



Capital & Coast District Health Board

ŪPOKO KI TE URU HAUORA

Role Description

Nau mai, haere mai ki Ūpoko ki te uru hauora

Position:	Clinical Nurse Specialist, Palliative Care
Service / Directorate:	Hospital Palliative Care Team (HPCT) Medicine, Cancer and Community
Responsible to:	Nurse Manager, HPCT

Our Mission:

Together, Improve the Health and Independence of the People of the District

Our Vision

Keeping our community healthy and well.

Our Values:

- *Innovation*
- *Action*
- *A focus on People and Patients*
- *Living the Treaty*
- *Professionalism through Leadership, Honesty, Integrity and Collaboration*
- *Excellence through Effectiveness and Efficiency*

Context

Organisational perspective

Capital & Coast District Health Board receives funding to improve, promote and protect the health of the people within Wellington, Porirua and Kapiti region.

We're a tertiary facility operating Wellington Regional Hospital, Kenepuru Community Hospital, Kapiti Health Centre and Ratonga Rua-o- Porirua, a Forensic, Rehabilitation and Intellectual Disability Hospital. MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa, Hutt Valley and Capital & Coast District Health Boards. We have an annual budget of more than \$1 billion which we use to deliver health services directly as well as contracting external providers.

We provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services. Approximately 6,000 staff work at Capital & Coast District Health Board.

Directorate perspective

The key areas of focus for the Medicine, Cancer and Community Directorate are:

- To lead and develop new models of care as well as new ways of working across the health system between primary, community, and secondary care settings
- To strengthen a quality and patient safety culture through an effective clinical governance framework
- The establishment of sustainable work force models within the Directorate
- To ensure improved financial performance in line with the DHB's financial recovery plan
- To develop new models of care to manage hospital demand and flow supporting best use of Inpatient bed resources and ensure the safe management of people with complex healthcare needs
- To participate in the Integrated Collaborative Care priorities as they relate to the Directorate and support the provision of better, sooner, more convenient services across the wider DHB.

The Directorate oversees five operational areas:

- Blood & Cancer, Renal, and Palliative Care services
- Regional and Ambulatory services
- Medicine, Acute flow and Emergency services
- Kenepuru, Kapiti, Community and Pharmacy services
- Radiology Service

Position Purpose and Unit Perspective

Service perspective

The C&CDHB Hospital Palliative Care Team (HPCT) develops and supports provision of quality palliative care for hospitalised patients. It is an integrated part of a continuum of palliative care including community based and inpatient unit providers.

The multidisciplinary HPCT is a service that is evolving. CCDHB is committed to developing a sustainable and viable specialist service. Its critical need has been acknowledged in previous and current District Review of Palliative Care Services and in the District Annual plan.

There are approximately 900 referrals to the service per year, with over a third of people having non-malignant illness. Patients and families may be seen solely by a CNS, or in conjunction with a doctor/NP depending on need. The HPCT delivers a quality specialist palliative care service to Wellington Regional Hospital and in the future to Kenepuru Community Hospital. To achieve this it will:

- Integrate palliative care in to the hospital culture
- Improve general palliative care standards to all hospitalised patients in need.
- Improve end of life care to all those patients identified as dying within the hospital setting.
- Provide specialist palliative care to selected hospitalised patients in most need.
- Reduce health inequalities within the hospital palliative care patient population, especially for Maori, Pacific people, those with non malignant disease and the very old.

The core HPCT will integrate with other hospital professionals to broaden its multidisciplinary approach- spiritual carer, social workers, physiotherapists, occupational therapists, dieticians, pharmacists and other nurse clinicians. There will also be external integration with community services including local palliative care providers, district, general and oncology nurses, and GP's.

Unit Perspective: HPCT

The HPCT service will improve the informed choice, care and outcomes of hospitalised adult patients, their family and whanau who have palliative care needs within CCDHB acute hospitals.

Service objectives:

1. To support and improve general hospital palliative care provision to all patients in need through:
 - Fostering and maintaining a palliative care approach within CCDHB hospital culture and practice.

