

Data Quality Analyst, Health Information Services



POSITION TITLE	Data Quality Analyst
STAFFLINK POSITION NO.	TBA
COST CENTRE	260118
CLASSIFICATION	Administrative Officer Level 6
AWARD	Health Employees' Administrative Staff (State) Award
REGISTRATION/LICENCE REQUIREMENTS	Not Applicable
VACCINATION CATEGORY	Category B
PRE-EMPLOYMENT SCREENING CHECKS	National Criminal Record Check
RESPONSIBLE TO	Operations Manager, HIS, Ryde & Macquarie Hospitals
RESPONSIBLE FOR	Nil
PRIMARY PURPOSE OF THE ROLE	<p>The Data Quality Analyst is primarily responsible for ensuring the accuracy and reliability of patient data in eMR via data quality audits, education, reporting, with the primary focus on:</p> <ul style="list-style-type: none"> • Document imaging • Data correction of GP details, admission dates or encounters • Report and follow up on incomplete discharge referrals and unsigned power notes and power forms • eMR access and alerts audits • Management of eMR documentation errors reported by users • Conducting HIS clinical documentation audits and collate and report all aspects of clinical documentation audits <p>The position is expected to undertake independent decision making and problem solving and possess advanced communication skills to develop procedures and liaise with stakeholders in accordance with their role and responsibilities in consultation with the District Clinical Information Quality Manager, to ensure NSLHD quality standards and Key Performance Indicators (KPIs) are achieved.</p> <p>As HIS is a district service, this position may be required to assist and/or travel to other sites.</p>
KEY ACCOUNTABILITIES <i>(Maximum of 8)</i>	<p>Perform document imaging and auditing activities such as extracting data sets for digital audits, conducting digital and spot check audits, clearing Cer-batch index queue to ensure patient clinical data within eMR is accurately associated with the correct patient, correct encounter and correct event code, and oversee destruction of scanned records</p> <p>Extract and analyse data and report on trends in incomplete discharge referrals, unsigned power notes/forms, and documentation errors, escalating issues and providing feedback to ensure they are addressed</p>

	Conduct, collate and report on HIS clinical documentation audits, reporting on and escalating issues to ensure they are addressed in a timely manner	
	Undertake accreditation activities and assist HIS in preparing for audits by participating in quality improvement programs and developing documentary evidence, and assist in the transition to new data or clinical information systems	
	Assist in standardising processes across NSLHD by reviewing, updating and implementing policies and procedures, and data quality reporting platforms, ensuring KPIs and benchmarks are achieved whilst maintaining NSLHD quality standards	
	Liaise with multiple stakeholders such as clinicians, NUMs, APU, DHS, HIS staff and managers within NSLHD to collaborate on and address eMR data quality and document imaging issues, and assist with education relating to the same	
	Undertake health information and record reconciliation, destruction, and other adhoc data projects and tasks as required	
	Assist the managers to ensure the quality and accuracy of clinical data within NSLHD is continuously improving and strategies are employed to prevent further data quality issues	
KEY CHALLENGES <i>(Maximum of 3)</i>	Organising and prioritising daily workload to maintain regular audits to provide timely feedback and maintain KPIs with competing priorities	
	Developing and following guidelines, instructions and procedures in accordance with health care record and data quality standards	
	Establishing collaborative and influential relationships with stakeholders, customers, and colleagues, to ensure achievement of team and business goals, and effective change management	
KEY INTERNAL RELATIONSHIPS <i>(Maximum of 3)</i>	WHO	WHY
	HIS staff and Managers	To report on KPIs, escalate issues, and collaborate to achieve service goals
	DHS staff	To escalate and resolve technical matters relating to document imaging and auditing
	NSLHD clinical and administrative staff	To collaborate on and address eMR data quality and document imaging issues, and provide education regarding the same

KEY EXTERNAL RELATIONSHIPS <i>(Maximum of 3)</i>	WHO	WHY
	eHealth	For rectification of system issues, and management of software
	External vendors, including Museums of History and software companies	To liaise with on projects relating to records held in off-site storage, and implementation of innovations
SELECTION CRITERIA <i>(Minimum of 3 maximum of 8)</i>	Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them.	
	Demonstrated experience and knowledge in conducting auditing activities, particularly in auditing digitised records	
	Demonstrated high attention to detail and ability to collect, analyse and report on data to make recommendations for service and/or process improvements	
	Advanced digital literacy, including demonstrated high level experience in hospital administration and clinical information systems, Office 365, particularly Excel, and Adobe Pro	
	Excellent organisational, interpersonal, and written communication skills, with the ability to work independently, manage time appropriately, prioritise workload, document procedures, and present reports and data in an effective manner at all levels of the organisation	
	Demonstrated knowledge of policies, procedures, Australian Standards and General Disposal Authorities, as they relate to Health Information Management, data, and clinical documentation	
	Demonstrated experience in developing and implementing training and assessment programs and addressing change management	

