

JOB DESCRIPTION

JOB DETAILS	
Job Title	Coded Data Assurance Manager
Reports to	Head of Clinical Coding
Band	Band 7
Department/Directorate	Clinical Digital Services

JOB PURPOSE
The Coded Data Assurance Manager is a senior specialist role responsible for coordinating and delivering coded data assurance, information quality improvement, digital workflow optimisation and automation activity within the Clinical Coding function. With focus on the accurate recording of data and information relating to the digital healthcare record, ensuring that it is in alignment with the patient's clinical pathway. The recording of such data provides the platform for which the ICD-10 and OPCS 4 codes can then be assigned. The post holder will analyse clinically coded data to identify areas of improvement for Payment by Results (PbR) activity and reimbursement. They will identify inpatient data quality errors directly impacting HRG tariff and further identify end user training gaps to develop data input compliance to ensure correct recording of Trust activity. The post holder will be responsible for the validation of coded data, identification of errors and end user staff training requirements arising from the validation process. They will identify coding data quality issues using a variety of tools and, in collaboration with the, Clinical Coding Audit and Improvement Lead and Head of Clinical Coding, provide in-depth analysis and guidance on coded data quality. The post holder will provide senior specialist advice and operational leadership for coded data assurance activity, working with Clinical Coding, Business Intelligence (BI), Finance, Digital, Data Quality and operational colleagues to identify complex coded data quality issues, assess impact, support corrective action and implement sustainable improvements to data capture, reporting processes, assurance methods and automation. Working closely with, the Clinical Coding Senior Management team and Trust digital leadership, the role ensures that education, assurance and innovation, including auto coding and AI-enabled coding support are embedded safely and effectively into the Trust's operating model.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
• Provide senior specialist coded data and information assurance expertise to support the identification, investigation and resolution of complex coded data quality issues. • Assess risks to reporting, assurance and reimbursement, making evidence-based recommendations and supporting implementation of sustainable improvements to data capture, workflows, assurance processes and automation. • Identify data anomalies, trends and quality issues, working with Clinical Coding, BI, Finance, Digital, Data Quality and operational teams to support resolution. • Support internal and external assurance activity, including coding audit, PbR assurance, HRG validation, SUS submissions and data quality improvement reviews. • Manage the assurance of coded activity data flows from source systems to reporting, costing, commissioning and statutory outputs. • Work with BI and Finance colleagues to coordinate timely availability and appropriate interpretation of coded datasets for reporting, modelling and operational decision making. • Work with BI, Digital and automation colleagues to develop, test and improve routine assurance checks, reconciliation processes and workflow monitoring.

- Contribute specialist coded data knowledge to EPR workflow improvements relating to clinical coding, activity recording and HRG assignment.
- Identify opportunities to streamline data flows between Clinical Coding, BI, Finance, Digital and operational teams, making practical recommendations for improvement.
- Provide specialist analytical insight into coding trends, HRG shifts, case mix changes, activity patterns and assurance findings.
- Advise Finance, BI and operational colleagues on interpreting coded data for costing, forecasting, performance analysis and assurance purposes.
- Produce clear reports and briefings that translate complex coded data issues into meaningful information for specialist and non-specialist stakeholders.

KEY WORKING RELATIONSHIPS

Areas of Responsibility: Coded Data Assurance, Information Quality, Activity Assurance, HRG Integrity, Workflow Optimisation and Automation

