

POSITION PURPOSE AND PRIMARY OBJECTIVES

Purpose

This role is responsible for ensuring that medical records are effectively managed in accordance with best practice and legislative requirements.

Objectives:

- Patients' information is kept in a secure manner that supports confidentiality and privacy.
- Patients' records are managed to ensure they are an accurate reflection of each patient's episode of care.
- Management of a patient's medical record meets legislative requirements.
- Patients' medical notes are easily accessible by those staff/specialists who need access.

**KEY PERFORMANCE INDICATORS
(KPIs)**

PERFORMANCE INDICATORS

Ensure storage, security and provide retrieval of clinical records

- Accurate, systematic and secure filing/copying and storage online or offsite of patients' medical records
- Processes around converting paper records to electronic records (e.g. via scanning, optical character recognition etc.) occur in accordance with required timeframes.
- Upon conversion of paper clinical records to electronic format appropriate controls are upheld to ensure all pages are converted and adequate quality is maintained.
- Retrieval is accurate and timely
- Confidentiality and privacy of all files maintained
- Regular audits of the medical record function are undertaken to ensure data accuracy
- Implementation/ maintenance of systems for tracking of notes
- Requests for patient information/documentation by outside agencies are appropriately vetted to ensure access is allowed and responded to within legislative timeframes
- Requests by patients to view their notes are responded to within the legislative timeframe.
- Patients are offered appropriate support when accessing their notes.

GENERAL

Participate in quality improvement

- Recognise and act upon all opportunities for quality improvement
- Participate in quality improvement processes, quality activities and be accountable for following work routines, policies, procedures and expected standards.

Constant performance improvement through personal and professional development

- Continues to pursue opportunities and enhance knowledge and skills appropriate to the area of work
- Meets Mercy Hospital skill competency requirements, such as, but not limited to; fire, evacuation and health and safety training
- Participate in annual performance reviews and personal professional development planning

Communicate and engage within the organisation

- Actively participates in staff meetings
- Contributes to a supportive work environment
- Communicates with patients, families, colleagues and visitors in a professional manner

<p>Acknowledge and maintain work place health and safety procedures</p>	<ul style="list-style-type: none"> ▪ To take all practicable steps to ensure personal safety, and the safety of others, while at work, according to the department's and the Hospital's health and safety policies, procedures and systems. ▪ Adheres to current and relevant infection control practices, maintaining a safe environment for both patients and staff. ▪ Takes initiative and identifies, reports and resolves issues that may cause harm to themselves or others in the organisation.
<p>Support Mercy Hospital in its role as an essential service provider</p>	<ul style="list-style-type: none"> ▪ Mercy Hospital is an essential service and as such all staff must make every effort to come to work as long as it is safe to do so. ▪ Facilitating an emergency plan activation or adverse weather situation may require the monitoring and use of the Company's messaging/communication platform (currently Deputy). In the event of adverse weather or an emergency staff may be required to communicate with others in their department or assist each other with transport.

RELATIONSHIPS

<p>Reports to: Chief Financial Officer</p>	<p>Direct Reports:</p>
<p>Internal Relationships: Privacy Officer, All Staff, HoD, Team Leaders</p>	<p>External Relationships: Credentialed Specialists, Privacy Commissioner, HDC, ACC, Insurance companies, Patients and Families</p>

PERSON SPECIFICATIONS

<p>Work Qualifications/Skills</p> <ul style="list-style-type: none"> ▪ A relevant tertiary qualification would be an advantage. <p>Skills, Knowledge & Experience</p> <p>Essential</p> <ul style="list-style-type: none"> ▪ Experience in record/systems management is essential. ▪ Excellent knowledge and experience with computer systems and document management. ▪ Strong attention to detail ▪ Knowledge of Privacy Legislation ▪ Advanced communication and interpersonal skills are required. <p>Desirable</p> <ul style="list-style-type: none"> ▪ Previous experience with paper-to-electronic record scanning and storage systems <p>Physical Requirements Standing, walking, bending, sitting, stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing, balancing, crouching, squatting, other reaching.</p>

Mercy Hospital's Shared Purpose

Exceptional care that makes a difference to our patients and community.

Mercy Hospital's Values

Hiranga - Excellence

We do our best every day, learning continually.

Atawhai - Care

We respond to others with empathy, kindness and expertise.

Whakaute - Respect

We interact respectfully with others.

Kotahitanga – Collaboration

We work together for the common good.

Workplace Contribution

Mercy Hospital is committed to its obligations under the Treaty of Waitangi. Employees are required to give effect to the principles of the Treaty of Waitangi - Partnership, Participation and Protection.

Health and Safety

Mercy Hospital is committed to achieving the highest level of health and safety for its staff. All employees are expected to take initiative and identify, report and resolve issues that may cause harm to themselves or others in the organization. As an employee of Mercy, the health and safety of clients and colleagues, as well as your own, is your responsibility. You are expected to work safely at all times, and to actively participate in health and safety programs in your area. It is expected that you will report all accidents or potential hazards to your manager.

To participate in and comply with the requirements of the Health & Safety at Work Act 2015 and associated Mercy policies:

- Work practices ensure safety for self and others
- Advice or assistance is sought before commencing an unfamiliar work practice
- Hazards are identified, control plans documented, and hazards eliminated, minimised or isolated
- Comply with Mercy Hospital incident reporting policy and Health & Safety Policy
- Emergency management procedures and compulsory / compliance education and training completed
- Demonstrates knowledge of the health and safety database.

Quality and Risk

Mercy Hospital is committed to the concept of quality improvement. As an employee you are required to actively participate in quality improvement and risk management, both at a professional level and service level. You are also required to participate in CQI and risk programmes as an integral part of your position.

Personal Responsibilities

- Respect the Shared Purpose and Values of Mercy Hospital
- Be familiar with Mercy Hospital policies and procedures
- Be responsible for own ongoing education and skills required in designated role
- Demonstrate an understanding and applicability of confidentiality of information regarding patients, employees and hospital business at all times.