JOB DEMANDS CHECKLIST

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the occupant to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent's (or future incumbent's) OHS responsibilities specific to the position. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.

Infrequent: intermittent activity exists for a short time on a very infrequent basis
 Occasional: activity exists up to 1/3 of the time when performing the job
 Frequent: activity exists between 1/3 and 2/3 of the time when performing the job
 Constant: activity exists for more than 2/3 or the time when performing the job
 Repetitive: activity involved repetitive movements
 Not Applicable: activity is not required to perform the job

Physical Demands	Frequency
Sitting - remaining in a seated position to perform tasks	Constant
Standing - remaining standing without moving about to perform tasks	Infrequent
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Occasional
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Not applicable
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Occasional
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Infrequent
Kneeling - remaining in a kneeling posture to perform tasks	Occasional
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Occasional
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Not applicable
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Occasional
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Constant
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Infrequent
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Not applicable
Reaching - Arms fully extended forward or raised above shoulder	Occasional
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Occasional
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Infrequent
Hand & Arm Movements - Repetitive movements of hands and arms	Constant
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Constant
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Occasional
Driving - Operating any motor powered vehicle	Not applicable

Sensory Demands	Frequency
Sight - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens	Constant
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Constant
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	Not applicable
Taste - Use of taste is an integral part of work performance e.g. Food preparation	Not applicable
Touch - Use of touch is an integral part of work performance	Not applicable
Psychosocial Demands	Frequency
Distressed People - e.g. Emergency or grief situations	Infrequent
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Infrequent
Unpredictable People – eg dementia, mental illness, head injuries	Infrequent
Restraining - involvement in physical containment of patients / clients	Not applicable
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	Not applicable
Environmental Demands	Frequency
Dust - Exposure to atmospheric dust	Occasional
Gases - Working with explosive or flammable gases requiring precautionary measures	Not applicable
Fumes - Exposure to noxious or toxic fumes	Not applicable
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Not applicable
Hazardous substances - e.g. Dry chemicals, glues	Not applicable
Noise - Environmental / background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting - Risk of trips, falls or eyestrain	Infrequent
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not applicable
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Not applicable
Confined Spaces - areas where only one egress (escape route) exists	Not applicable
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Infrequent
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Infrequent
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Occasional
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Not applicable

POSITION DESCRIPTION

Health Information Services (HIS) Manager,
Ryde & Macquarie Hospitals



POSITION TITLE	Health Information Services Manager, Ryde and Macquarie Hospitals
STAFFLINK POSITION NO.	716868
COST CENTRE	265180
CLASSIFICATION	Health Manager Level 2
AWARD	Health Managers (State) Award
REGISTRATION/LICENCE REQUIREMENTS	Nil
VACCINATION CATEGORY	Category B
PRE-EMPLOYMENT SCREENING CHECKS	Working With Children and National Criminal Record Check
RESPONSIBLE TO	District Operations Manager, Health Information Services (HIS)
RESPONSIBLE FOR	Operations Manager, HIS, Ryde & Macquarie Data Quality Analyst, HIS, Ryde & Macquarie
PRIMARY PURPOSE OF THE ROLE	<p>The position of Health Information Services (HIS) Manager reports to the District Operations Manager, Health Information Services (HIS), and is responsible for the leadership, development and improvement of HIS at Macquarie and Ryde Hospitals. This includes clinical data management, medico-legal release of information and health records management in both the electronic, scanned and paper formats in the hospital and community settings. This position is responsible for operational, financial, disaster, strategic and staff management ensuring all business processes and Key Performance Indicators (KPIs) are achieved whilst maintaining quality standards.</p> <p>The position will coordinate the ongoing auditing and quality focus for clinical documentation in eMR (direct entry and scanned information) for Macquarie and Ryde Hospitals, and provide advice and contribute to the operational effectiveness and excellence of HIS by developing and implementing strategies to drive clinical information and data quality innovations.</p> <p>This position will lead HIS at Ryde and Macquarie in the collaborative achievement of a completely electronic medical record with clinicians and hospital-wide engagement and support, and liaise with services on appropriate management of corporate records, where relevant.</p> <p>As HIS is a district service, this position may be required to assist and/or travel to other sites.</p>

