

Position Description

Position	Registered Nurse
Team / Service	Transit Lounge / Integrated Operations Centre
Directorate	Hospital Flow
District	Capital, Coast & Hutt Valley
Responsible to	Associate Charge Nurse Manager
Children's Act 2014	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
Location	This position is expected to work from Wellington Regional Hospital

Te Whatu Ora

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

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

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:

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|------------------------|--|
| 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

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

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

The key areas of focus for the Hospital Flow Group are:

- To ensure effective and efficient patient flow across all sites and regionally
- To implement a productive operating theatre model that captures efficiencies and delivers highest levels of service.
- To provide timely diagnostics and accurate reporting across all Radiology modalities

- To maintain a responsive ED service which strives to meet clinical demands in a timely manner and in accordance with national KPIs
- To deliver high quality ICU services to the local district and the region
- To lead the management of emergency responses.
- To strengthen a quality and patient safety culture through an effective clinical governance model
- To maintain effective administrative support to all clinical areas
- 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 support clinical efficiencies and the effectiveness of clinical supply use across the whole Directorate
- To lead expanded collaboration with Hutt Valley and Wairarapa DHBs to establish wider regional clinical services.
- To ensure in the expenditure areas of Nursing Labour, Medical Labour and Management/Administration Labour that we are within benchmark of our peer DHBs.

Service Perspective

The Integrated Operations Centre provides a comprehensive clinical and operational service 24/7. The service has two arms; clinical and operational. The clinical arm includes Transit Care and Lounge and the operational arm comprises of the Bureau, the Duty Nurse Manager team, Care Capacity Demand Management (CCDM) and Trendcare.

In normal working hours the service will support the Directorates to meet their targets and plans and after hours will hold the delegated authority of the Directorates to ensure the effective running of the hospitals.

The operational arm comprises:

Duty Nurse Manager Team

- 24/7 service responsibility for patient flow co-ordination, reporting trends and volumes in bed management
- Facility management after hours (1530 – 0800 weekdays and 0800 – 0800 weekends)
- Emergency response after hours
- Deployment and redeployment of staff to minimise risk after hours
- Provide afterhours delegated leadership from the directorates
- A RN support role is part of the team who have delegated activities assigned to them from the DNM

Care Capacity Demand Management (CCDM) and TrendCare

- TrendCare is the acuity and workload management tool used within CCDHB
- Maintenance of the system ensuring compliance, data integrity and data collection
- TrendCare support to ward staff and managers
- Visibility of data to whole of organisation
- Implementation of the CCDM programme – matching staff to patient demand within the best use of health resources
- Improving quality of care for patients, improving the work environment for staff and maximising organisational efficiency.

The Bureau

- Recruitment of casual and permanent staff and special task forces to assist with resourcing across all sites
- Booking and deployment of Bureau staff for service areas?
- Agency liaison and contract monitoring?
- Professional development and preceptoring of Bureau staff?
- Monitoring and reporting on trends and volumes in Bureau supplied staff

Patient Care Coordinator

- Aged Residential Care Coordination and facilitation
- Provides context and networks between the acute hospital and primary / community services
- Vision for care management/care coordination
- Networks and liaises to ensure a safe transition for patient and family in to facilities or for hospital at home
- Strategic and compassionate communication between facilities, patient and family

Patient Transfer Services

Provides a range of staff and services to support patient flow by way of:

- Management of patient transport, travel and accommodation services
- Contract monitoring in relation to patient transport and accommodation
- Fully resourced Transit Lounge
- Provision of a Transit Care Service

Purpose of the role

To provide evidence-based nursing care, be an active member of the nursing team in directing and delegating care and role model professional, educational and preceptorship behaviours.

All nurses employed by Capital, Coast will have Registration with the New Zealand Nursing Council and maintain a current annual practising certificate as a Registered Nurse. Application onto the Capital, Coast Professional Development and Recognition Programme (PDRP) at competent, proficient or expert level is required.

It is the nurse's responsibility to ensure that they attend the generic orientation, yearly core competencies and maintain area-specific competency requirements. They will access policy and procedures through CapitalDocs and work within the Te What Ora- Capital, Coast Nursing and Midwifery standards & criteria of care and professional practice.