- Enabling identification of hospitalised patients in need of general palliative care.
 - Educating, up skilling and supporting clinical staff in general palliative care provision to those patients identified in need.
 - Implementing palliative care pathways, in particular to improve the care of patients dying in hospital.
 - Improving patient symptom control and psychosocial support.
 - Targeting underserved hospitalised palliative populations: those with non malignant disease, Maori and Pacific peoples, and the very old.
2. To provide specialist palliative care to patients, family and whanau with highest need through:
 - Enabling timely information and access to a specialist service
 - Targeting patients with highest, most complex needs.
 - Providing expert clinical support with difficult decision making, care and goal planning, complex psychosocial and symptom management issues.
 3. To integrate with community care and palliative care services to facilitate patient transitions and continuity of quality palliative care.
 4. To maintain a sustainable and viable quality specialist multidisciplinary hospital palliative care service which can meet objectives 1-3 through:
 - Maintaining individual and team psychological health.
 - Supporting individual and team education and professional development.
 - Committing to audit, bench marking and research

The achievement and maintenance of the team's objectives is an evolutionary not revolutionary process. It is recognised that some of these take years to achieve.

Role Purpose & Perspective:

All nurses employed by C&C DHB will have registration with the New Zealand Nursing Council and maintain a current annual practising certificate. Application onto the C&C DHB Professional Development and Recognition Programme (PDRP) at expert or senior level is required.

Quality improvement is an important priority. The HPCT CNS will provide leadership across clinical environments to identify and support practice improvements and implementation of best practice to ensure ever higher levels of safe and competent practice.

There are two main population foci: patients and their whanau in need of palliative care, and clinical staff/services for support, mentoring, and teaching/education.

The HPCT CNS will above all demonstrate both patient and team centred approaches, with excellent specialist clinical assessment, communication and collaboration skills. The HPCT CNS will also be expected to participate in service and individual audit and develop specific leadership roles with the HPCT focusing on a particular area in keeping with service requirements e.g. end of life care and education.

The HPCT CNS is a broad spectrum specialty role which works across the organisation wherever their patients intersect with a service, to ensure continuity of care and best practise standards are applied. In addition they provide expertise and specialty advice as required throughout the organisation. This role will work across the spectrum of health care interacting with primary, secondary and tertiary environments and consumers. The CNS will contribute to the multi-disciplinary team (MDT) with the aim of improving patient outcome and care.

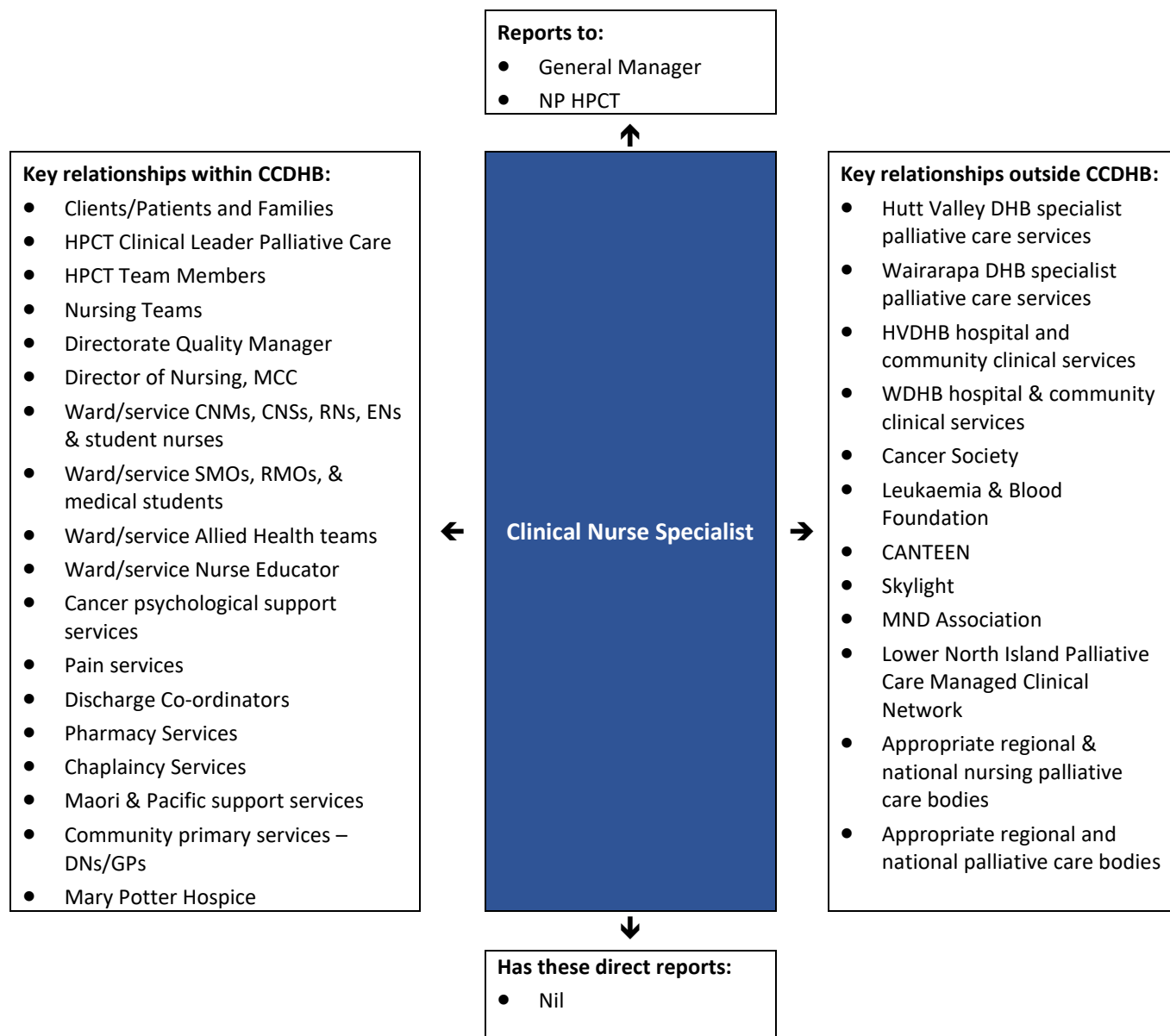
The HPCT CNS role will be an advocate for the organisation's and HPCTs strategic direction and change programme providing leadership that enables and supports the change. To provide consultation, support, advice, training and education to relevant staff while supporting the delivery of high quality specialist nursing across clinical areas for relevant patient groups.