KEY ACCOUNTABILITIES <i>(Maximum of 8)</i>	Strategically and operationally manage all aspects of HIS including human, financial, and technological resources, and overall health records management and health data, including undertaking business process redesign where required to improve the efficiency and effectiveness of health records workflow, and ensure Australian Standards, policies, and legislative requirements are met.	
	Provide high level and detailed review, analysis, advice and recommendations on data quality collection and documentation within eMR and other health information systems, to enhance data integrity within NSLHD and report such to senior and middle management.	
	Provide efficient and effective staff management for the entire department, including that surrounding recruitment, training, and staff development, to foster cohesive working relationships between all stakeholders and motivate and empower staff to support organizational needs and encourage innovation.	
	Develop, implement and maintain innovative continuous quality improvement, including monitoring productivity, and accreditation and auditing frameworks, ensuring National Safety and Quality Health Service (NSQHS) Standards are met.	
	Develop and maintain effective networks and consult and negotiate with internal and external clients and other government agencies regarding all health information management matters, and prepare briefs, policies and procedures and responding to Ministerials where required.	
	Oversee the management of patient information and medico-legal requests in accordance with Health Record and Information Privacy Act (HRIPA) and work collaboratively with relevant service managers, DHS, HR and Legal & Privacy services to minimize the potential risk of privacy and security breaches and promote activities to foster information privacy awareness within the organisation.	
	Contribute to developing procedures, systems, and operational plans to support NSLHD innovation and continuous business improvement, including contributing to driving implementation of digital health solutions and overall quality of service in HIS.	
	Manage departmental risks by identifying, analysing, evaluating and documenting all risks relevant to the department, and review and implement strategies and action plans where necessary	
KEY CHALLENGES <i>(Maximum of 3)</i>	Ensuring information systems support current and future needs of the hospital, working closely with DHS and eHealth to transition to a completely electronic health care record.	
	Engaging and collaborating with Directors, service managers, and other key stakeholders to ensure implementation of robust healthcare record and release of information management practices.	
	Leading staff through the transition to a completely electronic healthcare record and developing a sustainable and progressive workforce that is capable of meeting the needs of the organisation and community we service.	
	WHO	WHY

KEY INTERNAL RELATIONSHIPS <i>(Maximum of 3)</i>	District Operations Manager	To report and update on HIS activities, support ongoing professional development, build and maintain professional relationships across HIS, and to achieve key accountabilities within an HIS framework.
	All HIS Managers and staff	To build and maintain professional relationships and collaborate on key accountabilities and projects to ensure an exceptional service.
	Service Directors, including those of Mental Health Drug & Alcohol (MHDA) and Site Managers	To provide expert specialist operational and strategic advice regarding HIS and health record management and relevant legislation.

KEY EXTERNAL RELATIONSHIPS <i>(Maximum of 2)</i>	WHO	WHY
	Patients, visitors and members of the public.	To respond to and manage requests for copies of medical records and other forms of clinical information.
	Government departments and agencies, private companies, including but not limited to vendors, solicitors and insurance companies	To respond to and manage release of information requests, and manage other processes between departments or agencies such as transfer of information in accordance with legislation.
SELECTION CRITERIA <i>(Minimum of 3 maximum of 8)</i>	Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them.	
	Tertiary qualifications in Health Information Management or demonstrated extensive experience as a Health Information Manager.	
	Extensive experience in the leadership and development of a team of professional and administrative personnel including sound knowledge at a strategic level of human resource management standards and policies.	
	Sound knowledge and understanding of the principles, structures, processes, and governance of healthcare records, related health data, and release of information including relevant legislation, Australian Standards, and NSW Health policies and procedures, and experience implementing workflows regarding the same.	
	Experience in educating and providing advice to clinical staff on all aspects of health information management including the importance of accurate documentation, information collection, reporting and the requirement for accurate and timely information in evidence-based decision making.	
	Ability to negotiate and collaborate with key stakeholders and effectively manage change, particularly surrounding implementation of digital solutions.	
	Advanced digital literacy in a broad range of clinical and health administration software and platforms, and all Microsoft Office programs.	
	Advanced problem solving, interpersonal, communication, and organisational skills, with the ability to prioritise workload with competing demands and provide exceptional customer service.	

