

Job Description

Clinical Document Workflow Coordinator

Outpatients Department

Position Title:	Clinical Document Workflow Coordinator
Organisation Unit:	Outpatients Department
Location:	Whangarei Hospital
Responsible to:	Clinical Nurse Manager, Medical Outpatients Department, Health NZ / Te Whatu Ora Te Tai Tokerau
Primary functions of the Position:	To manage the Aspire / Dragon Medical Workflow Manager (hereinafter referred to as DMW) and document upload processes in an efficient and timely manner. Process e-referrals, printing, mailing and emailing to the standard outlined in policies and protocols.

Functional Relationships

The Clinical Document Workflow Coordinator will develop and maintain excellent relationships with:

Internal	External
<ul style="list-style-type: none"> Clinical Nurse Manager Associate Clinical Nurse Manager Release of Information / Clinical Records Booking Clerk Coordinator Transcription & Distribution Team Leader Transcriptionists Medical staff Nursing staff Clinical Support staff Information Systems personnel Functional Application Support Other Clinical and Clerical support staff Learning and development Peripheral Hospital staff 	<ul style="list-style-type: none"> GPs Patients and Families

Key Responsibilities and Expected Outcomes

Health NZ / Te Whatu Ora Te Tai Tokerau has established a set of values by which the organisation will respond, in part, to achieving its goals and objectives through their workforce. The following Values and supporting statements are expected behaviours of each individual employed with Health NZ / Te Whatu Ora Te Tai Tokerau:

Values	Supporting Statement
Tāngata i te tuatahi People First	He whakapapa, he mokopuna, he tamariki, he mātua, he tūpuna. He aha te mea nui. He tāngata, he tāngata, he tāngata Our people are central to all we do
Whakaute (tuku mana) Respect	He whakaaro nui ki ētahi atu We treat others as they would like to be treated
Manaaki Caring	Ko te manaaki – he whāngai, he kākahu, he ropiropi. Akona e te whānau whānui We nurture those around us, and treat all with dignity and compassion
Whakawhitiwhiti Kōrero Communication	Whakawhitiwhiti kōrero i runga te tika, te pono me te We communicate openly, safely and with respect to promote clear understanding and aroha
Te Hiranga Excellence	Kia kaha, kia māia, kia manawa nui Our attitude of excellence inspires confidence and innovation

The position of Clinical Document Workflow Coordinator encompasses the following major functions or key result areas:

- Te Tiriti o Waitangi
- Aspire, Dragon document workflow processes, Clinical Uploads, printing and distribution, e-referrals, maintenance of Dragon recipient database
- Ethical and Legal Safety
- Cultural Safety
- Professional Development
- Health and Safety
- Privacy & Confidentiality

The outcome requirements of the above key responsibility areas are outlined below:

Key Responsibility Area	Expected Outcomes
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Contribute to the promotion of the articles and principles of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for their health and independence, within Health NZ / Te Whatu Ora management processes and procedures • Include the articles and principles of Te Tiriti o Waitangi within all aspects of the role and its outcomes • Ensure that consultation and engagement processes include appropriate mechanisms to meet the need of Māori in a culturally appropriate and safe manner • Attend Health NZ / Te Whatu Ora Te Tiriti o Waitangi Training

<p>Aspire, Dragon document workflow processes, Clinical Uploads, e-referrals, maintenance of Dragon recipient database and transcription</p>	<ul style="list-style-type: none"> ▪ Managing the Aspire/Dragon document/Clinical Upload and Dragon recipient database processes in an efficient and timely manner. Process referrals, printing, mailing and emailing to the standard outlined in policies and protocols. ▪ Monitoring consumables and requesting supplies in a timely manner. ▪ Seeking approval for repair/maintenance of collator and printer, generating requests and coordinating with equipment suppliers. ▪ Liaising with midwives and clinical staff who are not set up as authors in Dragon to ensure they can receive documents electronically via RCP. ▪ Liaising with Transcription Team Leader / IS / IT / FAS when dealing with software / hardware / program issues ▪ Mentoring other colleagues <p>ASPIRE DOCUMENT WORKFLOW:</p> <ul style="list-style-type: none"> ▪ Monitoring Aspire rejected reports and taking appropriate action. ▪ Monitoring electronic transfer of documents to recipients nationwide ▪ Liaising with Information Systems personnel to resolve identified Aspire errors ▪ Liaising with EDI recipients regarding issues with their EDIs causing documents to be held in transit and correcting Dragon database where necessary <p>DRAGON PROCESSING:</p> <ul style="list-style-type: none"> ▪ Working to meet all timeframes and deadlines. ▪ Proofreading for formatting, grammar and spelling of English words, and confirming recipients as necessary), accepting author-made document changes to these aspects and dealing with any errors before finalising and distributing documents from Dragon. ▪ Ensuring cardiosurgical summaries and CIU referrals are submitted in a timely manner. ▪ Liaising with the Transcription Team Leader, authors and transcriptionists regarding any document issues. ▪ Ensuring internal and external mail deadlines are met. ▪ Working with service providers with respect to the collating and insertion equipment. ▪ Efficient handling of large document volumes. <p>CLINICAL UPLOADS:</p> <ul style="list-style-type: none"> ▪ Prioritising upload of approved documents from specified source and deleting documents from that source once upload has been verified. ▪ Ensuring policy specifications are met for uploads. <p>REFERRALS:</p> <ul style="list-style-type: none"> ▪ Identifying appropriate means of distribution option for approved referrals.
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Key Responsibility Area	Expected Outcomes
	<ul style="list-style-type: none"> ▪ Promptly creating e-referrals and/or mailing / e-mailing referral letters as appropriate. <p>DMW DATABASE:</p> <ul style="list-style-type: none"> ▪ Processing requests for database changes and additions, avoiding duplications and ensuring postal address and EDI are used where possible. ▪ Identifying and correcting errors in existing database entries. <p>TRANSCRIPTION:</p> <ul style="list-style-type: none"> ▪ Performing basic transcription duties as time and need allows.
Ethical and Legal Safety	<ul style="list-style-type: none"> • The Clinical Document Workflow Coordinator demonstrates knowledge of and commitment to ethical and safety issues as per Health NZ / Te Whatu Ora Te Tai Tokerau Policies and procedures. • Demonstrates a working knowledge of relevant Health NZ / Te Whatu Ora Te Tai Tokerau Policies and procedures. • Demonstrates an understanding of safe work practices of the Department and Hospital as set out in the Health and Safety Manual. • Demonstrates an awareness of relevant legislation and organisational policies on work practices. • Identifies where resources may be used more effectively and efficiently. • Demonstrates an ability to work without imposing personal values and beliefs.
Cultural Safety	<ul style="list-style-type: none"> • The Clinical Document Workflow Coordinator works in a manner which recognises and respects the unique cultural identity of all people. • Demonstrates an ability to understand differences in values and beliefs of self and others. • Demonstrates an awareness of patients' cultural and spiritual beliefs ensuring the patient feels respected. • Identifies when policies and environments could be barriers to meeting health needs and refers appropriately. • Identifies people that require interpreter services.

