

## Position Description

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<b>Position</b>	<b>Outpatient Administrator</b>
<b>Team / Service</b>	Booking Centre, Patient Administration Services
<b>Directorate</b>	Hospital Flow
<b>District</b>	Capital, Coast & Hutt Valley
<b>Responsible to</b>	Team Leader, Outpatient Booking Centre and Capital Coast/Hutt Valley Call Centre's
<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>	Capital Coast & Hutt Valley Hospital

## 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

#### 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.

## Team Perspective

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The Outpatient Booking Centre team manages all processes relating to registration, referral lists, creating templates and scheduling of first specialist assessment including initial patient contact. The Booking Centre provides a central patient enquiry service where patients can reschedule or cancel their appointments and seek general information about their visit, along with providing an outbound call reminding service to patients in the evenings as part of initiatives to improve attendance rates. Their work is significant because of the impact that efficient booking processes have on attendance and subsequent waiting lists. The Outpatient Booking Centre consists of 4 specialised areas: TPOD which includes overall mail functionalities for PAS, in bound calls for OP appointments and reminder call outbound and emails not limited to. Administration includes all incoming emails and referrals including quality audits. Scheduling all FSA appointments. Radiology scheduling for all types of scans.

The Booking Centre team also covers front line customer service at the main atrium reception and Radiology reception, where they provide quality, and customer focussed reception service to patients attending clinics, scan appointments or making any type of enquiry. To ensure that all patient encounters are recorded in the patient management system, their demographic details, eligibility status and purchasing status is validated and updated on arrival.

## Purpose of the role

The purpose of this role is to provide a confidential patient focussed administration service to patients, general practitioners and outpatients departments.

## Key Accountabilities

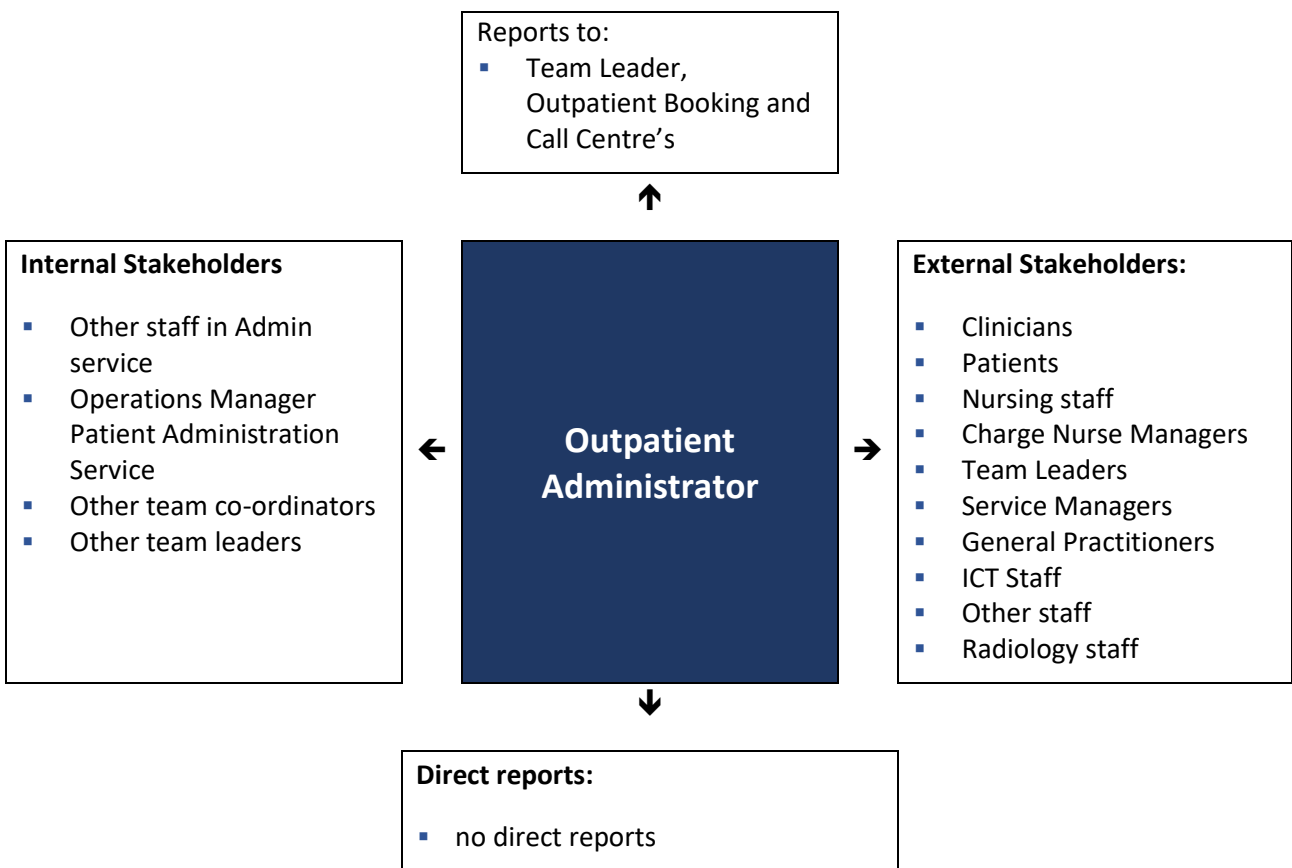
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time and not limited to:

