

## **Debbie ABBOTT & Michael N FOX**

### **INCREASING THE PROBABILITY OF SELECTING AN MOST EFFICIENT AND ACCURATE CODER A STUDY**

Activity based funding means an even greater need for facilities to employ efficient and accurate coders. Presently there is a shortage of coders in the country and organisations must decide how they are going to train coders to fill this gap. There is an increasing expectation in both public and private facilities to maintain accurate coding more efficiently with ever decreasing deadlines whilst still trying to obtain maximum revenue reimbursement.

The selection process in recruitment of coders will be crucial. Facilities may need to look beyond the health field to recruit and educate potential coders. The issue may be not the qualification of the person coding but their skill set.

As a company we providing contract coding and coding education with a high expectation of efficiency and accuracy. We attempted to prove a hypothesis that the speed and accuracy skills of an individual may correlate to an efficient and accurate coder. The skill set of the person irrespective of how or where they have completed their coding qualifications may e the most important aspect of recruitment. In this paper we outline how we have tested existing and prospective coders. We have them assessed these results against actual coding tests which show that you increase the probability of an efficient and accurate coder by if they have a high speed and accuracy skill set.

This process has been used by several facilities and our company. There are many examples in use including major multi-international firms such as Ernst and Young who have used this testing to appoint their senior management staff. We will outline the process and how this can be applied to the coding industry which may mean that recruitment of coders may occur outside the health industry if they have sufficient speed and accuracy skills. These skills cannot be changed in an individual.

This may change the way we look to attract new coders to the industry and select current coders for already existing positions.

#### **Debbie Abbott**

Debbie is a current member of the Health Information Management Association of Australia. Debbie has a Bachelor of Applied Science in Medical Records Administration from the formerly Lincoln Institute of Health Sciences in Melbourne, Certificate in Training and Development, Graduate Certificate in Casemix from the University of Sydney and is currently completing her Masters in Business through the Australian Institute of Management.

Debbie is Director and Health Information Consultant for Resolutions (Int) Pty Ltd for the past fifteen years, a Health Care Information Company dedicated to providing private and public health facilities with accurate, timely, secure and up to date health care information. Debbie specializes in various health information consultancy, casemix, coding audit, coding education and contract coding.

**Michael N. Fox**

Michael Fox is a human resource specialist who focuses on performance issues and strategic planning with organisations and individuals on an international basis.

He entered University on an Athletic Scholarship and subsequently became a National Science Research Fellow in Psychology. After graduating with honours at U.C.L.A., he served as a Captain in the United States Air Force. Michael came to Australia as a Research Scholar at the Australian National University. He taught at the University and conducted research into aspects of performance and stress. While working as an academic for the next 15 years, he began working as a private consultant with a speciality in performance enhancement and game planning.

In tennis, Michael has worked with Davis Cuppers from four different countries, as well as Olympians and other elite athletes in numerous sports. He has toured with golfers and tennis players internationally. He has served as the Sports Psychology Consultant to the Australian Sports Medicine Foundation Clinic, has been a long-term writer for Tennis Magazine and was the screenwriter and psychological consultant on films dealing with John McEnroe, Pat Cash and others.