The Registered Nurse (RN) working for Capital, Coast will have a desire to develop in an area of nursing; will have the ability to work using a team nursing approach, demonstrate values consistent with those of Te Whatu Ora- Capital, Coast and will be committed to the principles of the Treaty of Waitangi. The PDRP is integral in assessing and monitoring the nursing skill levels.

The Team Nursing approach commits to provide person / family centred care, using current evidence to assist people to achieve their optimum health. It considers the nursing skill (PDRP) level and staff mix with Registered Nurses (RN), Enrolled Nurses (EN) / Nurse Assistants (NA) and Health Care Assistants (HCA) working together as part of the team. The benefits of a Team Nursing approach are:

- Improved communication and coordination of care;
- Enhanced teaching of clinical decision-making and skills;
- Increased patient satisfaction
- Improved patient care
- Increased work satisfaction and staff retention
- Decreased staff turnover

Supporting change implementation is an important aspect of this role. The environment is one of continuing change as we strive for quality practice and improved patient safety. The RN is a key part of the team's involvement in such change.

The RN working hours will be rostered and rotating and may work across the DHB as required due to patient safety and workforce necessities

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.

The Registered Nurse will be expected to perform at competent, proficient or expert level as appropriate.

Domain One:

This domain contains competencies that relate to professional, legal and ethical responsibilities and cultural safety. These include being able to demonstrate knowledge and judgement and being accountable for own actions and decisions, while promoting an environment that maximises patients' safety, independence, quality of life and health.

NCNZ Competency	PDRP Competent level Performance Indicator/Measure	PDRP Proficient level Performance Indicator/measure	PDRP Expert level Performance Indicator/Measure
1.1 Accepts responsibility for ensuring that his/her nursing practice and conduct meet the standards of the professional ethical and relevant legislated requirements.	Describe how you practice within professional, ethical and legislated requirements that impact on your practice	Describe how your role model to ensure professional, ethical or legislated requirements are upheld in your area of practice	Describe how you address the challenges in your service/area with ensuring professional, ethical or legislated requirements are upheld in your area of practice
1.2 Demonstrates the ability to apply the	Using an example from practice, describe how you	Using an example from practice, describe how you assist	Describe your involvement in addressing the socio-

NCNZ Competency	PDRP Competent level Performance Indicator/Measure	PDRP Proficient level Performance Indicator/measure	PDRP Expert level Performance Indicator/Measure
principles of the Treaty of Waitangi /Te Tiriti o Waitangi to nursing practice.	apply the principles of the Treaty to your nursing practice.	colleagues to apply the principles of the Treaty to your nursing practice	economic/health disparities for Maori <u>OR</u> describe your understanding of Te Plan
1.3 Demonstrates accountability for directing, monitoring and evaluating nursing care that is provided by nurse assistants, enrolled nurses and others.	Describe a time when you sought advice from a senior nurse about the decision making process for delegation by an RN	Describe how you assist colleagues to understand the decision making process for delegation by an RN	Describe how you address the challenges in your service/area with the decision making process for delegation by an RN
1.4 Promotes an environment that enables patient / client safety, independence, quality of life, and health.	Describe an environmental safety risk issue in your area of practice and what you did to manage it.	Describe an environmental safety risk issue in your area of practice that you identified and how you were involved in a process in to minimise this risk.	Describe an environmental safety risk issue in your area of practice that you identified and the process you led to minimise this risk.
1.5 Practices nursing in a manner that the patient / client determines as being culturally safe.	Describe how cultural differences can impact on nursing care delivery and how you avoid imposing prejudice on others.	Describe how cultural differences can impact on nursing care delivery and how you assist your colleagues to avoid imposing prejudice on others.	Describe barriers to providing culturally safe care and what processes you have implemented to help overcome these

Domain Two: Management of Nursing Care.

This domain contains competencies related to client assessment and managing client care, which is responsive to clients' needs, and which is supported by nursing knowledge and evidence based research.