Key Accountabilities

Key Accountability	Deliverables / Outcomes	Key Performance Indicators / Measures
Leadership	<ul style="list-style-type: none"> • Contributes to achievement of strategic direction for defined speciality • Contributes to the high performance of the speciality and maintain an organisation and service wide profile • Liaison with other services across the DHB • Lead and support the development of evidence based clinical practice for the speciality • Organisational advocacy • Challenge clinical issues and seek resolution • Clinical leadership for multi-disciplinary work 	<ul style="list-style-type: none"> • Achievement of relevant goals in service plan • Patient Satisfaction • Complaint Rates • Staff feedback • Success indicators for: <ul style="list-style-type: none"> ○ Educating, up skilling and supporting clinical staff in general palliative care provision to those patients identified in need ○ Implementing palliative care pathways, in particular to improve the care of patients dying in hospital ○ Targeting underserved hospitalised palliative population: those with non malignant disease, Maori and Pacific peoples, and the very old • Feedback from MDT • Support nurses to achieve their PDRP and the HCAs to achieve Level 3 NZQA
Clinical Expertise	<ul style="list-style-type: none"> • Demonstrate advanced clinical practice • Provide advice in complex clinical issues across settings and disciplines • Provide ongoing assessment, care plan modelling and appropriate follow up • Initiate regular opportunities to collaborate with area staff to review models of care and outcomes • Take responsibility for providing ongoing expert advice, support and collaboration to ensure plan meets patient needs • Collaborate with appropriate personnel on service delivery issues • Evaluate patient and family responses to care and modify the plan of care accordingly 	<ul style="list-style-type: none"> • Professional Development achievements • Care plans for high risk and complex patients are developed and evaluated • Actively participate in appropriate committees and projects • Regular contact with patient/families is evident in the care plan models • Practice issues from within the clinical environment for education purposes are identified • Standard protocols are developed and followed aligned with evidence-based practice

