

Role Description

Nau mai, haere mai ki Ūpoko ki te uru hauora

Position:	Patient Safety Coordinator
Service / Directorate:	Quality Improvement and Patient Safety (QIPS)
Responsible to:	Patient Safety Manager

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 Service. 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 purpose of the Quality Improvement & Patient Safety (QIPS) Directorate is to provide patient safety and quality systems that support clinicians to provide the safest care possible. Our overall aim is to work with others to improve the care provided to patients and families and reduce preventable harm. In order to do that we have to understand what is important to both our staff and our patients.

The Quality Improvement and Patient Safety Directorate has a specific charter to improve patient care and safety across the organisation. The integration of the quality, risk, patient safety areas and research is a key component to the delivery of this charter.

The Directorate includes a range of organisational functions - Clinical Governance, Quality and Risk, Patient Safety, Quality Improvement and Clinical Research.

Strengthening Clinical Governance within CCDHB is a key priority to ensure that we are able to strengthen clinician/management partnerships, improve efficiencies, improve communication, and support the devolution of decision making to the lowest level, support staff to deliver safe, quality health care and to ensure we work to quality standards.

Position Purpose and Unit Perspective

The primary purpose of the Patient Safety Team is to improve patient safety and system resilience to reduce harm associated with healthcare to consumers and their families/whanau.

The Patient Safety Team is a newly formed team within the Quality Improvement and Patient Safety QIPS Directorate, alongside the Quality Improvement, Consumer Engagement and Research teams. It brings together the patient safety programmes and work streams with a specific focus on reducing patient harm.

The Patient Safety Coordinator role requires a clinical background and experience in patient safety.

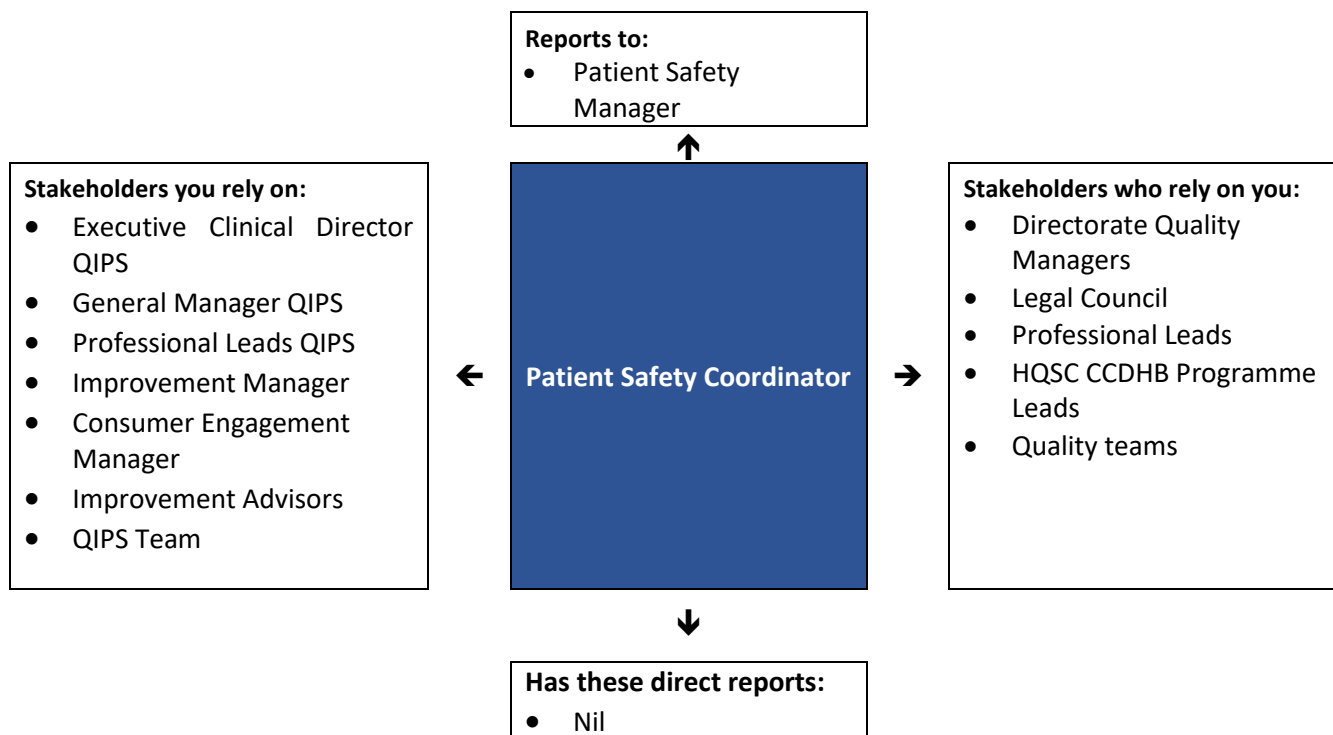
The purpose of the Patient Safety Coordinator role is to assist with maintaining and strengthening the patient safety culture within CCDHB. The role contributes to the overall patient safety and improvement programme.

