

## Position Description

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<b>Position</b>	<b>Senior Patient Safety Advisor</b>
<b>Team / Service</b>	Quality & Patient Safety Team
<b>Directorate</b>	Centre of Clinical Excellence
<b>District</b>	Capital, Coast & Hutt Valley and Wairarapa Districts
<b>Responsible to</b>	Quality & Patient Safety Manager
<b>Children's Act 2014</b>	This position is not classified as a 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 Health New Zealand | Te Whatu Ora (Health NZ).

### 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

#### Value

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 Patient Safety Team sits within the Quality & Patient Safety Team and is part of the Capital, Coast and Hutt Valley Centre of Clinical Excellence. The Patient Safety Team's key strategic aim is to lead the design and delivery of a transformative quality and patient safety programme that increases staff capability, patient safety and quality of care using innovative and inspirational leadership, thinking and initiatives. The Centre of Clinical Excellence (CoCE) aims to transform quality of care and lead purposeful innovation in partnership with all.

## Purpose of the role

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The Senior Patient Safety Advisor works as a member of the Patient Safety Team, within the wider Quality & Patient Safety Team. The primary purpose of the Patient Safety Team is to improve patient safety and system resilience to reduce harm associated with health care to consumers and their whānau, and brings together the patient safety programmes and work streams with a specific focus on reducing patient harm.

The Senior Patient Safety Advisor is responsible for providing a high level of expertise in the delivery of the district's patient safety agenda, patient safety and quality advice, development of quality improvement and risk management capability in services, maintaining and strengthening the patient safety culture within the district, and contributes to the overall patient safety and improvement programme. Key to success in this role is the ability to lead the team to build and maintain effective working relationships between management and clinicians to achieve quality outcomes for patients and efficient functioning of services. This role requires a relevant clinical background and experience in the areas of patient safety and quality.

The Senior Patient Safety Advisor reports to the Quality & Patient Safety Manager and is responsible for providing a high level of expertise and experience to deliver the district's patient safety agenda.

## Key Accountabilities

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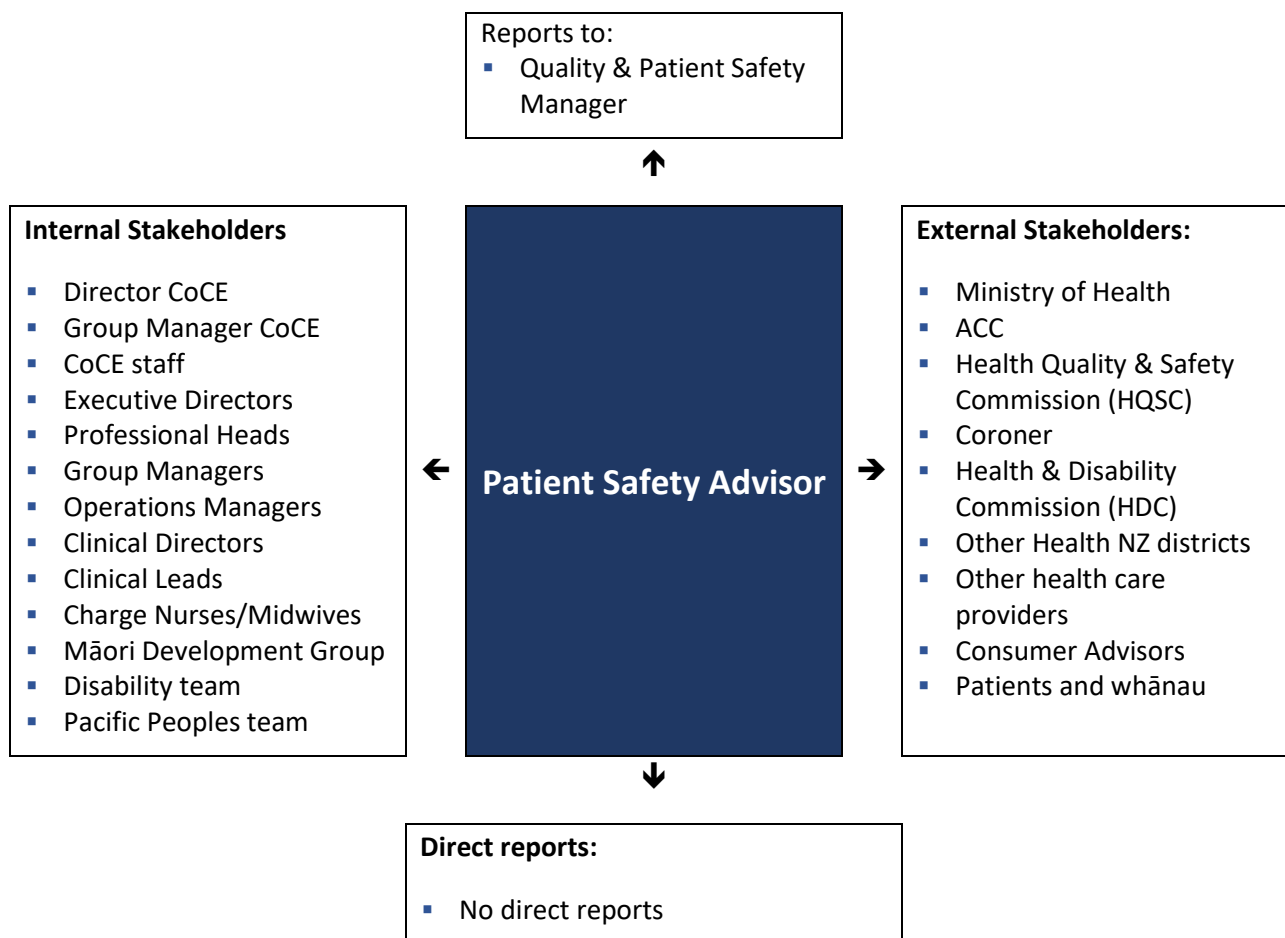
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
1. Patient Safety	<ul style="list-style-type: none"><li>Provides support to the Quality &amp; Patient Safety Manager, enabling the delivery of the patient safety agenda in alignment with the district Quality &amp; Safety Framework</li><li>Assists with the development of learnings from patient safety issues (identified through reportable events including near misses, Coroner's and HDC reviews, Kōrero Mai escalations, data etc.) through the coordination of specific patient safety programmes and/or patient safety forums and publications e.g. HRT, HQSC, IHI, HACs.</li><li>Project Lead/coordinator of patient safety improvement projects using IHI Improvement Methodology</li><li>Supports the Quality &amp; Safety (QS) Committee and actions that arise from this committee</li><li>Coordinates the Health Quality Safety Commission (HQSC) quality and safety markers quarterly reports</li><li>Maintains current knowledge of patient safety and clinical governance including new developments, legislation, and industry standards</li><li>Provides support to patient safety and governance programmes e.g. audit, feedback, improvement projects, restorative principles, bereavement support/advice for complex case reviews, equity planning and initiatives etc.</li></ul>