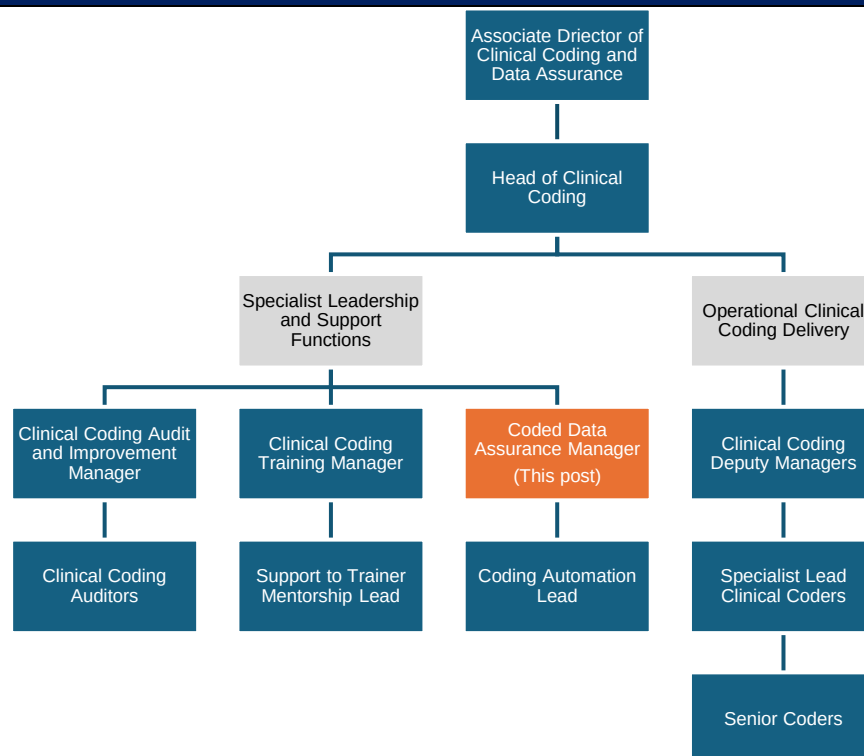
No. of Staff reporting to this role: Direct management responsibility for Clinical Coding Automation Lead and team of senior and trainee clinical coders.

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day-to-day basis. In addition, the post holder may deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Clinicians and their teams • Head of Clinical Coding • Clinical Coding Senior Management team • Clinical Coding Audit and Improvement Lead • Clinical Coders of all levels • Clinical Coding Optimisation Analyst • Divisional Managers/Directors • Business Intelligence • Information Governance • Data Quality • Finance • EPR HIM Configuration analysts	• Other NHS – NHS Digital Terminology and Classifications Delivery Service • Other NHS – Clinical Coding Colleagues • External to NHS – EPR and Encoder suppliers • NHS Digital & NHSE • Secondary Uses Service (SUS+) • Hospital Episode Statics Team (HES) • Getting it Right First Time (GIRFT)

ORGANISATIONAL CHART



*Proposed new structure

FREEDOM TO ACT

- The postholder will act independently within the Clinical Coding and Trust policy and procedures and refer to the Head of Clinical Coding when appropriate.
- Responsible for managing own workload.
- Acts as a lead specialist in own area and as per department targets, in order to achieve national data submission targets.
- Works to achieve agreed objectives and has significant freedom and discretion to determine how these are best achieved.
- Keep abreast of changes to the NHS payment mechanisms and National coding standards and policies, interpret these and advise the accordingly as well as dissemination externally as necessary, ensuring the Trust is compliant with all relevant standards and recovers all due income.
- The post holder will refer to the Head of Clinical Coding where expertise is further required.

COMMUNICATION/RELATIONSHIP SKILLS

- Provide specialist advice, training and constructive challenge to clinical, operational, digital, finance, business intelligence and coding colleagues using tact, persuasive and influencing skills on coded data quality and information assurance.
- Communicate highly complex and sometimes contentious findings clearly, ensuring risks, implications and required actions are understood by specialist and non-specialist audiences.
- Lead team meetings within the Clinical Coding function and relate detailed technical information between peers.
- Respond to ad-hoc clinical coding data quality information requests, carrying out complex analysis and provision of data as requested by staff at all levels throughout the Trust and to appropriate external users ensuring understanding of data provided and advising of its appropriate use as needed.
- Work with the Clinical Coding Audit and Improvement Lead to ensure that the Trust has high-quality clinically coded data available at all times for the purpose of analysis and income generation.
- Support and encourage clinical teams in their use of systems for recording clinical and administrative information that underpins coded data quality and downstream reporting.
- Collaborate with services to establish the root cause of the recording quality issues working with senior coding management and operational staff to develop and implement solutions. This will involve direct support as well as utilising other expertise in the team and beyond.

