

## Job Description & Person Specification



Job title: Clinical Coding Trainer

Band: 7

# Job Description

## 1. General Information

Job title: Clinical Coding Trainer

Band: 7

Department: Clinical Coding Department

Division: Corporate

Reports to: Coding Quality Assurance Lead

Accountable to: Head of Clinical Coding

DBS Clearance required: No

## 2. Key relationships

Clinical Coding Team, Clinicians, Ward staff, Medical Secretaries, Medical Records Staff, Clinical Audit Staff, Information & IT Departments, Other Administrative Staff and Health & Social Care Information Centre.

## 3. Job Summary

As an NHS Digital Approved Clinical Coding Trainer, you will ensure that accurate and comprehensive clinical coding data is produced by the Trust for reliable and effective clinical and statistical analysis.

You will assist the Coding Quality Assurance Lead in designing and delivering a robust clinical coding training programme for WHTH. This will ensure that the highest quality coding data is produced to satisfy NHS regulatory bodies that the Trust exemplifies best practice and promotes a culture of continuous improvement.

You will provide recommendations for improving clinical coding processes and procedures to ensure the Trust gets accurately reimbursed for its services.

You will be a learner-focused trainer who can deliver formal clinical coding training that complies with the Approved Clinical Coding Trainer Framework and satisfies the internal clinical data quality and Information Governance/Data Security & Protection Toolkit, Clinical Governance, and other NHS regulatory body requirements for the Trust.

You will ensure that accurate, timely, complete, and consistent clinical coding is carried out within strict timescales, adhering to the national coding standards and local clinical coding policies of the Trust. This will involve collecting, collating, and coding clinical information, often highly complex in nature, covering a wide range of specialties. 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.

You will liaise with clinicians where necessary to confirm appropriate diagnostic and procedure codes where national guidance is unclear.

The requirement to feedback coding errors and flag poor practice both in coding and documentation standards is a priority for the internal coding training programme and will link directly to clinician engagement meetings, individual coder training and support, and performance management as required.

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

##### **Communication**

Deliver regular coding training programmes including the mandatory clinical coding standards courses and speciality workshops to the clinical coding team.

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 other senior members within the team as required.

Disseminate training feedback to the team members and devise action plans to improve coding performance in collaboration with the Coding Auditor and the Coding Quality Assurance Lead.

Participate 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.

Liaise with the coding auditors and ensure that tailored training programmes are developed and delivered where necessary in accordance with the training needs of the individual based on audit feedback.

Attend and contribute to speciality coding meetings to help resolve coding issues encountered and improve the quality of the coded data.

Communicate locally unresolved coding queries to the NHS Coding Classifications Service for resolution and feedback.

Engage with clinicians at all levels to ensure that the training materials are accurate and reflect the current practices within the Trust.

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. This may involve delivering complex presentations at divisional meetings.

Respond to coding information requests from other divisions and departments including the external FOI requests.

Communicate locally unresolved coding queries to the NHS Coding Classifications Service for resolution and feedback.

Suggest areas for improvement in the wider aspects of clinical coding to ensure that the Trust is paid accurately for the activity.

Knowledge and Experience

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

Excellent knowledge of HSMR, SMR and other mortality benchmarking indicators.

Experience in delivering formal 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.

Experience in accurately coding multiple complex specialities adhering to the national coding standards and guidelines at multiple acute Trusts.

Experience in delivering coding trainings at an acute NHS Trust.

Keep abreast of updates to the national coding standards and guidelines as well as changes to the local coding guidelines.

Knowledge of SNOMED-CT.

Knowledge of the importance of confidentiality, Data Protection Act, and Caldicott principles.

Proficient use of computer systems required for the role.

### Planning and Organisation

Contribute to devising and implementing a robust coding training programme for the Trust.

Assist in maintaining the training records of the department to identify and rectify gaps in learning.

Deliver regular speciality training and training ensuing from the recommendations of the coding audits and share learning points to the team in consultation with the Coding Auditor and the Quality Assurance Lead.

Develop individual training action plans derived from the results of the coding audits to improve the performance of the team, in consultation with the coders, the Quality Assurance Lead and the Head of Coding.

Furnish timely training reports as required by the Head of Coding and make recommendations on improvements to the coding process where necessary.

Manage own workload by working on own initiative, as well as taking directives from the managers as required, prioritising work where necessary to meet coding deadlines for statutory information requirements and financial flows.

Organise speciality clinical meetings to validate the clinical information received for coding and communicate coding rules and conventions to the clinical staff to ensure accurate documentation transcribing to coded data.

### Analysis and Judgement

Analyse individual and group training needs based on audit feedback and other performance reports to develop bespoke training plans.

