

## Job Description & Person Specification



Job title: Clinical Coding Quality Assurance Lead

Band: 8A

# Job Description

## 1. General Information

Job title: Clinical Coding Quality Assurance Lead

Band: 8A

Department: Clinical Coding Department

Division: Corporate

Reports to: Head of Clinical Coding Services

Accountable to: Director of Business Intelligence

DBS Clearance required: No

## 2. Key relationships

Clinical Coding Team, Clinicians, Ward staff, Medical Secretaries, Medical Records Staff, Clinical Audit Staff, Information Team, Business Support Team, Incomes and Finance Teams, Other Administrative Staff and NSHIE.

## 3. Job Summary

The post holder will play a key role in the design, development, delivery, and management of coding quality assurance programmes at WHTH by working in collaboration with the Coding Auditor, the Coding Trainer, and the Head of Clinical Coding Services.

They will be an NHS Approved Clinical Coding Auditor and an Approved Coding Trainer who can conduct coding audits in compliance with the latest version of the Clinical Coding Audit Methodology and deliver training that complies with the Approved Clinical Coding Trainer Framework.

The post holder will lead the in-house audit and training programmes to produce high quality coding data that satisfies the internal clinical data quality and Information Governance / Data Security & Protection Toolkit, Clinical Governance, and other NHS regulatory body requirements for the Trust.

They will report on coder performance and divisional performance through regular coding audits and provide recommendations for improving clinical coding processes and procedures to ensure the Trust gets accurately reimbursed for its services.

The requirement to feedback coding errors and flag poor practice both in coding and documentation standards is a priority for the internal coding audit programme and will link directly to clinician engagement meetings and in providing support through coder training and performance management as required. They will jointly deputise for the Head of Coding Services.

The post holder will communicate across the Trust the importance of accurate clinical coding and the quality of clinical documentation and provide expert advice to other departments on coding issues, NTPS and HRGs where required. They will have sound knowledge on mortality indicators as well as GIRFT coding aspects and will participate or lead in review meetings when required. They will liaise with clinicians where necessary to confirm appropriate diagnostic and procedure codes where national guidance is unclear. They will share accountability for delivering the coding service to the required service level agreements of the Trust and ensure accurate income is secured against activity via the coding process. They will be responsible for providing assurance to the wider Trust that the coded data submitted to SUS is accurate and fit for purpose.

They will also be responsible for ensuring that accurate, timely, complete, and consistent clinical coding is carried out within strict timescales, using ICD-10 and OPCS-4 classifications, and adhering to the national coding standards and local clinical coding policies of the Trust. They will be required to collect, collate, and code clinical information, often highly complex in nature, covering a wide range of specialities. This coded data is essential for the effective management of the Trust services and directly influences the Trust's income and allocation of resources to the various divisions. It also forms the basis for clinical audits, mortality indicators, clinical governance, performance benchmarking with peer trusts, medical research etc.

#### **4. Primary duties and areas of responsibility**

##### **Communication**

- Engage with clinical and non-clinical teams at all levels to ensure that coded data is accurate and reflect the current practices within the Trust. They will identify inaccuracies and inconsistencies with the clinical documentation and communicate these with the relevant teams as required to

improve the quality of data received for coding purposes. This may involve delivering complex presentations at divisional meetings.

- Discuss and resolve coding queries from the coding team as well as provide expert advice for coding information requests from other divisions and departments within the Trust in a timely manner or to escalate unresolved issues to the Head of Coding or to the NHS Classifications Service for resolution and feedback as appropriate.
- Disseminate audit and training feedback to the team members and devise action plans and personal development plans in collaboration with the coders to support coders and improve coding performance.
- Discuss and disseminate difficult management decisions regarding absenteeism, performance or other issues affecting work independently or with the support of the HR Business Partner where required.
- Lead and contribute to team meetings to ensure knowledge and learning points are communicated effectively across the team. This may involve receiving guidance and recommendations as well as articulating complex coding information to other coding staff, clinicians, and other non-clinical staff during departmental and other meetings to achieve the highest quality coded data and ensure the speciality remunerations are maximised for various divisions within the Trust.
- Advise the coding team of new coding guidelines and updates to national standards and local policies and provide appropriate training or support where required.
- Play an active role in the Trust DSPT external audit programme by liaising with the external auditors and communicating audit and training feedback to the individuals or teams as appropriate.
- Ensure data quality errors and other service disruptions are identified and resolved or escalated in a timely manner to aid high quality data flows.
- Liaise with other departments including clinicians, medical secretaries, nursing staff, medical records team, and ward clerks to promote confidence and awareness in clinically coded data.
- Suggest areas of improvement in the wider aspects of clinical coding to ensure that the Trust is paid accurately for the service.