Key Responsibility Area	Expected Outcomes
Professional Development	<ul style="list-style-type: none"> • Demonstrates an ability to work effectively with inter-disciplinary team and other health providers. • Participates in the quality assurance process, which leads to the adoption of improved policies / protocols / standards for the service. • In collaboration with peers, provides and seeks feedback constructively. • After identifying own learning needs, participates in education and courses relevant to practice and professional / personal development. • Demonstrates capacity to work autonomously, whilst displaying a commitment to function as an integral team member of the organisation. • Formal appraisal will take place at three months, then not less frequently than annually.
Health & Safety	<ul style="list-style-type: none"> • Observes and promotes safe work practices, rules and instructions relating to work, and be pro-active in hazard management • Willingly co-operates in the achievement of all health and safety goals and initiatives by practicing and observing safe work methods, the use of safety equipment, reporting unsafe conditions or equipment, and reporting and documenting all accidents or incidents.
Privacy and Confidentiality	<ul style="list-style-type: none"> • Undertake all duties and responsibilities in accordance with the Privacy Act 2020, Health Information Privacy Code 2020, and Privacy Policies and Procedures of Health NZ / Te Whatu Ora Te Tai Tokerau • Completes mandatory induction training on Privacy responsibilities

Variation of Duties

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities may be amended from time to time, in consultation with the employee, to meet any changing conditions and service requirements.

Person Specification

Education and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> • Strong computer skills including Windows, Word, Excel, Outlook. • Sound general clerical experience. • Strong written English language skills. • Experience in a fast-paced working environment and an ability to work under pressure. • A willingness to employ a range of software applications effectively. 	<ul style="list-style-type: none"> • Computer skills with Health NZ / Te Whatu Ora Te Tai Tokerau Information Systems and programs, e.g. RCP, WebPAS, Karisma, Aspire, Dragon Medical Workflow Manager. • Health setting work experience. • Familiar with health information systems. • Familiarity with healthcare organisations.

<ul style="list-style-type: none"> Outstanding, demonstrated accurate documentation skills with attention to detail. 	
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Experience

Essential	Desirable
<ul style="list-style-type: none"> Confident working in a fast-paced environment Administrative experience Time management and prioritisation 	<ul style="list-style-type: none"> Health Care Experience Medical Terminology Transcription experience Transcription workflow knowledge Consumables stock level management

Awareness and understanding of

Essential	Desirable
<ul style="list-style-type: none">• Protecting patient confidentiality• Need to follow organisational policies and processes	<ul style="list-style-type: none">• Te Tiriti o Waitangi and its application to the health setting• Privacy Act (2020) and Health Information Privacy Code (2020)• Health and Safety at Work Act 2015• Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996)• New Zealand Council of Healthcare Standards

Skills & Personal Attributes

Skills
<ul style="list-style-type: none">• Advanced computer skills• Ability to learn new programs and processes quickly• Strong communication skills, both written and verbal• Ability to effectively communicate with a wide range of people and establish harmonious interpersonal relationships• Demonstrated advanced documentation skills with high attention to detail• Ability to work under pressure, meet deadlines and maintain accurate quality information• Demonstrated coordination, organisational and prioritisation skills• Initiative and problem-solving skills• Pleasant and professional telephone and interpersonal manner• Ability to follow processes and adhere to organisational policies

Personal Attributes
<ul style="list-style-type: none">• A clear understanding of the vital importance of this role to patient wellbeing and safety• A strong commitment to and genuine interest in administrative excellence• An understanding of outpatient operational processes• Flexibility and integrity• Ability to meet agreed timelines• Ability to communicate effectively with all levels of staff and develop relevant networking relationships• Flexibility, innovation and creativity which can be applied to the Healthcare setting• Energy, drive and enthusiasm whilst being tolerant and persistent• Ability to perform effectively under pressure and prioritise workloads• Ability to work independently as well as part of a team• Ability to work effectively within a multi-disciplinary team• Ability to take on responsibility for ongoing professional development

Performance Development Review

An initial review of performance will be conducted after three months, with an annual review thereafter.

An individual Development Plan will be developed to reflect the contribution this position is expected to make towards achieving the team's objectives and measures. Key result areas will be developed and agreed at this time.

Authorised by: _____

Signature: _____

Date: _____

Acceptance

Acceptance of the position implies acceptance of this position description.

Position Title: _____

Signature of
employee: _____

Date: _____