Key accountabilities	Deliverables / Outcomes
1. Arrival – (Reception area)	<ul style="list-style-type: none"> <li>▪ Greets patient, confirms appointment, checks patient demographic information each visit to maximise revenue:</li> <li>▪ Updates any changes to patient demographic details in patient management database</li> <li>▪ Confirms eligibility for treatment, ACC status, ethnicity details and other requirements</li> <li>▪ Follows up with finance dept on patients that are not eligible</li> <li>▪ Ensures that patient attendance or non-attendance is recorded in MAP the same day as appt, if awaiting clinical review comments are to be updated to reflect this</li> <li>▪ Advises clinician/nurse of patients arrival and any special instructions</li> <li>▪ Attends to patients in waiting room who need assistance prior to treatment commencing</li> <li>▪ Ensure patients are not waiting more than 30 minutes without follow up or advice of clinic delays</li> <li>▪ Maintains a professional appearance and manner at all time</li> </ul>
2. Departure – (Reception area)	<ul style="list-style-type: none"> <li>▪ An outcome must be entered into scheduling system for every patient visit including telephone or virtual clinics</li> <li>▪ Required diagnosis codes must be added as relevant for service for funding purposes as noted on outcome form by clinician</li> <li>▪ Any extra procedures taking place in clinic must be added during processing of the outcome form</li> <li>▪ Reception is responsible for following up outcomes/tracking on a daily basis for every patient</li> </ul>
3. Team Communication	<ul style="list-style-type: none"> <li>▪ Maintains open, effective and appropriate communication with own team, other teams ,clinical staff and patients</li> <li>▪ Responds to requests for information promptly and accurately</li> <li>▪ Keeps clear, accurate and relevant records</li> <li>▪ Participates in team meetings and takes minutes where appropriate.</li> <li>▪ Supports co-workers</li> <li>▪ Supports the team and values of Capital Coast and Hutt Valley</li> </ul>