### **Knowledge and Experience**

- Advanced up-to-date knowledge of the National Clinical Coding Classification Standards and Guidelines and their relationship to Healthcare Resource Groups and the National Tariff Payment Systems.

- Up-to-date knowledge of the local coding policies and guidelines.
- Excellent knowledge of HSMR, SMR and other mortality benchmarking indicators.
- Experience in undertaking varied formal coding audits and delivering coding trainings at an acute NHS Trust.
- In-depth knowledge of complex medical terminology, anatomy, and physiological processes to comprehend pathogenesis and deduce relationships between disease processes and manifestations where required.
- Good knowledge of GIRFT coding indicators.
- Up-to-date knowledge of SNOMED CT and its relationship to coding.
- Knowledge of the importance of confidentiality, Data Protection Act, and Caldicott principles.
- Proficient use of computer systems required for the role.
- Knowledge and experience in conducting appraisals and having difficult management conversations with staff.

### **Planning and Organisation**

- To share responsibility for planning, organising, and implementing processes, policies, and strategies to meet internal and external performance reporting of the Trust in order to satisfy the compliance requirements of NHS regulatory bodies.
- To develop and update the Clinical Coding Policy and Procedures document in conjunction with the Head of Clinical Coding.
- To ensure that the coding audit and training requirements of the Trust are met effectively.
- To manage the workload of the coding department, working alongside the Coding Operations Lead in ensuring that key performance indicators are consistently achieved for statutory information requirements and financial flows.
- To ensure that the team members have individual appraisals and objectives set in line with the Trust values and personal development plans designed and reviewed as required.
- To monitor staff productivity and accuracy and produce weekly and monthly reports for performance improvements and service planning.
- To ensure that the team members are adequately supported with training plans where there are gaps identified in coding performance.

- To monitor and review individual performance and where required initiate the Performance Management Policy in collaboration with the Trust HR Business Partner for Corporate Services.
- To share responsibility for monitoring staff absence and conducting review meetings with the support of the Trust HR Business Partner where required.
- To manage own workload by working on own initiative, as well as taking directives from the Head of Coding as required, prioritising work where necessary to meet coding deadlines as required.
- To support the Head of Coding in devising long term plans for the department and with other coding services as necessary.
- To share responsibility in ensuring adequate resources are available for sustainability of service so that accuracy and completeness of coding are not compromised.
- To ensure that complaints and incidents are effectively dealt with in an appropriate and timely manner.

### **Analysis and Judgement**

- To share responsibility in recruiting and managing certain aspects of the clinical coding services and ensuring Trust and departmental processes are followed effectively.
- To devise personal development plans for the coders in collaboration with the Coding Leads and the Head of Coding, as well as factoring feedback received from the Coding Auditor and Trainer for maximising team and individual performance.
- To abstract and analyse complex clinical information from a variety of data sources and provide financial assurance for service planning.
- To use this information to assign accurate, timely, complete, and consistent diagnostic and procedure coding to all inpatient episodes in line with the national and local coding standards and guidelines to meet the service level agreements of the Trust.
- To input assigned clinical codes onto the Trust PAS system, and ensuring any errors concerning admission, transfer and discharge information which might compromise Trust income and data quality are rectified as required.
- To be aware of agreed local variations to the national coding rules and to be responsible for leading the team in implementing them accordingly.
- To use judgement and knowledge acquired through work experience and training to translate complex cases where the information is not readily available or easy to translate to coded data.

- To resolve complex coding issues raised by the coding team or escalate to the attention of the Head of Coding and/or NHS Classifications Service for appropriate resolution where required.

### **Area of Work**

- The post holder may be required to undertake training or attend meetings at any trust site.
- They may be required to work at other hospital sites at short notice to cover sickness or annual leave.

