at other locations may be required
▪	shift work in some roles
▪	driving motor vehicles
▪	dealing with anxious or upset consumers or members of the public

Reviewed by	Department Manager – HIS
Issued	March 2024
Reviewed	March 2025

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That GV Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to GV Health’s Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: _____ / / _____

 (Print Name)