4. Record Preparation	<ul style="list-style-type: none"> <li>▪ Management of local records are kept to a high standard, filed within 3 days</li> <li>▪ Records are available for clinics</li> <li>▪ Records collation meets standards</li> <li>▪ Complaints register is maintained in line with policy.</li> </ul>
5. 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>
6. Continuous Quality Improvement	<ul style="list-style-type: none"> <li>▪ Identifies improvement opportunities and takes part in initiatives that will improve Customer Satisfaction</li> <li>▪ Processes are reviewed regularly and desk files are kept up to date</li> <li>▪ Policies and procedures are updated and available electronically</li> <li>▪ Encourages staff to be involved in Improvement activities</li> </ul>
7. Risk Minimisation	<ul style="list-style-type: none"> <li>▪ Identifies risks and notifies Team leader of these</li> <li>▪ Complies with local Reportable events policy and other policies and procedures</li> <li>▪ Participates in audits</li> </ul>
8. Customer Service	<ul style="list-style-type: none"> <li>▪ Customers/Patients are treated with courtesy and helpful attitude at all time</li> <li>▪ 100% accuracy and updated information are maintained at time of patients admission including confirmation of eligibility for treatment and ACC details</li> <li>▪ Patient privacy is respected and kept confidential at all times</li> <li>▪ Processes are reviewed regularly in line with desk files are kept up to date</li> <li>▪ Policies and procedures are updated and available electronically</li> <li>▪ Establish and maintain effective relationships to gain trust and respect</li> <li>▪ Appearance is neat and tidy and dress code is at adhered to at all times</li> <li>▪ Mail distribution for all OP letters, clinical letters to GP's and all other relevant mail requirements for all PAS remote sites at Capital Coast</li> </ul>
9. Scheduling	<ul style="list-style-type: none"> <li>▪ Patients are scheduled within timeframes set by the services and in line with triaging and clinical decisions where required</li> <li>▪ Schedulers liaise with nursing and clinical staff for patient requirements outside the set criteria on booking FSA's and Radiology requirements</li> <li>▪ Patient demographics, eligibility and ACC status are validated at all point of contact with the patient</li> <li>▪ FSA lists and Radiology lists are validated monthly in line with MOH criteria</li> <li>▪ Clinical risks are minimized</li> <li>▪ Clinical protocols are strictly adhered to and meets required timing and quality standards</li> <li>▪ Patient non-attendance for appointments are minimized</li> </ul>

	<ul style="list-style-type: none"> <li>• Patient and clinical complaints are minimized</li> <li>• Reporting</li> </ul>
10. Occupational Health and Safety	<ul style="list-style-type: none"> <li>▪ Complies with responsibilities under the Health and Safety in Employment Act 1992</li> <li>▪ Actively complies with Health and Safety policy, procedures and initiatives</li> <li>▪ Ensures Hazards are identified and registers are kept up to date.</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
Team Work	<ul style="list-style-type: none"> <li>▪ Develops constructive working relationships with other team members.</li> </ul>

Competency	Behaviours
	<ul style="list-style-type: none"> <li>▪ Has a friendly manner and a positive sense of humour.</li> <li>▪ Works cooperatively - willingly sharing knowledge and expertise with colleagues.</li> <li>▪ 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.</li> <li>▪ Supports in word and action decisions that have been made by the team.</li> <li>▪ Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.</li> </ul>
<b>Takes Responsibility</b>	<ul style="list-style-type: none"> <li>▪ Is results focussed and committed to making a difference.</li> <li>▪ Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected.</li> <li>▪ Adjusts work style and approach to fit in with requirements.</li> <li>▪ Perseveres with tasks and achieves objectives despite obstacles.</li> <li>▪ Is reliable - does what one says one will.</li> <li>▪ Consistently performs tasks correctly - following set procedures and protocols.</li> </ul>
<b>Quality and 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>Process Management</b>	<ul style="list-style-type: none"> <li>▪ 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 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> </ul>
<b>Customer Focus</b>	<ul style="list-style-type: none"> <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 widely trusted</li> <li>▪ Is seen as a direct, truthful individual</li> <li>▪ Can present the unvarnished truth in an appropriate and helpful manner</li> <li>▪ Keeps confidences</li> <li>▪ Admits mistakes</li> <li>▪ Doesn't misrepresent for personal gain</li> </ul>
<b>Composure</b>	<ul style="list-style-type: none"> <li>▪ Is cool under pressure</li> <li>▪ Does not become defensive or irritated when times are tough</li> <li>▪ Is considered mature</li> <li>▪ Can be counted on to hold things together during tough times</li> <li>▪ Can handle stress</li> <li>▪ Is not knocked off balance by the unexpected</li> <li>▪ Doesn't show frustration when resisted or blocked</li> <li>▪ Is a settling influence in a crisis</li> </ul>

## Experience and Capability

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Essential qualifications, skills and experience

### A. Knowledge, Skills & Experience:

- Ability to take ownership accountability and responsibility for the role.
- Intermediate Microsoft Office Computer skills
- Ability to maintain patient and office confidentiality in line with the Privacy Act
- Previous knowledge of patient management systems
- Previous experience in a health environment

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

- Integrity and fairness
- Interacting with people
- Professionalism
- Customer Service
- Time management
- Great listening skills
- A good understanding of the English language

**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.