NCNZ Competency	PDRP Competent level Performance Indicator/Measure	PDRP Proficient level Performance Indicator/measure	PDRP Expert level Performance Indicator/Measure
2.1 Provides planned nursing care to achieve identified outcome.	Discuss 3 priorities of patient / client care during a shift and the time management strategy required OR give examples of the use of evidence in planning your care	Using an example from practice describe how you prioritise and plan care to achieve an identifiable outcome including reference to literature or evidence.	Describe how you have changed the delivery of nursing care <u>or</u> a process <u>or</u> the environment to positively influence patient outcomes including references to current literature/evidence.

NCNZ Competency	PDRP Competent level Performance Indicator/Measure	PDRP Proficient level Performance Indicator/measure	PDRP Expert level Performance Indicator/Measure
2.2 Undertakes a comprehensive and accurate nursing assessment of clients in a variety of settings.	Describe how you undertake a nursing assessment using a specific assessment tool relevant to your area of practice.	Describe how you undertake a nursing assessment of a patient /client using a specific assessment tool relevant to your area of practice and the merits and limitations of it.	Describe how you undertake a nursing assessment using a specific assessment tool relevant to your area of practice and the merits and limitations of it including references to current literature/ evidence.
2.3 Ensures documentation is accurate and maintains confidentiality of information.	Describe how you ensure your documentation meets the legal requirements and maintains patient / client confidentiality	Describe how your role model to ensure documentation meets the legal requirements and maintains patient / client confidentiality	Describe how you address the challenges in your service/area with ensuring documentation meets the legal requirements and/o maintains patient / client confidentiality
2.4 Ensures the client has adequate explanation of the effects, consequences and alternative of proposed treatment options.	Describe how you apply the CCDHB informed consent policy to ensure the patient / client has adequate explanation of the effects, consequences and alternative of proposed treatment options.	Give an example of a time when you sought clarification from relevant members of the healthcare team regarding the individual's request to change and/or refuse care.	Using an example from practice describe how you support clients/patients to resolve ethical dilemmas relating to explanation of the effects, consequences and alternative of proposed treatment options <u>OR</u> describe your leadership in helping colleagues resolving ethical issues including references to literature/evidence.
2.5 Acts appropriately to protect oneself and others when faced with unexpected client responses, confrontation, personal threat or other crisis situations.	Describe your management of an unexpected clinical situation.	Describe your management of an unexpected clinical situation including the formal or informal debrief.	Describe your management of a challenging or unexpected situation and how you returned the environment back to a state of readiness including the formal or informal debrief you initiated.
2.6 Evaluates client's progress toward expected outcomes in partnership with clients.	Describe how you evaluate progress in partnership with your patients / clients and your senior colleagues	Describe how you evaluate progress in partnership with your patients / clients and the MDT.	Describe your involvement in changing the evaluation of nursing care delivery in your service/area.

NCNZ Competency	PDRP Competent level Performance Indicator/Measure	PDRP Proficient level Performance Indicator/measure	PDRP Expert level Performance Indicator/Measure
2.7 Provides health education appropriate to the needs of the client within a nursing framework.	Describe an example of education you gave to a patient / client and how you evaluated its appropriateness.	Describe the different formal and informal teaching methods you use that are appropriate for your patients / clients.	Provide an example of an education tool you have developed or health education for patients / clients you have facilitated.
2.8 Reflects upon, and evaluates with peers and experienced nurses the effectiveness of nursing care.	Describe how reflection affects the effectiveness of your nursing care <u>OR</u> marked assignment from the CCDHB preceptor course * included in portfolio.	Describe how you assist your peers to reflect upon and evaluate the effectiveness of nursing care <u>OR</u> marked assignment from the CCDHB preceptor course * included in portfolio.	Describe how you facilitated a debriefing <u>OR</u> supervision <u>OR</u> professional assistance for your colleagues
2.9 Maintains professional development.	Ensure Professional Development Record meets NCNZ requirements. Organisational Core Competencies current.	Ensure Professional Development Record meets NCNZ requirements. Organisational Core Competencies current.	Ensure Professional Development Record meets NCNZ requirements. PD must include PG papers or equivalent Organisational Core Competencies current.

Domain three: Interpersonal Relationships.

This domain contains competencies related to interpersonal and therapeutic communication with clients, other nursing staff and interprofessional communication and documentation.

