

DEPUTY MANAGER, HEALTH INFORMATION SERVICES, ROYAL NORTH SHORE HOSPITAL

POSITION TITLE	Deputy Manager, Health Information Services
STAFFLINK POSITION NO.	505565
COST CENTRE	260129
CLASSIFICATION	Medical Records Manager Grade 5
AWARD	Public Hospital Medical Record Librarians (State) Award
REGISTRATION/LICENCE REQUIREMENTS	Nil
VACCINATION CATEGORY	Category B
PRE-EMPLOYMENT SCREENING CHECKS	National Criminal Record Check
RESPONSIBLE TO	Manager, Health Information Services
RESPONSIBLE FOR	Supervisors 4.0FTE Medico-Legal Clerks 7.63FTE Clerical Staff 28.89FTE
PRIMARY PURPOSE OF THE ROLE	<p>The position of Deputy Manager, Health Information Services (HIS) reports to the Manager, HIS and is responsible for all operational aspects of the service's management including health records management (in both paper and electronic formats), medico-legal and patient data management, across hospital and community settings.</p> <p>This position is responsible for the management and development of approximately 40 administrative and supervisory staff and leading them to meet the service's Key Performance Indicators, with the primary aim being to support clinician decision making by ensuring health records are available at the point of care.</p> <p>In collaboration with other services, this position will utilise leadership skills to continue progress towards achieving a completely electronic medical record, with clinician engagement and support.</p>
KEY ACCOUNTABILITIES <i>(Maximum of 8)</i>	<p>Operationally manage all aspects of HIS including health records management, medico-legal and health data across hospital and community settings. This includes undertaking business process redesign where required to improve the efficiency and effectiveness of health records flow; contributing to records management including the record structure, storage, document imaging, forms design, clinical documentation and electronic data entry; providing advice to clinical staff on information standards in relation to clinical documentation and clinical data management; ensuring legislative and Ministry of Health (MoH) requirements are met in respect to the creation, maintenance, archiving and destruction of health and other confidential documents and ensuring compliance with Australian standards especially AS2828.1 and AS2828.2. Participate in District wide projects as requested by the Royal North Shore HIS Manager or District Manager, HIS.</p>

	Provide effective leadership and direction to HIS staff to ensure the service remains focused on front end health service delivery. This includes promoting and supporting a department culture of both effective team dynamics and a quality focussed approach to HIS operations; managing, coaching, mentoring and supporting staff through performance management, training, supervision and rostering to ensure quality of services and compliance with LHD policies; and act as a senior leader and providing professional support to supervisors within HIS.	
	Maintain and develop auditing and quality control processes for document imaging and all other areas of the department to ensure that both individual and team benchmarks and key performance indicators are met, whilst proactively developing strategies to manage and improve data quality in various databases and information systems.	
	Participate proactively in various projects related to the implementation of eMR and other related information systems.	
	Coordinate quality improvement initiatives for Health Information Services and contribute towards Royal North Shore Hospital quality initiatives and accreditation.	
	Efficiently manage the human, financial, technological and other resources allocated to Health Information Services.	
	Manage risk by identifying, analysing, evaluating and documenting all risks relevant to the department (e.g. WHS, corporate, clinical, financial, reputational, legal and technological) and reviewing and implementing management strategies where necessary and action plans for all areas of concern. This includes providing a safe working environment and safe working practices for all staff in the department and developing disaster management plans and strategies to manage both electronic and paper-based medical records.	
	Develop and maintain an understanding of the various technologies, products and services required for promoting operational efficiencies in the delivery of Health Information Services.	
KEY CHALLENGES (Maximum of 3)	Leading Health Information Services staff through the transition to a completely electronic medical record in the context of a large hospital with a complex casemix.	
	Ensuring operational activities comply with policies and legislation such as the NSW Health Records and Information Privacy Act and the NSW State Records Act.	
	Ongoing development of a sustainable and progressive workforce that is capable of meeting the needs of the organisation and community we service.	
KEY INTERNAL RELATIONSHIPS (Maximum of 3)	WHO	WHY
	HIS Managers and staff including at Royal North Shore Hospital, in HIS departments at other NSLHD facilities and in the District HIS management team.	To build and maintain professional relationships, manage teams effectively and achieve key accountabilities.