### **Learning and Development**

- To acquire, maintain and update professional knowledge and competence in coding standards and conventions and support a culture of continuous learning and development by attending mandatory and statutory coding courses delivered in-house or externally.
- To maintain and update the coding manuals and standards books in accordance with national standards and local variations and ensure that the team follow suit.
- Develop and maintain skills to use PAS and any other electronic systems required for the post.
- To identify own development needs and pursue own continuing professional development.

### **Resources and Finance**

- The post holder will inform the Head of Coding in procuring supplies and resources for the Team, thereby supporting with planning the departmental budget.
- Ensure proper use of the Trust's resources such as stationery, telephone, photocopier, and other consumables in the course of business with minimal wastage and cost.

### **Policy and Service Improvement**

- To comply with and implement trust wide/departmental policies, procedures, and guidelines and to ensure compliance by the team.
- To identify and evaluate areas for improvement in the clinical coding service to the trust and communicate this with the Head of Coding.
- To promote the importance of clinical coding to the trust employees as appropriate.
- To propose changes to working practices or procedures of the department to the Head of Coding where necessary.

- To support with implementation of changes or enhancements to the electronic systems used for clinical coding to achieve maximum performance.
- To lead on the implementation of updates in the coding standards and guidelines from NHS Digital and local variations to the same.

### **Personal Responsibilities**

- Maintain a professional appearance in line with the Trust dress code.
- Uphold the Trust's values and behaviours (available on the Trust web site) and behave in a manner fitting with the responsible position of the post holder, thereby maintaining public confidence.
- Maintain professional and courteous working relationship with staff and respect equality and diversity of every person in the course of their business.
- Undertake delegated responsibilities and any other duties assigned as required by the service.

### **5. On-call requirements (applicable for roles which are 8b and above only)**

On-call may be required for roles Band 8b and above. This will be determined by the Head of Emergency Planning. If you are required to participate, training and induction to on-call will be provided.



## Person specification

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**Band: 8A**

	Essential Requirements	Desirable Requirements
<b>Education and Qualification</b>	<p>Educated to degree level in human sciences or other human sciences related qualification.</p> <p>National Accredited Clinical Coder Qualification (ACC) with post-accreditation experience of accurately coding complex data in acute NHS settings.</p> <p>NHS Digital Approved Experienced Clinical Coding Auditor.</p> <p>NHS Digital Approved Experienced Clinical Coding Trainer.</p> <p>Clinical Coding Standards Refresher Course within the last several years.</p> <p>Evidence of continuous professional development e.g., attendance at coding speciality workshops and other relevant courses.</p>	<p>Experience in managing/supervising teams.</p>
<b>Knowledge</b>	<p>Proven expertise and specialist knowledge in the application of the rules and conventions of ICD-10 and OPCS-4.</p> <p>Advanced knowledge of national coding standards and conventions and their relationship to Healthcare Resource Groups.</p> <p>Good understanding of commissioning requirements in NHS including NTPS and HRGs.</p> <p>Significant knowledge and understanding of the principles of the Approved Auditor Code of Conduct and A Guide to Clinical Coding Audit Best Practice.</p>	

	<p>Significant knowledge and understanding of the principles of the Approved Trainer Code of Conduct.</p> <p>Advanced knowledge of complex medical terminology and anatomy and physiology.</p> <p>Knowledge of HSMR, SMR and other mortality indicators.</p> <p>Knowledge of the information governance processes and NHS data flows.</p> <p>Knowledge of Data Security and Protection Toolkit Standard 1 and 3 guidance.</p> <p>Knowledge of clinical systems like SUNQUEST ICE, ICRIS etc.</p> <p>Knowledge of SNOMED CT.</p> <p>Knowledge of Microsoft applications e.g., excel, word etc. and keyboard typing skills.</p> <p>Knowledge of Hospital Patient Administration System (PAS) and Medicode encoder system.</p> <p>Knowledge of the importance of confidentiality, Data Protection Laws and Caldicott principles.</p>	
<b>Experience</b>	<p>Significant post auditor/trainer qualification experience at NHS Trusts.</p> <p>Experience in leading coding audit and training programmes and drafting and presenting formal reports to clinical and non-clinical teams in an acute Trust.</p> <p>Experience in designing, developing, and implementing audit and training plans and action plans for long term service improvements.</p> <p>Experience in mentoring less experienced staff.</p>	