Analyse audit data and draft training plans accordingly which will feed into the personal development plans to support the coders and improve efficiency of the coding service as required.

Analyse and abstract complex clinical information from a variety of data sources.

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.

Input assigned clinical codes onto the Trust PAS system, informing the Coding Operations Supervisor of any errors concerning admission, transfer and discharge information which might compromise Trust income and data quality.

Ensure that the coders and self are aware of agreed local variations to the national coding rules and to be responsible for implementing them accordingly.

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. Raise these to the attention of the management team for appropriate resolution.

Ensure that all queries raised by the Trust staff are resolved promptly and effectively, or where appropriate are referred to the relevant person.

#### Area of Work

The post holder may be required to undertake training or audits 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

Be up to date on the latest classifications update and changes to national clinical coding reference products.

Maintain the approved trainer status through continuous professional development.

Support a culture of continuous learning and create an environment conducive to the acquisition of further knowledge by attending mandatory and statutory coding courses.

Acquire, maintain, and update professional knowledge and competence in coding standards and conventions by undertaking ongoing external and in-house training as required.

Maintain and update the coding manuals and standards books in accordance with national standards and local variations.

Develop and maintain skills to use PAS and any other electronic systems required for the post.

Demonstrate a high degree of compliance in coding to national coding standards and implementing local coding policies where required.

Identify development needs for self and team and pursue own continuing professional development.

#### Resources and Finance

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

Assist the Coding Quality Assurance Lead in developing and implementing the coding training policy for the department for long term strategic planning.

Comply with and implement trust wide/departmental policies, procedures, and guidelines.

Identify and evaluate areas for improvement in the clinical coding service to the trust and communicate this with the managers.

Promote the importance of clinical coding to the trust employees as appropriate.

Propose changes to working practices or procedures to the managers as necessary.

#### Personal Responsibilities

Develop persuasive, motivational, empathetic and reassurance skills to overcome barriers to understanding.

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 in line with the role.

## Person specification

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	<b>Essential Requirements</b>	<b>Desirable Requirements</b>
<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 at least several years' post-accreditation experience of accurately coding complex data in acute NHS settings.</p> <p>NHS Digital Approved Clinical Coding Trainer Qualification.</p> <p>Presentation delivery skills course.</p> <p>Clinical Coding Standards Refresher Course within the last 3 years of this application.</p> <p>Evidence of continuing professional development e.g., attendance at speciality workshops and other relevant courses.</p>	<p>European Computer Driving Licence (ECDL)</p> <p>Report writing course.</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>Knowledge of Data Security and Protection Toolkit Standard 3 guidance.</p> <p>Knowledge and understanding of the principles of the Approved Trainer Code of Conduct.</p>	<p>Knowledge of GIRFT.</p>



	<p>Good understanding of commissioning requirements in NHS including NTPS and HRGs.</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 SNOMED CT.</p> <p>Knowledge of the information governance processes and NHS data flows.</p> <p>Knowledge of clinical systems like SUNQUEST ICE, ICRIS etc.</p> <p>Knowledge of Hospital Patient Administration System (PAS) and Medicode encoder system.</p> <p>Knowledge of Microsoft applications e.g., excel, word etc., and keyboard typing skills.</p> <p>Knowledge of maintaining safety whilst using equipment.</p> <p>Knowledge of the importance of confidentiality, Data Protection Act and Caldicott principles.</p>	
<b>Experience</b>	<p>Experience of delivering coding trainings and disseminating feedback to the team in a timely manner.</p> <p>Experience producing formal training feedback reports for individuals and managers.</p> <p>Significant experience working as a clinical coder in an acute trust with in-depth knowledge in coding a wide range of complex specialities.</p> <p>Experience producing high quality work consistently, thereby, achieving personal and departmental objectives and goals.</p>	

	<p>Experience participating in coding validation meetings with clinicians.</p> <p>Experience in mentoring less experienced staff.</p> <p>Experience working with multidisciplinary teams within a health care environment.</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 quality.</p> <p>Ability to communicate training feedback and learning points with empathy and respect.</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 training plans at short notice.</p> <p>Ability to take directions and follow instructions comfortably from senior managers.</p> <p>Conflict management skills.</p> <p>Ability to effectively organise and prioritise own work.</p> <p>Demonstrable coaching and mentoring skills.</p> <p>Ability and willingness to learn new skills for continuing professional development.</p>	

	<p>Ability to analyse and abstract complex clinical information from patients' medical records</p> <p>Problem solving and analytical skills</p> <p>Observation and listening skills</p> <p>Ability to work individually or as part of a team</p> <p>Reliable and flexible to changing demands of the job</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.