

Position Title: Scanning Quality Officer

Campus: Ballarat Health Services

Directorate: Information Management

Department: Health Information Services

Reporting to:

- **Direct:** *HIS Operations Manager - East*
- **Indirect:** *Director, Health Information Services
Chief Information Officer*

Appointment Terms/Conditions:

Classification and Code: HS2

Enterprise Agreement: Health and Allied Services

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

This position is responsible for maintaining a robust record scanning quality program and assisting the Deputy Manager HIS to achieve a high level of scanning quality to support patient care, meet industry key performance indicators and to facilitate destruction of source records.

Required to be a scanning subject matter expert, the role is responsible for the delivery of a standardised training program for new and existing scanning staff and will actively identify and participate where there is a need for remedial training.

Further, as Ballarat Health Services transitions from a Digital Medical Record to an Electronic Medical Record, the role will also need to transition but will retain the objective of assuring quality of clinical record content.

KEY ACCOUNTABILITIES

Quality Improvement Scanning

- Maintain a robust quality program for clinical record scanning incorporating HIS and QE HIS streams;
 - collection, analysis and reporting of scanning quality and activity data and HIS KPIs
 - quality checking (QC) scanned medical record content (equivalent two days per week)
 - feedback of quality audits to scanning staff
 - capture of scanning quality evidence, including review of data input/capture program.
 - documentation of scanning quality program & SQO Manual
 - **Facilitate achievement and maintenance of scanning quality KPIs; minimum 98% accuracy and 5% quality review.**

Training

- Manage a rigorous, standardised scanning training program for new and existing staff
- Identify staff training needs from quality audit results and deliver remediation training as required

Process and Documentation Management

- Assist in project to achieve destruction of source documents by:
 - Understanding the requirements of the PROV Capture Recordkeeping Standard
 - Evidencing scanning and quality related procedures by maintaining procedure manuals. Specifically, the documentation of current work processes and functions relating to scanning, scan quality and boxing.
 - Assist in evidencing compliance with the Digitisation Activity Plan
 - Attendance and participation at recordkeeping meetings
- Manage processing of scanned source documents – boxing, indexing, storage, archiving.
- Provide Subject Matter Expertise in scanning of clinical documentation

Digital Medical Record Error correction

- **Assist with correction of errors within BOSSnet DMR as notified by email**
- **Target person one day per week**

Electronic Medical Record Transition

- Assist in the transition from Digital Medical Record to Electronic Medical Record by participating in the implementation at the HIS level.
- Be flexible in relation to the changing requirements of this role associated with moving from a DMR to an EMR, as directed by Director Health Information Services or HIS Operations Manager-East.

Team Meetings

- Attend and actively participate in HIS meetings and as a delegate or participant of other meetings as HIS representative.

Other

- Process IBA Doctor Tables and UR duplicate merge requests in the absence of the HIM Assistant (planned or unplanned leave in excess of one day).
- Duties as required by Director HIS or Operations Manager, HIS

Time proportion

Quality data capture and reporting	10%
Quality checking of scanned record content	40%
Training – new, existing and remedial	30%
Process management	20%
Other	As required (leave coverage)

- Compliance with all BHS Policies and Procedures.

KEY SELECTION CRITERIA

Communication & Problem-solving Skills

- Able to demonstrate excellent communication, interpersonal and presentation skills and the ability to develop and maintain effective working relationships
- Demonstrated proficiency in delivering effective training and constructive feedback to staff
- Demonstrated critical and analytical thinking in identifying and resolving problems
- Demonstrated data analytical skills to identify issues and trends.
- Demonstrated proficiency in effective process review and design

Computer literacy

- Demonstrated proficiency in the use of computers enabling the correct and timely information to be added into the Electronic Digital Record
- Demonstrated accurate computer skills including Microsoft Word and Excel to an intermediate level

Time Management & Organisation

- Can demonstrate the ability to coordinate and prioritise a range of concurrent tasks, meeting varied and challenging deadlines, taking initiative and working effectively with others in demanding work environments.

Previous Experience

- Previous administrative experience is essential.
- Experience in a similar role within a hospital environment is desirable.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for

- continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.

HOW TO APPLY

Your application should include:

- Clearly state the **Job No.** specified on the advertisement for this position.
- A statement addressing each “**Key Selection Criteria**” clearly demonstrating your ability to meet the objectives of the role. **Note:** Read the Position Description carefully so you have a good understanding of what is required and remember to address what skills, knowledge and attributes you have.
- General resume
- Copies of any formal qualifications. **Note:** If emailing your application note that hard copies of your qualifications will need to be produced at interview.
- Two (2) professional referees

Apply on-line at: www.bhs.org.au

AUTHORISATIONS

Employee	
Department Manager	
Director / Chief Executive Officer	
Date Written:	Date Revised: 30/01/2025