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 Constant: activity exists for more than 2/3 or the time when performing the job
 Repetitive: activity involved repetitive movements
 Not Applicable: activity is not required to perform the job

Physical Demands	Frequency
Sitting - remaining in a seated position to perform tasks	Constant
Standing - remaining standing without moving about to perform tasks	Occasional
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Occasional
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Not applicable
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Infrequent
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Infrequent
Kneeling - remaining in a kneeling posture to perform tasks	Infrequent
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Infrequent
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Not applicable
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Infrequent
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Occasional
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Infrequent
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Not applicable
Reaching - Arms fully extended forward or raised above shoulder	Infrequent
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Infrequent
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Infrequent
Hand & Arm Movements - Repetitive movements of hands and arms	Occasional
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Constant
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Infrequent
Driving - Operating any motor powered vehicle	Not applicable

Sensory Demands	Frequency
Sight - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens	Constant
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Constant
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	Not applicable
Taste - Use of taste is an integral part of work performance e.g. Food preparation	Not applicable
Touch - Use of touch is an integral part of work performance	Constant
Psychosocial Demands	Frequency
Distressed People - e.g. Emergency or grief situations	Infrequent
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Infrequent
Unpredictable People – eg dementia, mental illness, head injuries	Infrequent
Restraining - involvement in physical containment of patients / clients	Not applicable
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	Infrequent
Environmental Demands	Frequency
Dust - Exposure to atmospheric dust	Occasional
Gases - Working with explosive or flammable gases requiring precautionary measures	Not applicable
Fumes - Exposure to noxious or toxic fumes	Not applicable
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Not applicable
Hazardous substances - e.g. Dry chemicals, glues	Not applicable
Noise - Environmental / background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting - Risk of trips, falls or eyestrain	Infrequent
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not applicable
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Not applicable
Confined Spaces - areas where only one egress (escape route) exists	Infrequent
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Infrequent
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Infrequent
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Infrequent
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Not applicable

POSITION DESCRIPTION

Health Information Services (HIS) Operations
 Manager, Ryde & Macquarie Hospitals



POSITION TITLE	Operations Manager, Health Information Services (HIS), Ryde & Macquarie Hospitals
STAFFLINK POSITION NO.	505537
COST CENTRE	260118
CLASSIFICATION	Health Manager Level 1
AWARD	Health Managers (State) Award
REGISTRATION/LICENCE REQUIREMENTS	Nil
VACCINATION CATEGORY	Category B
PRE-EMPLOYMENT SCREENING CHECKS	National Criminal Record Check
RESPONSIBLE TO	HIS Manager, Ryde and Macquarie
RESPONSIBLE FOR	Digitisation Officers, Ryde & Macquarie Medico-Legal & Data Quality Officers, Ryde & Macquarie
PRIMARY PURPOSE OF THE ROLE	<p>The Operations Manager is responsible for management of all processes surrounding healthcare records across Ryde and Macquarie Hospitals, including digitisation and release of information, and leading a team to conduct the same. This position is also responsible for management of onsite and offsite historical records and liaising with stakeholders regarding the same.</p> <p>The Operations Manager will develop, build and maintain an effective and positive team environment, to support achievement of performance standards and Key Performance Indicators (KPIs), and support change management for the service, particularly surrounding implementation of new technologies and digital innovations.</p> <p>The Operations Manager will contribute to developing strategies, processes, systems, and operational plans to support NSLHD innovation and continuous business improvement, including contributing to driving implementation of digital health solutions and overall quality of service in Health Information Services (HIS).</p> <p>As HIS is a district service, this position may be required to assist and/or travel to other sites.</p>
KEY ACCOUNTABILITIES <i>(Maximum of 8)</i>	<p>Provide operational management and support of HIS functions, and develop policies, procedures, and work instructions to support the same.</p> <p>Build and maintain an effective team, to support achievement of team goals, promote positive culture, and change management for the service,</p>