	<p>Experience in disseminating timely audit and training feedback to the coders to enhance performance.</p> <p>Experience conducting one-to-one meetings, appraisals and designing personal development plans.</p> <p>Experience producing high quality work consistently, thereby, achieving personal and departmental objectives and goals.</p> <p>Experience leading and participating in clinician engagement meetings.</p> <p>Experience working with multidisciplinary teams within a health care environment.</p> <p>Experience in providing expert coding advice to all levels of clinical and non-clinical staff within the Trust.</p> <p>Experience in following policies and guidelines.</p>	
<b>Skills</b>	<p>Ability to draw conclusions from audit findings, draft training plans, and make informed and SMART recommendations for improvement in coding performance.</p> <p>Ability to communicate audit and training feedback and learning points in a timely manner.</p> <p>Excellent communication skills both verbal and written to enable effective interaction across multi-professional teams.</p> <p>Excellent time management skills - ability to work accurately and productively under pressure to meet deadlines and to produce audit reports and training plans at short notice.</p> <p>Ability to successfully implement and manage change within the department.</p>	

	<p>Ability to have open, honest conversations with staff about sensitive or contentious subjects with empathy and respect.</p> <p>Ability to have difficult conversations with staff including addressing underperformance and insubordination.</p> <p>Ability to effectively organise and prioritise own work and that of the team.</p> <p>Demonstrable coaching and mentoring skills.</p> <p>Ability to comfortably take directions from managers where opinions may conflict, thereby, paving way for constructive discussions and feedback.</p> <p>Conflict-management skills.</p> <p>Ability and willingness to learn new skills for continuing professional development.</p> <p>Ability to analyse, interpret and abstract complex clinical information from patients' medical records.</p> <p>Good problem solving and analytical skills.</p> <p>Good listening and observational skills.</p>	
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## Additional information

- The duties and responsibilities outlined in the job description although comprehensive are not definitive and you may be required to perform other duties at the request of your manager.
- This job description is designed to reflect duties currently incorporated in this post. These may change in the light of changes in the service provided by the Trust. Any such changes will be fully discussed with the post holder.
- It is the responsibility of all staff to be aware of the risks in their working environment and to ensure that all working practices are undertaken in such a way that risks are minimized. All staff must report risks in line with Trust policy and take the necessary action to ensure that colleagues, patients, and visitors are not exposed to unnecessary or avoidable risk.

<b>Dignity &amp; Respect</b>	The Trust requires that you treat others with dignity and respect and that you do not harass or otherwise discriminate against any other member of staff, patient or visitor to the Trust or employees of any associated employers or contractors of the Trust on the grounds of sex, age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, religion or belief and sexual orientation.
<b>Values Based Appraisals</b>	All staff employed within the Trust will be expected to participate in the annual values based appraisal process for themselves and any staff accountable to them.
<b>Rehabilitation Of Offenders Act</b>	Under this Act, offences which are 'spent' need not be revealed to a potential employer. However, there are some occupations which are exempt from the Act. Under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, all employees of the Trust are not protected by the Act and therefore employees and applicants do not have a right not to reveal 'spent' convictions if asked. Further information can be found via: <a href="https://www.gov.uk/government/organisations/disclosure-and-barring-service">https://www.gov.uk/government/organisations/disclosure-and-barring-service</a>
<b>Health Clearance</b>	All appointments are conditional upon prior health clearance. Failure to provide continuing satisfactory evidence if required, e.g. of immunization, will be regarded as a breach of contract.
<b>Professional Registration</b>	Staff undertaking work which requires professional registration are responsible for ensuring that they are registered with the appropriate professional body and that they comply with any Codes of Conduct applicable to that profession. Proof of registration must be produced on appointment and at any time on request.
<b>Work Visa / Permits / Leave To Remain</b>	If you are a non-resident of the UK or EEA you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. The Trust is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.
<b>Confidentiality / Data Protection / Freedom of Information</b>	Post holders must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act of 1998. Post holders must not, without prior permission, disclose any information regarding patients or staff. If any member of staff has communicated any such information to an unauthorised person those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information. Following the Freedom of Information Act (FOI) 2005, post holders must apply the Trust's FOI procedure if they receive a written request for information.

## Our commitment to you

West Hertfordshire Teaching Hospitals NHS Trust is committed to recruiting the best person for the job, based solely on their ability and individual merit as measured against the criteria for the role; through a process that is fair, open, consistent, and free from bias and discrimination.