Key Accountabilities

Key Accountability	Deliverables / Outcomes
1. Patient Safety	<ul style="list-style-type: none">Assist with the development of organisation learnings from patient safety issues (identified through serious adverse events, Coroners and HDC reviews, Korero Mai escalations and CCDHB data) through the coordination of specific patient safety programmes and/or patient safety forums and publications.Project Lead of organisational patient safety improvement projects using IHI Improvement MethodologyCoordinate communication of adverse events that need to be managed by other District Health Boards and primary healthcare facilities.Coordinate the ACC Serious Harm Treatment Injury Report requests.Supports the Patient Safety Committee and actions that arise from this committeeCoordinates the Health Quality Safety Commission (HQSC) quality and safety markers quarterly reportsMaintains current knowledge of patient safety including new developments, legislation and industry standards.Oversees a patient safety portfolio, allocated by the Patient Safety ManagerProvides support to Patient Safety programmes within CCDHB e.g. HQSC Improvement programmes, Patient Safety WeekCollaborates with and provides support to clinical teams in regard to patient safety issues

<i>Key Accountability</i>	<i>Deliverables / Outcomes</i>
2. Teamwork	<ul style="list-style-type: none"> • Works in support of the professional leads (QIPS) and alongside the Improvement team and Consumer Engagement team to identify and implement opportunities for improvement in patient safety • Supports the Patient Safety Manager with building patient safety capability and resilience throughout the organisation • Builds and maintains an internal network of patient safety champions • Encourages and supports clinicians to develop their own service-specific patient safety initiatives
3. Workforce Development	<ul style="list-style-type: none"> • In conjunction with the Directors of QIPS, Professional Leads and the Directorate Quality Managers assists all employees within CCDHB to continually strengthen the patient safety culture through the development and coordination of relevant patient safety education training programs for all staff.
4. Adverse Events	<ul style="list-style-type: none"> • Supports serious adverse event systems, including review processes and building capability for event reviews • Review Lead of serious adverse event reviews • Maintains and develops adverse event policies and procedures, ensuring they are up to date with national policy (HQSC) • Facilitates recommendations and learnings from adverse event reviews and ensures actions are taken • Provides support for Open Communication conversations, and training/development needs
5. Reporting	<ul style="list-style-type: none"> • Maintain and develop monitoring and reporting of patient safety issues and serious adverse event status.
6. Occupational Health and Safety	<ul style="list-style-type: none"> • Complies with responsibilities under the Health & Safety at Work Act 2015 • Has read and understood the CCDHB Health & Safety policy and procedures • Actively supports and complies with responsibilities under the Health & Safety policy and procedures including use of protective clothing and equipment as required, active participation in hazard management and identification, and proactive reporting and remedying of any unsafe work condition, accident or injury.

Key Relationships & Authorities



Capability Profile

Competencies

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• Can see hidden problems• Is excellent at honest analysis• Looks beyond the obvious and doesn't stop at first answers
Intellectual Horsepower	<ul style="list-style-type: none">• Deals with concepts and complexity comfortably• Described as intellectually sharp, capable, and agile
Decision Quality	<ul style="list-style-type: none">• Makes good decisions based upon analysis, consultation and good judgment
Process Management	<ul style="list-style-type: none">• Good at figuring out the processes necessary to get things done• Knows how to organise people and activities• Understands how to separate and combine tasks into efficient work flow• Knows what to measure and how to measure it• Can see opportunities for synergy and integration where others can't• Can simplify complex processes• Gets more out of fewer resources
Planning	<ul style="list-style-type: none">• Accurately scopes out length and difficulty of tasks and projects• Sets objectives and goals• Breaks down work into the process steps• Develops schedules and task/people assignments• Anticipates and adjusts for problems and roadblocks• Measures performance against goals• Evaluates results
Organising	<ul style="list-style-type: none">• Can marshal resources (people, funding, material, support) to get things done• Can orchestrate multiple activities at once to accomplish a goal• Uses resources effectively and efficiently• Arranges information and files in a useful manner
Integrity and Trust	<ul style="list-style-type: none">• Is widely trusted• Is seen as a direct, truthful individual• Can present the unvarnished truth in an appropriate and helpful manner• Keeps confidences• Admits mistakes• Doesn't misrepresent her/himself for personal gain
Partnership with Maori	<ul style="list-style-type: none">• Understands the principles of Te Tiriti o Waitangi and how these apply within the context of health service provision.• Applies the notion of partnership and participation with Maori within the workplace and the wider community.• Promotes and participates in targeting Maori health initiatives by which Maori health gains can be achieved.• Implements strategies that are responsive to the health needs of Maori

Essential Experience and Capability

a. Knowledge and Experience:

- Good understanding of human factors principles as they pertain to patient safety
- Works collaboratively with others
- A clinical background
- Experience dealing with the complexities of a large diverse organisation

b. Essential Professional Qualifications / Accreditations / Registrations:

- Relevant clinical qualification or related experience in health services

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

- Improving the quality of patient care
- Best practice
- Time management
- Improvement methodology

Other:

- Excellent Interpersonal Skills
- Beginners knowledge of data analysis
- Ability to work independently as well as part of a team
- Excellent written and oral communication skills
- Able to work across professional disciplines
- Effective time management skills and the ability to meet delivery of commitments
- Self-motivated and an ability to contribute to and accommodate change

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

NOTE: The above role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

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.