

## Position Description

<b>Position</b>	<b>Patient Information Officer</b>
<b>Service / Directorate</b>	Non-Clinical Support and Delivery
<b>Directorate</b>	Finance, Facilities and Business Services
<b>District</b>	Capital, Coast & Hutt Valley
<b>Responsible to</b>	Team Leader Clinical Records
<b>Children's Act 2014</b>	This position is not children's worker, requiring a safety check with Ministry of Justice vetting before commencing
<b>Location</b>	This position is expected to work from multiple locations across the district

## Te Whatu Ora

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The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

## Context

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Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region

- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

## Te Tiriti o Waitangi and Māori Health Outcomes

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Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

- Mana whakahaere** Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.
- Mana motuhake** Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.
- Mana tāngata** Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.
- Mana Māori** Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

## The Vision, Mission and Values from our District

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We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

### Hutt Valley

- Vision:** Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.
- Mission:** Working together for health and wellbeing.
- Ō mātou uara - Values:** Mahi Pai 'Can do': Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best

### Capital and Coast:

- Vision:** Keeping our community healthy and well
- Mission:** Together, Improve the Health and Independence of the People of the District
- Values:** Manaakitanga – Respect, caring, kindness  
Kotahitanga – Connection, unity, equity  
Rangatiratanga – Autonomy, integrity, excellence

## District Responsibility

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The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

## Unit Perspective

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The Non Clinical Support & Delivery Division sits within Hospital and Specialist Services, led by the General Manager.

Non-Clinical Support and Delivery provides a range of non-clinical support services required to enable the effective and safe delivery of the Districts clinical services. Services include security orderlies, catering, cleaning, administration, coding and clinical records, operational management, fleet management and sustainability.

## Purpose of the role

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To respond to requests for information made pursuant to the Health Information Privacy Code 2020 and Official Information Act 1982