We are committed to being a diverse and inclusive employer and foster a culture where all employees are valued, respected and acknowledged. All applicants will be considered for employment without regard to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

We particularly welcome applications from Black, Asian and Minority Ethnic communities, people with disabilities and/or long-term health conditions and LGBT+ community members. We have policies and procedures in place to ensure that all applicants and employees are treated fairly and consistently. We are proud to be accredited as a Disability Confident Employer, with a number of active staff networks. Staff network members create a positive and inclusive work environment at West Hertfordshire Teaching Hospitals NHS Trust by actively contributing to the Trust's mission, values and efforts specific to inclusion.

We ask all applicants to tell us about their personal information to help us monitor our processes and ensure that we treat everyone fairly.



# Staff benefits and rewards

## Supporting you

- Our Employee Assistance Programme (EAP) is a free service for staff provided by Vita Health. It's here to help you manage all of life's events 24/7 365 days a year.
- We have a spiritual care team offering support to people of all faiths.
- The Trust offers health and wellbeing days which includes free massage and relaxation treatments, in addition to fitness classes.

## Flexible Working

- At West Herts we recognise the importance of a good work life balance and the ability to work flexibly. We are delighted to offer a variety of flexible working options for all staff. Please check out our web page for more information.
- <https://www.westhertshospitals.nhs.uk/flexibleworking/>

## Annual leave

- You get 27 days on starting, 29 days after 5 years and 33 days after 10 years' service (excludes bank holidays).
- If you already have NHS service, then we will honour this in terms of your annual leave entitlement.
- We have a range of flexible working options across the Trust including part-time hours and home working.

## Discounts

- You can order bikes and safety accessories with our Cycle to work scheme staff benefit.
- Discounted childcare at our onsite Busy Bees nurseries.
- Free eye tests.
- Free quarterly health checks, massages, and fitness classes.
- Discounted gym memberships including Anytime Fitness and Nuffield Health.

## NHS Pension

- One of the UK's best pension schemes, the NHS pension offers an excellent package of benefits. Visit: [www.nhsbsa.nhs.uk/pensions.aspx](http://www.nhsbsa.nhs.uk/pensions.aspx) for more information on NHS Pensions.

## Maternity/Paternity Pay & Shared Parental Leave

- Female staff with at least one years' service can benefit from up to a year's leave, 8 weeks of which are full pay, then 18 weeks at half pay plus Statutory Maternity Pay.
- The Trust also provides two weeks paternity leave for partners at full pay, for those with at least one years' service. Further information outlined in the policy.

## **Development Opportunities**

- The Trust offers over 300 online courses that staff can undertake either at home or in the workplace.
- Staff may be eligible for funding to undertake an apprenticeship or a foundation degree, or undertake courses provided by the University of Hertfordshire or an alternative course provider.
- The Trust has a Coaching Network and trained coaches within the Trust are matched with staff of all disciplines to provide a powerful development opportunity.

## **Staff Recognition**

- The Trust recognises its staff through Long Service Awards, Stars of Herts Awards and through an Annual Stars of Herts event.

## **Library**

- The library staff are committed to providing an efficient service, offering the latest and most appropriate collections, along with a study environment supported by advice and guidance on finding information.
- Staff can ask the library to search for information, evidence and publications.

## **Staff Networks**

- The Trust has an equality and diversity staff network providing support for staff. This includes Disability, Carers, BAME and LGBT+ networks.
- The Trust recognises several trade unions and works in partnership with Unison, Unite, BMA and RCN to name a few.
- The Trust has a range of peer support networks which include Wellbeing Champions and Mental Health First Aiders.

## **Temporary Staffing via Bank**

- A fantastic opportunity to gain additional experience and keep your skills up to date
- Flexible shift patterns
- Competitive weekly pay and access to 'NHSP Stakeholder pension' for eligible members

## **Schwartz Centre Rounds**

- A forum where all staff (clinical and non-clinical) can come together regularly to discuss the emotional and social aspects of working in healthcare.
- Helps staff to feel more supported in their jobs and allows them the time and space to reflect

## **Engagement Events**

- Annual engagement events at West Hertfordshire Teaching Hospital include, Well Fest All Stars Awards Night, Afternoon Tea's and much more.