Quality and Risk	<ul style="list-style-type: none"> • Active participation on the relevant quality improvement group. • Participate in reportable event investigations • Identify and undertake audit activities and other practice evaluation activities • Participate in DHB quality and policy initiatives • Use planned approach to practice innovation 	<ul style="list-style-type: none"> • Speciality standard compliance • Is able to provide evidence of risk identification and action • Agreed clinical objectives identified relevant to specialty are implemented • 100% identified audits are completed • Outcomes of audit activities are monitored, reported and plan developed and initiated to address issues • Nursing practice standards are aligned with new technologies and procedures
Education, Teaching & Research	<ul style="list-style-type: none"> • Identify, lead and provide where appropriate speciality education across the organisation • Work directly with patients and staff in the clinical area as an expert resource, coach and role model • Identify and develop patient information resources 	<ul style="list-style-type: none"> • Identify an education plan for the speciality, implement and provide evidence that education plan is achieved. • Assess outcome of education plan. • Actively identify and support research and innovation • Maintain current resources for patient/family education and information • Collaborate in developing evidence based protocols, policies and guidelines for the specialty and ensure that these are updated
Professional Development	<ul style="list-style-type: none"> • Maintenance of personal annual practising certificate • Postgraduate / Advanced study 	<ul style="list-style-type: none"> • Portfolio evidence of ongoing Nursing Council competence requirements. • Evidence of study
Occupational Health & Safety	<ul style="list-style-type: none"> • Complies with responsibilities under the Health and Safety at Work Act 2015 	<ul style="list-style-type: none"> • Has read and understood the Health and Safety policy and procedures • Actively supports and complies with Health and Safety policy and procedures. • Evidence of support and compliance with health and safety policy and procedures including use of protective clothing and equipment as required, active participation in hazard management and identification process, and proactive reporting and remedying of any unsafe work condition, accident or injury.

Key Relationships & Authorities



Capability Profile

Competencies

The role holder must be able to demonstrate achievement of the competencies of a registered nurse as per the requirements of the Nursing Council New Zealand as per the Health Practitioners Competence Assurance Act (2003). See www.nursingcouncil.org.nz and www.hpca.govt.nz

In addition to the above, solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
Problem Solving	<ul style="list-style-type: none">• Uses rigorous logic and methods to solve difficult problems with effective solutions• Probes all fruitful sources for answers• Can see hidden problems• Is excellent at honest analysis• Looks beyond the obvious and doesn't stop at first answers
Decision Quality	<ul style="list-style-type: none">• Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment• Most of his/her decisions and suggestions turn out to be correct and accurate when judged over time• Sought out by others for advice & solutions
Priority Setting	<ul style="list-style-type: none">• Spends his/her time and the time of others on what's important• Quickly zeroes in on the critical few and puts the trivial many aside• Can quickly sense what will help or hinder in accomplishing a goal• Eliminates roadblocks• Creates focus
Interpersonal Savvy	<ul style="list-style-type: none">• Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation• Builds appropriate rapport• Builds constructive and effective relationships• Uses diplomacy and tact• Can diffuse even high-tension situations comfortably
Composure	<ul style="list-style-type: none">• Is cool under pressure• Does not become defensive or irritated when times are tough• Is considered mature• Can be counted on to hold things together during tough times• Can handle stress• Is not knocked off balance by the unexpected• Doesn't show frustration when resisted or blocked• Is a settling influence in a crisis
Communication	<ul style="list-style-type: none">• Practises active and attentive listening.• Explains information and gives instructions in clear and simple terms.• Willingly answers questions and concerns raised by others.• Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged.• Is confident and appropriately assertive in dealing with others.• Deals effectively with conflict.
Teamwork	<ul style="list-style-type: none">• Develops constructive working relationships with other team members.• Has a friendly manner and a positive sense of humour.• Works cooperatively - willingly sharing knowledge and expertise with colleagues.• Shows flexibility - is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments.• Supports in word and action decisions that have been made by the team.• Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.

Essential Experience and Capability

a. Knowledge and Experience:

- At least 2 years palliative care nursing experience and knowledge

b. Essential Professional Qualifications / Accreditations / Registrations:

- Registration with the Nursing Council of New Zealand as an RN
- Current practising certificate
- Relevant post-graduate study
- Preferred: Post graduate palliative care qualification (working towards or obtained)

c. Someone well-suited to the role will place a high value on the following:

- High quality care for the patient/client/whanau
- Ensuring that they follow through on their work
- Delivering identified outcomes
- Expert speciality knowledge
- Clinical coordination
- Empathetic, sensitive and patient centred approach
- Excellent communication skills with patients & whanau, as well as colleagues

Ma tini, ma mano, ka rapa te whai
By joining together we will succeed

Capital and Coast District Health Board (CCDHB) is committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

CCDHB is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Maori cultural practices.

The role description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.