	particularly surrounding implementation of new technologies and digital innovations.	
	Manage rosters, assist with recruitment, undertake performance management and other human resource procedures, and develop mentoring and professional development initiatives.	
	Provide effective leadership and direction to the document imaging, and medico-legal and data quality teams, ensuring KPIs are met, and escalate any complex issues regarding the same.	
	Troubleshoot any system issues that may impede on KPIs, organising appropriate solutions where required, and liaise with Digital Health Services (DHS) to implement and test relevant software and any updates, and resolve issues relating to the same.	
	Provide advice on and ensure compliance with relevant legislation, Australian standards, Ministry of Health and NSLHD policies and procedures, ensuring a high quality HIS service is provided.	
	Review systems and processes and make recommendations to improve the service and implement changes across the team as required, as well as escalate any identified risks.	
	Assist the HIS Manager to contribute to developing procedures, systems, and operational plans to support NSLHD innovation and continuous business improvement, including contributing to driving implementation of digital health solutions and overall quality of service in HIS.	
KEY CHALLENGES <i>(Maximum of 3)</i>	Ensuring KPIs and quality standards are achieved within available resources.	
	Implementing change, whilst maintaining positive relationships and department culture.	
	Reviewing and modifying workflows and systems to ensure the needs of the organisation and community are met.	
KEY INTERNAL RELATIONSHIPS <i>(Maximum of 3)</i>	WHO	WHY
	HIS Manager	To report on and update on HIS activities and accountabilities, and build and maintain professional relationships.
	All HIS Managers and staff	To build and maintain professional relationships and collaborate on key accountabilities and projects to ensure an exceptional service.
	Service Directors and Site Managers	To provide expert specialist operational and strategic advice regarding HIS and health record management and relevant legislation.

KEY EXTERNAL RELATIONSHIPS <i>(Maximum of 2)</i>	WHO	WHY
	Patients, visitors and members of the public.	To respond to and manage requests for copies of medical records and other forms of clinical information.
	Government departments and agencies, private companies, including but not limited to vendors, solicitors and insurance companies	To respond to and manage release of information requests, and manage other processes between departments or agencies such as transfer of information in accordance with legislation.
SELECTION CRITERIA <i>(Minimum of 3 maximum of 8)</i>	Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them.	
	Demonstrated ability in leading and motivating a team in a health service environment to achieve key performance indicators and team goals.	
	Proven organisational skills with the ability to manage time, prioritise workload, and work under pressure.	
	Advanced digital literacy in a broad range of clinical and health administration software and platforms, and all Microsoft Office programs	
	Demonstrated attention to detail and experience in conducting auditing activities and managing process driven outcomes.	
	Experience managing health care records and high-level knowledge of General Retention and Disposal Authorities, Australian Standards, and privacy legislation.	
	High level verbal and written communication skills, including the ability to document procedures, conduct meetings and write correspondence.	
	Ability to demonstrate initiative and solve problems independently.	

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Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Infrequent
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Occasional
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Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Infrequent
Driving - Operating any motor powered vehicle	Not applicable

Sensory Demands	Frequency
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Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	Not applicable
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Touch - Use of touch is an integral part of work performance	Constant
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Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Infrequent
Unpredictable People – eg dementia, mental illness, head injuries	Infrequent
Restraining - involvement in physical containment of patients / clients	Not applicable
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	Infrequent
Environmental Demands	Frequency
Dust - Exposure to atmospheric dust	Occasional
Gases - Working with explosive or flammable gases requiring precautionary measures	Not applicable
Fumes - Exposure to noxious or toxic fumes	Not applicable
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Not applicable
Hazardous substances - e.g. Dry chemicals, glues	Not applicable
Noise - Environmental / background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting - Risk of trips, falls or eyestrain	Infrequent
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not applicable
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Not applicable
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Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Infrequent
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Infrequent
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Not applicable

Position Description

Health Information Services (HIS)