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> <li>▪ Collaborates with and provides support to clinical teams in regard to patient safety issues</li> </ul>
2. Teamwork	<ul style="list-style-type: none"> <li>▪ Works in support of the leadership team within the Centre of Clinical Excellence, and collaboratively with the Governance, Consumer Engagement, and Simulation Service teams to identify and implement opportunities for improvement in patient safety and quality</li> <li>▪ Supports the Quality &amp; Patient Safety Manager with building patient safety capability and resilience throughout the district and regionally</li> <li>▪ Builds and maintains an internal network of patient safety champions</li> <li>▪ Encourages and supports clinicians to develop their own service-specific patient safety initiatives</li> </ul>
3. Monitoring and Reporting	<ul style="list-style-type: none"> <li>▪ Ensures that the quality and safety of patient care is being measured and monitored adequately so that problems are identified and impacts of quality improvement are known and shared to embed a culture of open scrutiny of systems and processes</li> <li>▪ Contributes to development of reporting systems</li> <li>▪ Undertakes clinical quality and safety data analysis and reporting</li> <li>▪ Participates in review of SAC events including near misses, review meetings, coordination of reports, investigations, analysis of trends/themes, communication and promotion of patient safety activities</li> <li>▪ Contributes to the collation and analysis of quality focused data showing trends and patterns, informing future initiatives</li> </ul>
4. Adverse Events	<ul style="list-style-type: none"> <li>▪ Contributes to the quarterly and annual CCHV Serious Adverse Event Reports</li> <li>▪ Supports serious adverse event systems, including review processes and building capability for event reviews</li> <li>▪ Review Lead/coordinator of serious adverse event reviews from a district-level perspective</li> <li>▪ Supports and participates in the work of the Serious Event Review Committee (SERC)</li> <li>▪ Participates in district Triage meetings</li> <li>▪ Provides support to the open communication programme including policy maintenance, and training/development needs</li> </ul>
5. Governance and Compliance	<ul style="list-style-type: none"> <li>▪ Actively contributes to the preparation for external assessments including audits, and/or site visits, including documentation preparation, and on-site coordination of audit activities</li> <li>▪ Supports the delivery of service-led audits (e.g. tracer methodology) and advises on possible improvement work from evaluating the audit findings/data</li> </ul>
6. Training and Education	<ul style="list-style-type: none"> <li>▪ Develops and delivers education and training appropriate to the district's patient safety programme</li> </ul>

Key accountabilities	Deliverables / Outcomes
7. Equity	<ul style="list-style-type: none"> <li>▪ Contributes to current processes and thinking, and the development of new thinking that will deliver equitable outcomes for Māori, Pacific and disabled people</li> </ul>
8. Training, Coaching and Mentoring	<ul style="list-style-type: none"> <li>▪ Provides training, coaching and mentoring support to others within the Centre of Clinical Excellence</li> </ul>
9. Risk	<ul style="list-style-type: none"> <li>▪ Contributes to the identification and development of risks within the organisation. Works in collaboration with the Senior Risk Advisor.</li> </ul>