- Attend meetings alongside, and on behalf of, the Head of Clinical Coding and/or Clinical Coding Senior management team and be able to present data that is understood to all Trust staff as and when required.
- Utilise excellent interpersonal skills to liaise with all levels of staff within the Trust and external organisations as required, and to maintain good working relationships.
- Produce and present reports for audiences of varied technical competence (specialist and non-specialist).
- Challenge, question and clarify by reasonable argument to a satisfactory resolution of issues.
- Liaise with clinical coding staff around the country on coding and data assurance issues.
- Behave in accordance with the Trust's values of demonstrating compassion, acting with integrity, inclusion and empowerment.
- Present Trust information and coded data outputs in appropriate formats, ensuring availability, clarity and appropriate interpretation for users as requested by the Head of Clinical Coding or relevant governance groups.

ANALYTICAL/JUDGEMENTAL SKILLS

- Work with the Head of Clinical Coding, Audit and Improvement Lead, BI, Finance and Digital colleagues to monitor and improve the quality, completeness and reliability of coded patient data across the Trust, interpreting local, regional and national performance and assurance indicators to identify risks and improvement opportunities.
- Analyse EPR workflows, data capture points and automation opportunities to assess whether configuration supports accurate patient pathway recording, appropriate HRG grouping, reimbursement and compliance with national coding standards.
- Responsible for investigating and reporting back to the Head of Clinical Coding new solutions, changes and recommendations to assist in improving clinical coding data assurance.
- Validate and assess the standard of data held within the Trust, making corrections, advising findings, producing validation reports to highlight data errors and anomalies and proactively addressing these with relevant staff, offering support, guidance and training as appropriate.
- Take lead responsibility for maintaining and continuously developing in depth analysis of clinically coded data.
- Monitor and report on performance and improvements until the coding quality levels required are sustainably achieved providing feedback to the Clinical Coding team on a monthly basis via reports, 1-2-1 meetings and team meetings.
- Analyse and present complex data reports, having assured consistency and correctness of methodology using specialist knowledge.
- Identify areas of improvement for Payment by Results activity and reimbursement.
- Identify patient data quality errors directly impacting HRG tariff and reimbursement.
- Investigate, evaluate and report on complex solutions, system changes and service improvement recommendations that improve coded data assurance, information quality, reporting accuracy, workflow efficiency and automation.

PLANNING/ORGANISATIONAL SKILLS

- Initiate, arrange and chair meetings between senior Trust staff to discuss workflow improvements identified.
- Plan Coded Data Assurance awareness projects to deliver to the coding department and wider organisation in collaboration with the Clinical Coding Clinical Engagement Lead.
- Contribute to the medium-term Clinical Coding departmental strategy planning.
- Meet regularly with designated EPR Configuration teams, reporting and automation teams to share findings and plan implementation of updated workflows or general system upgrades.
- Ensure the effective management of all clinical coding data assurance incidents and requests related to the Clinical Coding function. Prioritise service needs by staff and by geographic location.
- Plan and deliver Coded Data activity and assurance training to new starters both in the coding service and Trust service users of all levels working with coded data.

PATIENT/CLIENT CARE

- Incidental contact with patients.

POLICY/SERVICE DEVELOPMENT

- Support the Head of Clinical Coding in developing, implementing and maintaining procedures, governance arrangements and improvement plans for coded data assurance, information quality, automation and digital workflow optimisation.
- Propose and implement policy changes that directly support the delivery of the Coding service.
- Develop and maintain cross professional Data Assurance Query workflow process in collaboration with all relevant stakeholders.
- Identify and implement new procedures to ensure that all clinically coded data is in alignment with the patient's clinical pathway.
- Where appropriate, contribute towards the development and agreement of Standard Operating Procedures (SOP) which will support standardised working practice across the organisation.
- Work with EPR principal trainers to incorporate feedback from training sessions delivered to the Coding function. As appropriate, update training/learning materials following system updates.
- Develop and maintain cross-professional coded data assurance query workflows in collaboration with clinical, operational, digital, finance, BI and data quality stakeholders.
- Develop and maintain processes for the streamlining of Clinical Coding services in relation to delivering and reporting.
- Support the safe and effective adoption of digital tools and AI-enabled coding support through workforce education, capability assessment, and professional guidance.
- Improve and streamline existing processes and systems to promote greater efficiency and effectiveness.
- In accordance with the national standards maintain appropriate documentation for systems including Standard Operating Procedures (SOPS), Business Continuity Plans and records of change.