Ryde & Macquarie Hospital



Health
Northern Sydney
Local Health District

POSITION TITLE	Digitisation Officer
STAFFLINK POSITION NO.	TBA
COST CENTRE	260118
CLASSIFICATION	Administrative Officer Level 3
AWARD	Health Employees' Administrative Staff (State) Award
REGISTRATION/LICENCE REQUIREMENTS	Not Applicable
VACCINATION CATEGORY	Category B
PRE-EMPLOYMENT SCREENING CHECKS	National Criminal Record Check
RESPONSIBLE TO	Operations Manager, Health Information Services (HIS), Ryde Hospital & Macquarie Hospital
RESPONSIBLE FOR	Nil
PRIMARY PURPOSE OF THE ROLE	<p>The Digitisation Officer is responsible for various administrative duties within Health Information Services (HIS) such as performing document imaging tasks, including PDF upload and patient photo ID upload. The role is also responsible for creating new records as required, assisting in records destruction, processing historical records and offsite storage records, collecting paperwork for digitizing.</p> <p>The Digitisation Officer is expected to assist with release of information requests for ongoing care purposes and processing of deceased paperwork. The Digitisation Officer is expected to work across both Ryde and Macquarie Hospital sites, meet daily productivity benchmarks, and achieve Key Performance Indicators (KPIs) and NSLHD quality standards, while maintaining patient confidentiality and data privacy.</p> <p>As HIS is a district service, this position may be required to assist and/or travel to other sites.</p>
KEY ACCOUNTABILITIES <i>(Maximum of 8)</i>	<p>Perform document imaging tasks such as sorting, preparing, scanning, quality control, and validating of current and historical paper records; including those of private hospital records for the relevant contracted episodes. Digitise electronic documents via PDF upload, extract and digitise microfilm records, upload patient ID photos and clinical images into eMR; and perform scanning of sensitive records into secure org in eMR. Perform archiving and destruction of scanned records in accordance with relevant policies and procedures.</p> <p>Collect medical records from Ryde Hospital as per courier timetable. Locate and follow up medical records for document imaging, patient care, clinical coding and research; including retrieving records from off-site storage facilities.</p>

	Create new and temporary medical records and allocate medical record numbers during downtime as required. Monitor priority scanning inbox and scan records following KPIs for urgent scanning.	
	Cull, sentence and destroy records in the primary (main) and secondary filing areas as directed by Health Information Services Managers.	
	Submit daily workload productivity statistics and meet benchmarks and KPIs whilst maintaining quality standards.	
	Participate in team meetings, performance reviews, staff competency testing, assist in staff training, complete mandatory training courses, follow daily workflow and rosters; and relieve HIS staff to cover leaves and breaks as directed by HIS supervisors and managers.	
	Provide a professional and responsive customer service to all consumers and promote and contribute to positive work culture within HIS department. Answer phone calls within HIS department and transfer to appropriate team member as required. Follow HIS policies and procedures and report and escalate issues in a timely manner following appropriate reporting lines.	
	Demonstrate behaviours that reinforce the CORE values of our organisation; Collaboration, Openness, Respect and Empowerment. Perform all other delegated tasks appropriately and in line with grading and capabilities; and promote safe work practices complying with WHS policies and practices.	
KEY CHALLENGES <i>(Maximum of 3)</i>	Ensuring daily tasks are completed within the required timeframe meeting workload KPIs and quality standards.	
	Complete work in accordance with current legislation, policies, and procedures and within deadlines.	
	Working in a team environment and maintaining positive work culture across two campuses.	
KEY INTERNAL RELATIONSHIPS <i>(Maximum of 3)</i>	WHO	WHY
	Digitalization Officers, Managers or Data Quality Analyst, Coding team across NSLHD	Teamwork, reporting and escalating issues
	NSLHD HIS staff, RNSH clinicians and staff as required	For records access and document imaging enquiries
KEY EXTERNAL RELATIONSHIPS <i>(Maximum of 3)</i>	WHO	WHY
	External vendors such as GRR, ADEC, couriers, technicians	For records retrieval, posting records, equipment supplies and maintenance
	Patients, carers, and the public	To attend to phone enquiries and appropriate transfer of calls
	Private Hospitals	Transfer of record copies related to CCA from participating private hospitals

<p>SELECTION CRITERIA <i>(Minimum of 3 maximum of 8)</i></p>	<p>Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them.</p>
	<p>Experience in an administrative position. Knowledge and experience in health administrative functions is desirable.</p>
	<p>Demonstrated ability to work as a productive member of a team, including promoting and supporting teamwork, combined with the ability to work unsupervised.</p>
	<p>Ability to apply standards and policies, particularly those relating to privacy and confidentiality, disposal and retention authorities for records management, and those surrounding workplace health and safety.</p>
	<p>Excellent customer service skills with sound oral and written communication skills.</p>
	<p>Demonstrated attention to detail and ability to take initiatives and conduct thorough investigations for problem solving</p>
	<p>Developed computer skills including experience with document imaging, patient administrations systems and Microsoft Office suite</p>
	<p>Well-developed organisational skills and proven ability to prioritise workload to meet strict deadlines. Demonstrated ability to be flexible or work under pressure.</p>

JOB DEMANDS CHECKLIST

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Each position should be assessed at the site as to the incumbent's (or future incumbent's) OHS responsibilities specific to the position. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.

