

# Job sharing across the country – A personal perspective

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# A little more about us...

- We both moved to Cairns from Melbourne
  - Whilst on maternity leave in 2013, Natalie took on Senior HIM Coding and Data Quality role until return to Melbourne in Dec 2015 for family reasons
  - Natalie's departure coincided with Sherry return from mat leave in a p/t 0.5 capacity.
  - Recruitment to FNQ for HIMs is challenging....no qualified staff member applied for a 0.5 role
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# BACKGROUND

## Cairns and Hinterland Hospital and Health Service (CHHS)

### • Health Service includes hospitals in -

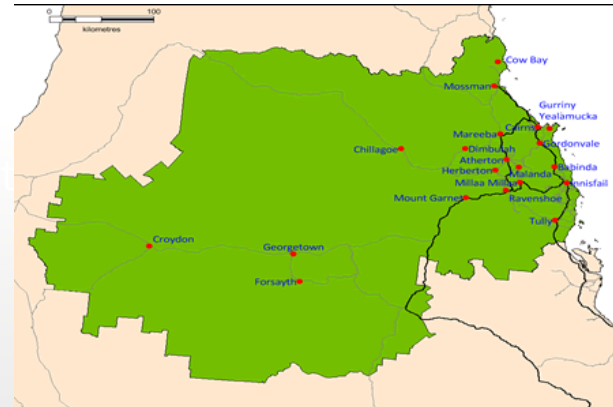
Cairns (531 beds), Atherton, Mareeba,

Innisfail, Tully & Mossman

• Discharges – approx 8,350 per month

• ED – 10,898 per month / 358 per day

• OP – 26,859 per month / 883 per day



Cairns and Hinterland Hospital and Health Service

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# BACKGROUND

## **Cairns and Hinterland Hospital and Health Service (CHHHS)**

- Currently 10 FTE clinical coders, 1.8 FTE coding educator / auditors
  - Varied, complex casemix including broad range of specialties, ICU (Cairns) & EDs in rural hospitals
  - Only two other full time HIM positions in Health Service
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# JOB SHARE OPTION

- When recruitment didn't succeed had to be creative - option of approaching remote staff member to job share



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## Challenging times...

- Ernst and Young – Organisational Sustainability Plan
  - Huge executive focus on Clinical coding
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# How to make job share – remote work ....

## **First steps**

- Identify all the tasks involved in the job
  - Divide up the role and work to your strengths
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## How to make job share – remote work ....





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# Keys to success ....

- 1. Identify and accept remote staff members limitations
    - Off - site staff member unable to -
      - Meet with clinicians / unit meetings and no face to face presentations
      - Limited assistance with arising staffing issues / team meetings
    - On the plus side could be contacted to log on and assist at short notice
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# Keys to success ....

- 2. Review the electronic means available to your advantage
    - ieMR – electronic medical record
    - Share screens when discussing issues / tables / papers
    - Explore and use VC and regular use TC
  
  - 3. Set regular visits for remote staff member
    - 4-6 monthly on-site visits when key issues are being addressed - ICD-10-am 10<sup>th</sup> education day
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## Keys to success ....

- 4. Communicate, communicate, communicate!
  - Talk to each other continually – use your time wisely
  - Regular meetings with manager together
  - CC in emails
  - Always willing to keep each other in the loop



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## Keys to success ....

- 5. Be flexible and compromise



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# Keys to success ....

- Positives
  - 1 full time position was now filled
  - Two staff members can share experiences and knowledge together

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## After 12 months ....

- The Ernst and Young review and Organisation Sustainability plan
  - More detailed information will be provided by our casemix team leader very shortly this morning – Overall very positive!
  - Remote work share arrangement continues to be considered successful and do now have a permanent part time role with the HHS
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## Remote workforce ....

- Opportunity extended
    - All clinical coders are permitted to work remotely 2 days a week
      - Productive, quiet environment
      - All staff have home assessments but are responsible for internet / computer and desk set up
      - One staff member also resides down south and codes 4 days a week remotely
      - We had external audits completed remotely more recently
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## Remote job sharing ....

Questions?