## Key Relationships & Authorities



## 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>Problem Solving</b>	<ul style="list-style-type: none"> <li>Uses rigorous logic and methods to solve difficult problems with effective solutions</li> <li>Is inquisitive and perseveres using various methods to remove obstacles in order to get the job done</li> <li>Can see hidden problems and plan ahead to manage them</li> <li>Is excellent at honest analysis</li> </ul>

Competency	Behaviours
	<ul style="list-style-type: none"> <li>▪ Looks beyond the obvious and doesn't stop at the first answer</li> <li>▪ Is consistently curious and thoughtful when approaching work and issues that arise</li> <li>▪ Thinks outside the square and has an agile mind that can see beyond old ways of doing things</li> </ul>
<b>Process Management</b>	<ul style="list-style-type: none"> <li>▪ Analyses and improves work processes, able to figure out how best to manage resources and time</li> <li>▪ Is good at figuring out the processes necessary to get things done</li> <li>▪ Knows how to organise people and activities</li> <li>▪ Understands how to separate and combine tasks into efficient work flow</li> <li>▪ Knows how to gather data from resources available, what to measure, and how to measure it</li> <li>▪ Can see opportunities for synergy and integration where others can't</li> <li>▪ Can simplify complex processes</li> <li>▪ Gets more out of fewer resources</li> </ul>
<b>Priority Setting</b>	<ul style="list-style-type: none"> <li>▪ Identifies and focuses on what is important, works to achieve and exceed goals</li> <li>▪ Committed to always getting the job done</li> <li>▪ Strives to achieve and exceed goals</li> <li>▪ Spends his/her time and the time of others on what's important</li> <li>▪ Quickly zeroes in on the critical few and puts the trivial many aside</li> <li>▪ Can quickly sense what will help or hinder in accomplishing a goal</li> <li>▪ Eliminates roadblocks</li> <li>▪ Creates focus</li> </ul>
<b>Planning and Organising</b>	<ul style="list-style-type: none"> <li>▪ Is able to plan, prioritise, and organise work streams effectively to ensure delivery of results</li> <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 and uses these appropriately</li> <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 that others can access and understand</li> </ul>
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>▪ Demonstrates commitment to understanding and providing what customers want</li> <li>▪ Is dedicated to meeting the expectations and requirements of internal and external customers</li> <li>▪ Gets first-hand customer information and uses it for improvements in products and services</li> <li>▪ Acts with customers in mind</li> <li>▪ Establishes and maintains effective relationships with customers and gains their trust and respect</li> </ul>
<b>Integrity and Trust</b>	<ul style="list-style-type: none"> <li>▪ Is seen as a person who can always be trusted</li> <li>▪ Is seen as a direct, truthful individual</li> <li>▪ Can present the unvarnished truth in an appropriate and helpful manner</li> </ul>



Competency	Behaviours
	<ul style="list-style-type: none"> <li>▪ Keeps confidences</li> <li>▪ Admits mistakes</li> <li>▪ Doesn't misrepresent her/himself for personal gain</li> </ul>
<b>Partnership with Māori</b>	<ul style="list-style-type: none"> <li>▪ Understands the principles of Te Tiriti o Waitangi and how these apply within the context of health service provision</li> <li>▪ Applies the notion of partnership and participation with Māori within the workplace and the wider community</li> <li>▪ Promotes and participates in targeting Māori health initiatives by which Māori health gains can be achieved</li> <li>▪ Implements strategies that are responsive to the health needs of Māori</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> <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 New Zealand Health legislation and sector is essential
- Ability to lead a group and work without direct supervision
- Understanding of customer service, quality, and service improvement methodology
- Knowledge and/or experience of risk management principals
- Experience of continuous quality improvement tools, processes, and audit
- Understanding of consumer engagement principles
- Knowledge of feedback systems including compliments, complaints, HDC and advocacy processes
- Experience in managing projects through to completion
- Demonstrated competency in computer skills using a range of Microsoft packages including Word and Excel
- Experience in serious adverse event reviews using various methodologies
- Strong interpersonal skills, builds rapport and relates well to people and is responsive to others' concerns; ability to build constructive and effective relationships
- Challenge the status quo and view things from different perspectives; fostering innovative thinking and continuous improvement
- Excellent verbal and written communication skills
- Ability to communicate effectively in situations requiring tact and diplomacy
- Ability to adapt to changing priorities, proactively managing conflicting demands on time
- Able to think outside the square and assist the development of innovative solutions; flexible and adaptable

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

- A relevant health qualification is essential

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

- Dedicated to improving care and outcomes for patients/consumers
- Flexible and adaptable; able to negotiate through ambiguous situations and accept uncertainty within the health care sector
- Perseverance and commitment
- Good at figuring out processes to get things done
- A good team player
- Committed to reducing bureaucracy and duplication across the district

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

Health NZ 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.