FINANCIAL/PHYSICAL RESOURCES

- Responsible for direct report rostering and overtime assignment and approval.
- Responsible for identifying, quantifying and advising on opportunities to improve Payment by Results activity, HRG accuracy and reimbursement through improved information quality, coded data accuracy, validation methodology and pathway recording.
- Ensure the efficient and effective use of all resources used within the course of one's own duties, maintaining an awareness of the financial impact of inappropriate use.

HUMAN RESOURCES

- Provide line management, specialist supervision and professional direction for the Coding Automation Lead or other designated direct report supporting coded data quality, assurance, workflow improvement and optimisation.
- Responsible for undertaking one to ones, appraisals, and working collaboratively to develop personal development plans, ensuring staff have sufficient knowledge and experience to provide a comprehensive and robust Clinical Coding Service.
- Effectively manage any staffing issues in line with Trust policies.
- Arrange shadowing of junior/new staff within role – monitor and progress and review.
- Work with senior Clinical Coding staff in delivering training and expertise in developing staff for possible future progression.
- Participate in appraisal and personal reviews and work to achieve agreed set objectives.
- Demonstrate a commitment to the coding function by maintaining a complex understanding of how it influences service delivery, Payment by Results (PbR), published clinical outcomes, mortality benchmarking tools and internal and external audit outcomes.

INFORMATION RESOURCES

- Monitor and report on coded data quality, workflow improvements and assurance outcomes until required levels of accuracy, consistency and sustainability are achieved, providing feedback through reports, one-to-one meetings and team briefings.
- Design and manage the delivery of a broad programme of both routine and complex clinical coding data assurance reports, which will sometimes require the adjustment of plans to meet targets.
- Provide regular reporting to Head of Clinical Coding and divisional management on service status including performance of Clinical Coding staff and measured processes in place.

- Develop and sustain an in-depth knowledge of the use of the Trust's Electronic Patient Record system ensuring a comprehensive technical understanding of functionality and uses.
- Provide Data Assurance, information quality and automation progress reports to the Head of Clinical Coding and other Trust groups when requested.

RESEARCH AND DEVELOPMENT

- Work with EPR configuration team to develop testing scripts for complex coding workflows across all patient pathways.
- Develop scenario test scripts for 3rd party supplied encoder to ensure appropriate testing is undertaken at time of upgrades.
- Lead on the testing and evaluating of core application packages including new versions of the Trust's EPR and encoder and report back to Head of Clinical Coding and other external vendors. Assist audit and assurance colleagues by producing coded data extracts, validation reports and analytical outputs to support review, audit and improvement programmes.

PHYSICAL SKILLS

- Using standard keyboard skills to ensure all documentation is produced to an excellent standard.

PHYSICAL EFFORT

- Daily prolonged periods of dual VDU use.

MENTAL EFFORT

- There is a frequent requirement for prolonged concentration for checking documents, analysing statistics, writing reports and protocols and may have frequent interruptions.
- Ability to navigate multiple screens within the electronic health record and to maintain accuracy of cross-referenced information.
- Frequent and prolonged requirement for accuracy when translating sometimes highly complex clinical documentation into coded data, when preparing and carrying out clinician engagement presentations.

EMOTIONAL EFFORT

- Frequent indirect exposure to distressing or emotional circumstances (specifically when translating information of a distressing nature within the case notes).
- Occasional exposure to staffing issues including personal, disciplinary and redeployment/redundancy situations.