## Key Accountabilities

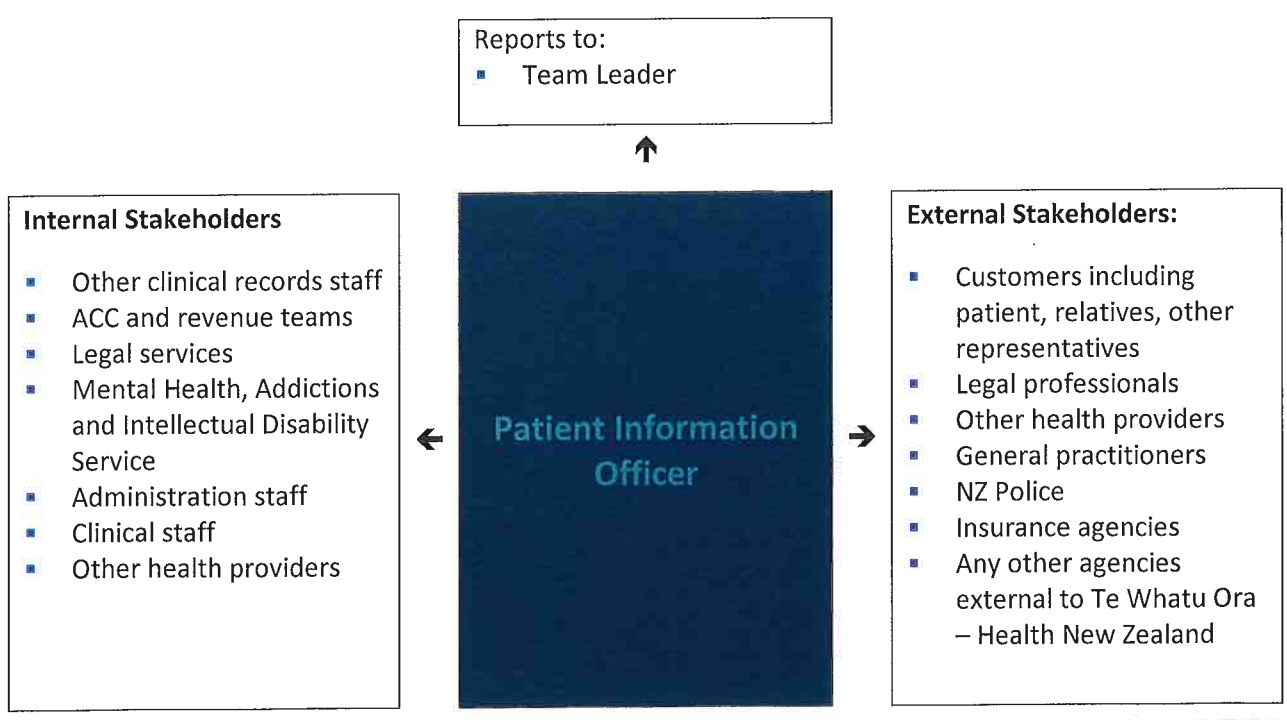
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The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
1. Facilitate services of the Patient Information Office	<ul style="list-style-type: none"> <li>▪ Maintains a consumer-focused service by establishing effective relationships with customers.</li> <li>▪ Maintains a formal process for receiving, processing and completion of all requests pertaining to the release of patient information. Achieved through prioritisation of requests for information from customers and government agencies ensuring they are processed within required timeframes.</li> <li>▪ All requests are entered onto the patient information database in an accurate and timely manner and in such a way as to ensure an audit trail of all actions are established.</li> <li>▪ Ensure all necessary consent forms are signed, when applicable. All legal requirements regarding compliance are met.</li> <li>▪ Utilise available manual and computerised information systems to extract data pertinent to information requests.</li> <li>▪ Phone calls are answered and all communication is processed using the generic team email for transparency and handover.</li> </ul>
2. All procedures comply with legislation governing the management of personal Health Records	<ul style="list-style-type: none"> <li>▪ Ensure that the provisions of the Health Information Privacy Code 2020 are applied to requests for information at all times.</li> <li>▪ Ensure that clients/relatives/ guardians are communicated with in accordance with the Code of Health and Disabilities Consumers' Rights. Achieved by maintaining a record of all communications both verbal and written.</li> <li>▪ Be aware of all legislation that may be relevant to information requests. Achieved by ongoing familiarisation of current legislative requirements and changes.</li> <li>▪ Ensure that the requestor is legally entitled to access the requested information by confirmation of identification in accordance with the Privacy Act.</li> </ul>
3. Enhance and maintain function of Patient Information Office	<ul style="list-style-type: none"> <li>▪ Promote the service of the office and ensure that the expected standard of service is adhered to at all times.</li> <li>▪ Inform team leader of any concerns that may impact on the standard of service provided by the patient information office.</li> <li>▪ Maintain patient confidentiality at all times by complying with all relevant legislation.</li> <li>▪ During office hours all telephone calls are answered in a timely, friendly, professional and effective manner and not left to go to answerphone. Customer service complaints are minimal.</li> </ul>
4. Reporting	<ul style="list-style-type: none"> <li>▪ Accurate monthly reports are produced for internal reporting and revenue.</li> </ul>
5. Training	<ul style="list-style-type: none"> <li>▪ Able to deliver training on privacy and confidentiality to other staff as required.</li> </ul>
6. Records Management	<ul style="list-style-type: none"> <li>▪ Responsible for the retrieval, tracking, and dispatch of clinical records for all eligible requestors. All requests for medical records are actioned and completed within the specified timeframes. Key performance indicators are met.</li> <li>▪ To be competent in the use of all Capital, Coast &amp; Hutt Valley computer systems relevant to the position.</li> </ul>