Infrequent: intermittent activity exists for a short time on a very infrequent basis

Occasional: activity exists up to 1/3 of the time when performing the job

Frequent: activity exists between 1/3 and 2/3 of the time when performing the job

Constant: activity exists for more than 2/3 or the time when performing the job

Repetitive: activity involved repetitive movements

Not Applicable: activity is not required to perform the job

Physical Demands	Frequency
Sitting - remaining in a seated position to perform tasks	Frequent
Standing - remaining standing without moving about to perform tasks	Occasional
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Occasional
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Not applicable
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Occasional
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Occasional
Kneeling - remaining in a kneeling posture to perform tasks	Occasional
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Occasional
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Not applicable
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Occasional
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Frequent
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Occasional
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Not applicable
Reaching - Arms fully extended forward or raised above shoulder	Occasional
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Occasional
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Frequent
Hand & Arm Movements - Repetitive movements of hands and arms	Repetitive
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Frequent
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Occasional
Driving - Operating any motor powered vehicle	Not applicable
Sensory Demands	Frequency

Sight - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens	Repetitive
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Frequent
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	Not applicable
Taste - Use of taste is an integral part of work performance e.g. Food preparation	Not applicable
Touch - Use of touch is an integral part of work performance	Not applicable
Psychosocial Demands	Frequency
Distressed People - e.g. Emergency or grief situations	Not applicable
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Not applicable
Unpredictable People – eg dementia, mental illness, head injuries	Not applicable
Restraining - involvement in physical containment of patients / clients	Not applicable
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	Not applicable
Environmental Demands	Frequency
Dust - Exposure to atmospheric dust	Infrequent
Gases - Working with explosive or flammable gases requiring precautionary measures	Not applicable
Fumes - Exposure to noxious or toxic fumes	Not applicable
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Not applicable
Hazardous substances - e.g. Dry chemicals, glues	Not applicable
Noise - Environmental / background noise necessitates people raise their voice to be heard	Not applicable
Inadequate Lighting - Risk of trips, falls or eyestrain	Infrequent
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not applicable
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Not applicable
Confined Spaces - areas where only one egress (escape route) exists	Infrequent
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Infrequent
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Infrequent
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Occasional
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Not applicable

Position Description

Health Information Services (HIS)

Ryde and Macquarie Hospital



Health
Northern Sydney
Local Health District

POSITION TITLE	Medico-Legal and Data Quality Officer
STAFFLINK POSITION NO.	TBA
COST CENTRE	260118
CLASSIFICATION	Administrative Officer Level 4
AWARD	Health Employees' Administrative Staff (State) Award
REGISTRATION/LICENCE REQUIREMENTS	Not Applicable
VACCINATION CATEGORY	Category B
PRE-EMPLOYMENT SCREENING CHECKS	National Criminal Record Check
RESPONSIBLE TO	Operations Manager, Health Information Services (HIS), Ryde Hospital & Macquarie Hospital
RESPONSIBLE FOR	Nil
PRIMARY PURPOSE OF THE ROLE	<p>The Medico-Legal & Data Quality Officer is responsible for processing medico-legal requests related to Ryde Hospital, Macquarie Hospital, and all services whose health care records are managed by the department. This is carried out in accordance with the Health Records and Information Privacy Act (HRIPA) 2022, as well as NSW Health, Northern Sydney Local Health District (NSLHD), local hospital, and Health Information Services (HIS) policies and procedures.</p> <p>Responsibilities include, but are not limited to, coordinating medico-legal correspondence for subpoenas, clinical notes requests, police requests, Chapter 16A notifications, matters involving the Health Care Complaints Commission (HCCC), Ombudsman, Child Death Review Team (CDRT), medical correspondence, deceased patient documentation, injury summaries, time-of-birth confirmations, and verification of dates and attendances. The officer is also responsible for preparing documentation for the Mental Health Review Tribunal.</p> <p>The HIS Medico-Legal Officer is also responsible for managing PAS data quality, which includes correcting Activity Based Funding (ABF) data errors and amending inaccuracies in admission and discharge information. In addition, the Medico-Legal & Data Quality Officer is tasked with reconciling duplicate patient identifiers and providing feedback on data quality issues related to the patient registration process at both Ryde and Macquarie Hospitals. The role requires working across both sites, meeting all relevant medico-legal KPIs and ensuring compliance with required deadlines.</p> <p>As HIS is a district service, this position may be required to assist and/or travel to other sites.</p>
KEY ACCOUNTABILITIES <i>(Maximum of 8)</i>	Undertake work under limited supervision by interpreting legislation, procedures and other guidelines to provide advice and apply the information to tasks and responsibilities to ensure deliverables are met and comply with the relevant legislation.