WORKING CONDITIONS

- Almost continuous use of VDU.
- Working conditions are both office surroundings and home working.
- Working in a busy office environment.
- The temperature can vary according to workstation location and time of year.
- The requirement to work at both main sites of the Trust.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1s / supervision with employees you always check how they are

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Coded Data Assurance Manager
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Requirements	Essential	Desirable
QUALIFICATIONS / SPECIAL TRAINING		
• Educated to post graduate level or equivalent health informatics experience	E	
• Specialist knowledge of NHS information, coded healthcare data, data quality and assurance processes acquired through further training and/or significant practical experience	E	
• Evidence of Continuing professional development	E	
• National Clinical Coding Qualification (ACC)		D
• Training or certification in SQL, Power BI, data visualisation, project management, quality improvement or process improvement		D
• Management or leadership qualification		D
KNOWLEDGE/SKILLS		
• Understanding of complex clinical, administrative and/or operational workflows within an NHS environment	E	
• Knowledge of information management gained through mid to senior experience	E	
• In depth knowledge of uses of coded clinical data including HRGs, SUS/HES, patient pathway recording and coded data assurance	E	
• Thorough understanding of NHS information requirements, Datasets, data definitions and standards	E	
• Knowledge of Contracting and Income processes within the NHS	E	
• Proficiency in querying and reporting against relational databases, Structured Query Language (SQL) or similar	E	
• Strong MS Excel skills	E	
• Excellent interpersonal and influencing skills – ability to communicate with staff at all levels and from different professions	E	
• Excellent presentational skills	E	
• Ability to impart knowledge and/or present to others in a clear concise manner	E	
• Knowledge of medical terminology, anatomy and physiology	E	
• Ability to work under pressure dealing with changing and sometimes conflicting priorities	E	
• Knowledge of Payment by Results technical guidance and Healthcare Resource Groups	E	
• Knowledge of data protection and confidentiality issues	E	
• Ability to analyse and interpret complex information and present to differing audiences	E	
• Work as an effective member of a team	E	
• Ability to act on own initiative and interpret central guidance	E	
• Ability to prioritise work effectively and meet deadlines in a pressurised environment	E	
• Not easily distracted due to interruptions	E	
• Ability to focus attention	E	
• Ability to motivate, train and develop others	E	
• In-depth knowledge of national coding instructions, coding manuals and guidelines		D

EXPERIENCE		
• Experience in working with datasets namely experience in SQL	E	
• Experience of working with a range of BI tools	E	
• Analysing information in a health environment	E	
• Ability to present complex technical ideas/solutions to non-technical audiences	E	
• Experience and understanding of NHS data submission requirements	E	
• Experience of supporting change management	E	
• Proven ability to liaise with multidisciplinary teams at all levels	E	
• Ability to motivate team members and delegate effectively	E	
• Working to fixed deadlines	E	
• Staff management – including delivery of appraisals and 1:1s	E	
• Experience in communicating with many varied audiences on matters pertaining to coded data, this will have included but not limited to clinicians, senior managers, operational staff	E	
• Experience of interpreting guidance around Clinical Coding processes and conventions		D
PERSONAL ATTRIBUTES		
• Confident and assertive	E	
• Self-motivated, able to take initiative, make key decisions and to prioritise tasks efficiently	E	
• Flexible and adaptable	E	
• Personal credibility with the ability to quickly gain the confidence of others	E	
• Professional, calm and efficient manner	E	
• Excellent attention to detail with the ability to concentrate for long periods in a busy and demanding environment	E	
• Have a sensitive, confidential and professional manner	E	
• Ability to identify issues and suggest implementing change where necessary	E	
• Honesty, Openness and Integrity	E	
OTHER REQUIREMENTS		
• Able to work RDUH Trust-wide as and when required to do so	E	
• Understanding of the data protection act and other patient confidentiality issues	E	
• An ability to maintain confidentiality and trust	E	
• Commitment to continuing professional development	E	
• To be aware of and demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust	E	
• Adhere to the Trust's Vision, Mission and Values	E	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (eg isocyanates)	N				
Chlorine based cleaning solutions (eg Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				✓
Heavy manual handling (>10kg)	N				
Driving	Y	✓			
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y	✓			
Mental Effort	Y				✓
Emotional Effort	Y		✓		
Working in isolation	Y				✓
Challenging behaviour	Y	✓			