NCNZ Competency	PDRP Competent level Performance Indicator/Measure	PDRP Proficient level Performance Indicator/measure	PDRP Expert level Performance Indicator/Measure
3.1 Establishes, maintains and concludes therapeutic relationships with client.	Describe how you establish a therapeutic relationship while maintaining professional boundaries with patients / clients.	Describe how you establish a therapeutic relationship while maintaining professional boundaries and why this can be challenging.	Describe how you facilitate others in your team to maintain professional boundaries with patients / clients when this is challenging <u>OR</u> how you facilitate conclusion of therapeutic relationships when this is challenging.

NCNZ Competency	PDRP Competent level Performance Indicator/Measure	PDRP Proficient level Performance Indicator/measure	PDRP Expert level Performance Indicator/Measure
3.2 Practises nursing in a negotiated partnership with the client where and when possible.	Using an example from practice, describe how you increased a patient's / client's independence or family / whanau participation in their care.	Using an example from practice, describe how you assisted a colleague to increase a patient's / client's independence or family / whanau participation in their care.	Describe or provide evidence of a new process you initiated in your area to increase patient/ client independence or family / whanau participation.
3.3 Communicates effectively with clients and members of the health care team.	Describe how you use different communication styles, in what context, and how you know they are appropriate and effective.	Describe the different communication techniques or styles that are needed for patients / clients and the health care team and how you know your communication is appropriate and effective.	Describe barriers to good communication with patients / clients and the MDT and what you do to assist colleagues overcome this <u>OR</u> describe an occasion when communication broke down and what you did to resolve the situation.

Domain four: Interprofessional Health Care & Quality Improvement.

This domain contains competencies to demonstrate that, as a member of the health care team; the nurse evaluates the effectiveness of care and promotes a nursing perspective within the interprofessional activities of the team.