	Utilise judgement to complete complex functions using established principles, techniques and methods to process all types of medico-legal correspondence within the required timeframe in accordance with the relevant policies and procedures and legislation. These requests require review of multiple clinical information systems, physical records, and satellite databases, in addition to receipting and generating invoices, therefore require a high attention to detail to action.	
	Provide exceptional first point of contact customer service, including via the phone and emails, providing advice to different internal and external stakeholders regarding the appropriate release of health information, including clinical and administrative staff within NSLHD, police, solicitors, health care providers, and patients/general public.	
	Manage tasks associated with deaths at the hospital, including provision of accurate and complete deceased paperwork, attending to Coroner's requests and the Child Death Review Team (CDRT), and liaising with clinical staff and Funeral Directors regarding the same.	
	Perform rigorous and accurate searching of eMR and other relevant systems, including profile tracking, encounter history, and archived systems such as HOSPAS, microfilm and paper health care records, to identify any allocation of duplicate MRNs. Following identification, this position is accountable for timely amalgamation of duplicates, updating the relevant database, providing feedback to users creating duplicates, and liaising with both the NSLHD-UPI Team and HIS Managers as required in the management and resolution of duplicates and cross-facility duplicates.	
	Perform patient updates in eMR and correcting Activity Based Funding (ABF) data errors. The role is also responsible for the accuracy and reliability of patient data in eMR via data corrections, reporting and data quality audits.	
	Perform all other delegated tasks appropriately and in accordance with grading and capabilities; and promote safe work practices complying with WHS policies and practices.	
KEY CHALLENGES <i>(Maximum of 3)</i>	Complete work in accordance with current legislation, policies and procedures and within KPIs	
	Organising and prioritising workload in an unsupervised environment	
	Change management associated with changing health service provision and new information technology	
KEY INTERNAL RELATIONSHIPS <i>(Maximum of 3)</i>	HIS Managers, medico- legal teams	Ensure consistency of medico-legal procedures across sites
	NSLHD-UPI Team and ICT team	Accurate resolution of cross-facility duplicates
	Facility and NSLHD staff, including Clinical Governance and Executives	Provision of information for ongoing investigations and complaints, and education with regards to accurate data entry and searching for patient data

KEY EXTERNAL RELATIONSHIPS <i>(Maximum of 3)</i>	Patients/Health Care Providers	Provide advice and process requests for health information for ongoing care
	Courts, insurance companies, solicitors, funeral directors, NSW Police, Department of Forensic Medicine, and other NSW government bodies	Provision of health information via the relevant medico-legal request process
	External vendors such as couriers, technicians, and other support services	Logging service calls for cleaning, maintenance, and courier services for record delivery
SELECTION CRITERIA <i>(Minimum of 3 maximum of 8)</i>	Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them.	
	Previous medico-legal experience within the health field with a demonstrated understanding and application of legislation regarding the release of personal health information and privacy (e.g. HRIPA, GIPA)	
	Understanding and application of patient confidentiality, government disposal and retention authorities, workplace health and safety and working knowledge of health record processes	
	Excellent organisational skills, including time management skills, with the ability to prioritise workload and to work under pressure.	
	Excellent customer service skills, including high level written and verbal communication skills, and the ability to effectively deal with challenging customers and situations.	
	Demonstrated problem solving and decision-making skills with the ability to work independently as well as working as part of a team.	
	Demonstrated skills in Microsoft Office products and Patient Information Systems, with proficient keyboard skills. Working knowledge Microsoft Excel, Word, Outlook and Cerner PAS to perform search functions and enter data accurately and efficiently	
	Demonstrated excellent attention to detail and ability to conduct data investigations and perform thorough checks of electronic and paper data	

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