	Royal North Shore Hospital and NSLHD staff including clinicians, managers, administrative staff, ICT staff and executives.	To promote Health Information Services, contribute expertise to hospital wide initiatives, provide advice regarding records management and to ensure Health Information Service's needs are met in order to provide optimal service delivery.
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KEY EXTERNAL RELATIONSHIPS <i>(Maximum of 3)</i>	WHO	WHY
	Patients, visitors and members of the public.	To respond to and manage requests for copies of medical records and other forms of clinical information.
	Government departments and agencies.	To respond to and manage requests for copies of medical records and other forms of clinical information and manage processes between the departments or agencies and HIS.
	Private companies including but not limited to vendors, solicitors and insurance companies.	To respond to and manage requests for copies of medical records and other forms of clinical information and to facilitate the provision of services to HIS.
SELECTION CRITERIA <i>(Minimum of 3 maximum of 8)</i>	Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them.	
	Demonstrated experience as a Health Information Manager in a senior role, with capacity to manage operational issues.	
	Demonstrated experience in the leadership and development of a team of professional and administrative personnel in the delivery of health information services, with the ability to motivate and coordinate staff.	
	Demonstrated experience in change management processes and records management including key stakeholder consultation.	
	Exceptional customer service orientation and ability to communicate at an exceptional standard, both verbally and in writing, to a wide range of customers and colleagues. Effective interpersonal, liaison and negotiating skills.	
	Demonstrated strong analytical skills and an understanding of business analysis and workflow design.	
	Knowledge, understanding and commitment to NSW Ministry of Health policies and procedures relevant to the management of health information and medical records.	
	Tertiary qualifications in Health Information Management with eligibility for membership to the Health Information Management Association of Australia.	

JOB DEMANDS CHECKLIST

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the occupant to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent's (or future incumbent's) OHS responsibilities specific to the position. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.

Infrequent: intermittent activity exists for a short time on a very infrequent basis
 Occasional: activity exists up to 1/3 of the time when performing the job
 Frequent: activity exists between 1/3 and 2/3 of the time when performing the job
 Constant: activity exists for more than 2/3 of the time when performing the job
 Repetitive: activity involved repetitive movements
 Not Applicable: activity is not required to perform the job

Physical Demands	Frequency
Sitting - remaining in a seated position to perform tasks	Constant
Standing - remaining standing without moving about to perform tasks	Occasional
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Occasional
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Not applicable
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Infrequent
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Infrequent
Kneeling - remaining in a kneeling posture to perform tasks	Infrequent
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Infrequent
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Not applicable
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Infrequent
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Occasional
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Infrequent
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Not applicable
Reaching - Arms fully extended forward or raised above shoulder	Infrequent
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Infrequent
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Infrequent
Hand & Arm Movements - Repetitive movements of hands and arms	Occasional
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Constant
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Infrequent
Driving - Operating any motor powered vehicle	Not applicable

Sensory Demands	Frequency
Sight - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens	Constant
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Constant
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	Not applicable
Taste - Use of taste is an integral part of work performance e.g. Food preparation	Not applicable
Touch - Use of touch is an integral part of work performance	Constant
Psychosocial Demands	Frequency
Distressed People - e.g. Emergency or grief situations	Infrequent
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Infrequent
Unpredictable People – eg dementia, mental illness, head injuries	Infrequent
Restraining - involvement in physical containment of patients / clients	Not applicable
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	Infrequent
Environmental Demands	Frequency
Dust - Exposure to atmospheric dust	Occasional
Gases - Working with explosive or flammable gases requiring precautionary measures	Not applicable
Fumes - Exposure to noxious or toxic fumes	Not applicable
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Not applicable
Hazardous substances - e.g. Dry chemicals, glues	Not applicable
Noise - Environmental / background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting - Risk of trips, falls or eyestrain	Infrequent
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not applicable
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Not applicable
Confined Spaces - areas where only one egress (escape route) exists	Infrequent
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Infrequent
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Infrequent
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Infrequent
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Not applicable