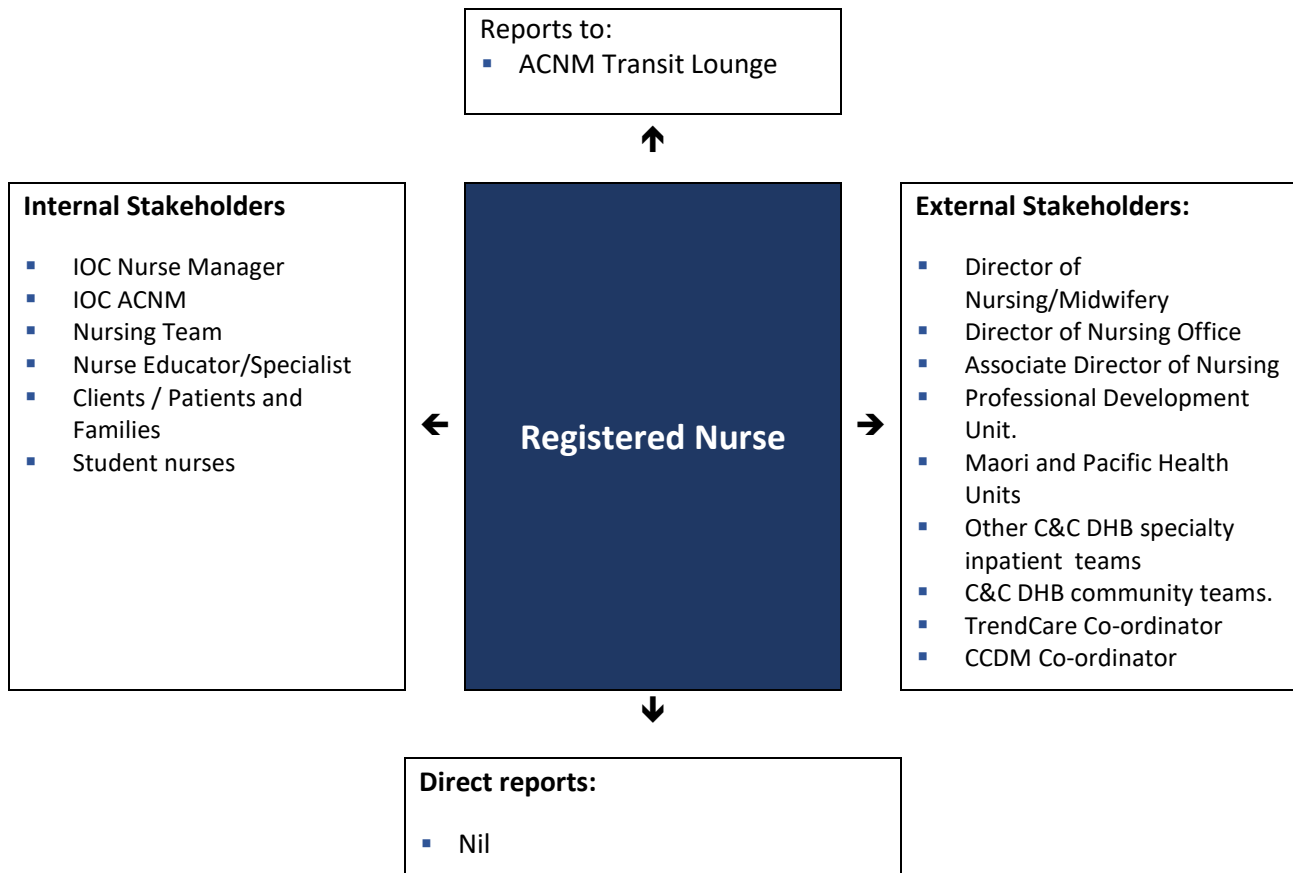
NCNZ Competency	PDRP Competent level Performance Indicator/Measure	PDRP Proficient level Performance Indicator/measure	PDRP Expert level Performance Indicator/Measure
4.1 Collaborates and participates with colleagues and members of the health care team to facilitate and coordinate care.	Describe how you collaborate with senior nurses and the MDT to facilitate and coordinate care	Describe how you provide guidance and support to students, junior colleagues and new members of staff or marked assignment from C&C DHB preceptor course included in portfolio.	Describe how you collaborate or consult with the MDT to develop new policies or procedures or change the way care is delivered <u>OR</u> provide examples of your strategic collaboration with other Directorates and/or Health Care Providers to deliver care.
4.2 Recognises and values the roles and skills of all member of the health care team in the delivery of care.	Give an example of how and why you referred your patient to a member of the MDT	Describe a clinical issue that you could not resolve and your collaboration with a non-nursing colleague or member of the MDT to resolve it.	Describe a range of community support services and resources that you refer patients / clients to <u>OR</u> evidence of your leadership in MDT groups/meetings around the delivery of care.

NCNZ Competency	PDRP Competent level Performance Indicator/Measure	PDRP Proficient level Performance Indicator/measure	PDRP Expert level Performance Indicator/Measure
4.3 Participates in quality improvement activities to monitor and improve standards of nursing.	Explain why participation in quality improvement processes is important and give an example of one that you have participated in.	Give an example of a quality initiative that you have participated in and describe the change it made to nursing practice or service delivery. Examples to support evidence may be included separately in portfolio if desired	Give an example of two quality initiative or innovation you have led and describe the changes they made to nursing practice or service delivery. Examples must be included separately in portfolio

In addition to meeting the above requirements, the RN will satisfy the requirements of the following

<i>Key Accountability</i>	<i>Deliverables / Outcomes</i>	<i>Key Performance Indicators/Measures</i>
Occupational Health & Safety	<ul style="list-style-type: none"> Complies with responsibilities under the Health & Safety in Employment Act 2015 	<ul style="list-style-type: none"> Has read and understood the Health & Safety policy and procedures. Actively supports and complies with Health & 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.

Experience and Capability

A. Knowledge, Skills & Experience:

- Minimum of 2 years post graduate experience
- Medical and surgical experience would be ideal

Essential qualifications:

- Registration with the Nursing Council of New Zealand as a Registered Nurse.
- A current practising certificate
- Current New Zealand work VISA

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

- Respect and collaboration in practice
- Delivering an exemplary standard of care
- Leading profession and service delivery
- Active involvement in decision making
- Working inter-professionally with others
- Working within existing resources
- Practice informed by research evidence
- Innovation
- Thinking critically
- Active involvement in the professional development pathway
- Working effectively with the community

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.