	<ul style="list-style-type: none"> <li>All core business is completed within the designated daily timeframes.</li> <li>File areas are kept tidy and accessible at all times. File maintenance is completed within specified timeframes and according to process and policy documentation. Key performance indicators are met.</li> <li>Medical record policies and procedure are understood and complied with.</li> </ul>
7. Continuous improvement and innovation	<ul style="list-style-type: none"> <li>Establish a culture of continuous improvement, ensuring linked and cohesive district view of the support services function that identifies opportunities and co-designs innovative solutions to meet the changing needs, from local customers through to district services or whole sector.</li> </ul>
8. Te Tiriti o Waitangi	<ul style="list-style-type: none"> <li>Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to</li> <li>Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance</li> <li>Cultural competence is grown across the team, supporting inclusion and partnership.</li> </ul>
9. Health & Safety	<ul style="list-style-type: none"> <li>Ensure all Health &amp; Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature</li> <li>Actively support and ensure compliance with Health &amp; Safety policy and procedures; ensuring staff also support and comply.</li> <li>Maintain a proactive culture of Health &amp; Safety supported by systems.</li> <li>Ensure providers are aware of and have processes to comply with their health and safety responsibilities</li> </ul>

## Key Relationships & Authorities



**Direct reports:**

- No direct reports

## Capability Profile

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
<b>Interpersonal Savvy</b>	<ul style="list-style-type: none"><li>▪ Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation</li><li>▪ Builds appropriate rapport</li><li>▪ Builds constructive and effective relationships</li><li>▪ Uses diplomacy and tact</li><li>▪ Can diffuse even high-tension situations comfortably</li></ul>
<b>Organising</b>	<ul style="list-style-type: none"><li>▪ Can marshal resources (people, funding, material, support) to get things done</li><li>▪ Can orchestrate multiple activities at once to accomplish a goal</li><li>▪ Uses resources effectively and efficiently</li><li>▪ Arranges information and files in a useful manner</li></ul>
<b>Planning</b>	<ul style="list-style-type: none"><li>▪ Accurately scopes out length and difficulty of tasks and projects</li><li>▪ Sets objectives and goals</li><li>▪ Breaks down work into the process steps</li><li>▪ Develops schedules and task/people assignments</li><li>▪ Anticipates and adjusts for problems and roadblocks</li><li>▪ Measures performance against goals</li><li>▪ Evaluates results</li></ul>
<b>Decision Quality</b>	<ul style="list-style-type: none"><li>▪ Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgement</li><li>▪ Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time</li><li>▪ Sought out by others for advice and solutions</li></ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"><li>▪ Uses rigorous logic and methods to solve difficult problems with effective solutions</li><li>▪ Probes all fruitful sources for answers</li><li>▪ Can see hidden problems'</li><li>▪ Is excellent at honest analysis</li><li>▪ Looks beyond the obvious and doesn't stop at the first answer</li></ul>
<b>Quality &amp; Innovation</b>	<ul style="list-style-type: none"><li>▪ Provides quality service to those who rely on one's work.</li><li>▪ Looks for ways to improve work processes - suggests new ideas and approaches.</li><li>▪ Explores and trials ideas and suggestions for improvement made by others.</li><li>▪ Shows commitment to continuous learning and performance development.</li></ul>
<b>Negotiating</b>	<ul style="list-style-type: none"><li>▪ Can negotiate skilfully in tough situations with both internal and external groups;</li><li>▪ Can settle differences with minimum noise;</li><li>▪ Can win concessions without damaging relationships;</li></ul>

Competency	Behaviours
	<ul style="list-style-type: none"> <li>▪ Can be both direct and forceful as well as diplomatic;</li> <li>▪ Gains trust quickly of other parties to the negotiations;</li> <li>▪ Has a good sense of timing</li> </ul>

## Experience and Capability

Essential qualifications, skills and experience

### A. Knowledge, Skills & Experience:

- Knowledge of applicable legislation e.g. Official Information Act 1982 and Privacy Act 2020 with previous practical experience an advantage
- Previous experience in a health environment is highly desirable
- Intermediate Microsoft Office skills, particularly excel, highly desirable
- High level of English comprehension with excellent written and verbal communication skills

### B. Essential Professional Qualifications / Accreditations / Registrations:

- A tertiary qualification and/or significant work experience in a related field
- Strong knowledge of the NZ Health Sector and related legislation.

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

- Have a high level of empathy
- Ownership, accountability and responsibility for own performance
- Working in a complex, fast paced environment
- Working with a high level of attention to detail
- Promoting a positive & collaborative team environment
- Continuous improvement

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

Te Whatu Ora 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 Māori cultural practices.

We are 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.

