

Position Description	
Employment Agreement:	DHB's/NZNO Nursing and Midwifery Multi-Employer Collective Agreement <b>OR</b> New Zealand (except Auckland Region) DHB's/PSA Mental Health & Public Health Nursing Multi-Employer Collective Agreement
Position Title:	<b>Patient Safety Coordinator</b>
Service & Directorate:	Patient Safety & Risk, Quality & Clinical Governance Solutions
Location:	Invercargill
Reports to:	<b>Patient Safety Advisor</b>
Number of direct reports:	0
Date:	November 2020

Our Vision			
Better Health, Better Lives, Whānau Ora			
<p>We work in partnership with people and communities to achieve their optimum health and wellbeing</p> <p>We seek excellence through a culture of learning, enquiry, service and caring</p>			
Our Shared Values and Behaviours			
Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
<p><b>Looking after our people:</b> We respect and support each other. Our hospitality and kindness foster better care.</p>	<p><b>Being sincere:</b> We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.</p>	<p><b>Best action:</b> We are thoughtful, bring a positive attitude and are always looking to do things better.</p>	<p><b>As family:</b> We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.</p>
Our statutory purpose			
<p>To improve, promote and protect the health of our population</p> <p>Promote the integration of health services across primary and secondary care services</p> <p>Seek the optimum arrangement for the most effective and efficient delivery of health services</p> <p>Promote effective care or support for those in need of personal health or disability support services</p> <p>Promote the inclusion and participation in society and the independence of people with disabilities</p> <p>Reduce health disparities by improving health outcomes for Māori and other population groups</p> <p>Foster community participation in health improvement and in planning for the provision of and changes to the provision of services</p> <p>Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility</p>			

**PURPOSE OF ROLE**

- Working as a champion for best practice and continuous improvement of patient safety in the organisation, maintain and develop effective training and systems to elevate the patient experience and encourage learning and information.
- Role modelling the effective collation of information and enable analysis to learn how to prevent patient harm and support the optimal experience of care.
- Be a champion for and provide co-ordination and role modelling to ensure the organisation meets the standards set out in the Health & Disability Services National Adverse Events Reporting Policy.
- Build Capability within the clinical and support staff by providing advice and training on Incident Management, Adverse Event Reviews and the use of Safety1st Integrated Risk management system.
- Partnering and working side by side, a key purpose of this role is the need to get out into the organisation to find opportunities for improvement.

**Area/Role specific requirements:**

- Centralised incident management, including monitoring, reporting and follow up of incidents, recommendations and improvement progress.
- To provide training, advice and co-ordination of self-service incident reporting, classification, open disclosure, review, recommendation implementation and the electronic risk management systems.
- Help promote a culture of patient safety that is best in class and values staff time.
- Educating and supporting teams within the organisation in patient safety initiatives and promoting excellence in clinical practice.
- Work collaboratively with other areas involved in patient safety improvement with a focus on establishment and promotion of professional standards.

**Competencies**

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

<b>Organisational Competencies</b>	
<b>Customer Focus</b>	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
<b>Integrity and Trust</b>	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 him/herself for personal gain.
<b>Drive For Results</b>	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
<b>Problem Solving</b>	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
<b>Organisational Agility</b>	Knowledgeable about how organizations work; knows how to get things done both through formal channels and the informal network; understands the origin and reasoning behind key policies, practices, and procedures; understands the cultures of organizations.
<b>Planning</b>	Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results.
<b>Interpersonal Savvy</b>	Relates well to all kinds of people, up, down, and sideways, inside and outside the organisation; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably.

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> <li>All Southern DHB staff</li> </ul>	<ul style="list-style-type: none"> <li>Patients and whānau</li> </ul>
<ul style="list-style-type: none"> <li>Clinical Governance &amp; Quality Improvement Solutions Directorate staff.</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholders</li> </ul>
<ul style="list-style-type: none"> <li>Nurse Managers / Service Managers /Midwife Managers/Unit Managers</li> </ul>	<ul style="list-style-type: none"> <li>Health Quality &amp; Safety Commission</li> </ul>
<ul style="list-style-type: none"> <li>Professional and Clinical Leads</li> </ul>	<ul style="list-style-type: none"> <li>Other DHB's</li> </ul>
<ul style="list-style-type: none"> <li>Information Systems and Reporting Teams</li> </ul>	

## PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
<b>Education and Qualifications (or equivalent level of learning)</b>	<ul style="list-style-type: none"> <li>Registered Health Professional with a Current Annual Practising Certificate.</li> </ul>	<ul style="list-style-type: none"> <li>Bachelor Degree</li> <li>Working towards or completed post-graduate qualification in quality, safety or other relevant fields.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Minimum three years' experience in clinical care delivery systems.</li> <li>Experience in effective co-ordination and role modelling of others.</li> <li>Success in collecting insights and measurement for improvement.</li> <li>Working knowledge of Adverse Event Reporting and review methods.</li> <li>Relevant experience in and knowledge of patient safety systems including improvement and clinical risk management relevant to the health sector.</li> <li>Educating others in best practice.</li> <li>Excellent communication skills: written and presentation.</li> </ul>	<ul style="list-style-type: none"> <li>Experience in Adverse Events review.</li> <li>Experience and skills in Quality Improvement data analysis and information management.</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Intermediate to advanced user in Microsoft office suite</li> </ul>	<ul style="list-style-type: none"> <li>High level of data presentation skills.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Ability to influence behavioural change and service improvement.</li> <li>Commitment to risk management and reduction.</li> <li>Commitment and personal accountability.</li> <li>Excellent interpersonal skills, including ability to work in partnership effectively with people at all levels of the organisation.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Acts with discretion, sensitivity and integrity at all times.</li> <li>• Is adaptable and flexible – open to change (positive or negative).</li> <li>• Maintains an exceptionally high level of confidentiality.</li> </ul>
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**KEY RESULT AREAS:**

Key Accountabilities:	Example of successful delivery of duties and responsibilities
<p><b>Utilise Clinical Risk Management Systems</b></p> <p>Utilise Southern DHB clinical risk management systems specifically Safety1st integrated risk management system to support patient safety activities.</p>	
<ul style="list-style-type: none"> <li>• Utilise Clinical Analysts within the Health Intelligence team to support patient safety activities</li> <li>• Analyse and present information extracted from Safety1st to inform Patient Safety Improvement prioritisation and project.</li> <li>• Undertake and/or guide specific Patient Safety improvement initiatives.</li> <li>• Uses learning from adverse events as an opportunity for staff development.</li> <li>• Collaborates with senior nursing/midwifery staff and multidisciplinary teams and supports changes to practice when indicated.</li> <li>• Encourages a culture of continuous learning and improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Input into Patient Safety Campaigns.</li> <li>• Support staff knowledge acquisition in the use of Safety1st and the use of the information in patient safety improvement</li> </ul>
<p><b>Promote Incident Management Framework</b></p> <p>Promote the incident management framework across the organisation, and identifies system improvement opportunities to support continuous improvement in patient safety</p>	
<ul style="list-style-type: none"> <li>• Act as a resource for all staff in the application of incident management processes and guidelines.</li> <li>• In collaboration with the directorates and relevant services support and facilitate the identification, classification, and implementation of the identified recommendations that result from the review of incidents.</li> <li>• Identify opportunities for, and participate in, clinical audit as needed</li> </ul>	<ul style="list-style-type: none"> <li>• Staff have a good level of knowledge in entering incidents on Safety1st systems, SAC scoring and undertaking reviews utilising appropriate methods.</li> <li>• The learning from these incidents are proactively taken, measureable and shared across relevant teams and the organisation for continuous improvement.</li> </ul>
<p><b>Shows effective leadership with a patient safety improvement focus</b></p> <p>As part of the wider patient safety team participate/ lead specific programs within the organisation on patient safety</p>	
<ul style="list-style-type: none"> <li>• Is responsible for the facilitation and/or delivery of regular relevant education and support sessions for different clinical staff which are based on patient safety priorities</li> <li>• Communicates and collaborates with Multidisciplinary Teams to identify education</li> </ul>	<ul style="list-style-type: none"> <li>• Quality Improvement process used to determine practice development needs.</li> <li>• Able to determine and respond to needs of different groups within the workforce whilst delivering education</li> </ul>

<p>needs and practice requirements related to Patient Safety/ Quality Framework/ Service Level Accountability Framework.</p> <ul style="list-style-type: none"> <li>• Contributes to system change to improve health outcomes through evidence-based practice e.g. Critically Unwell patient work stream, with facilitation of key improvements e.g. Goals of Care</li> </ul>	<ul style="list-style-type: none"> <li>• Actively participating in key programs e.g. Critically Unwell patient, that then inform improvement initiatives</li> </ul>
<p><b>Team Membership</b> Actively contribute to and support the Quality and Patient Safety Team</p>	
<ul style="list-style-type: none"> <li>• Maintain a collaborative effective working relationship with the Patient Safety Team across the District.</li> <li>• Maintain awareness of the whole team’s work plan/activity.</li> <li>• Undertake and contribute to projects for Quality &amp; Patient Safety team as required.</li> <li>• Support and actively participate in the activities and functions of the Quality and Patient Safety Team.</li> <li>• Work as a member of the wider Quality &amp; Patient Safety team by actively supporting and contributing to the overall work plan as required.</li> </ul>	<ul style="list-style-type: none"> <li>• District wide processes are maintained.</li> <li>• Attend and positively contribute to team forums.</li> <li>• Undertakes work &amp;/or projects for the wider team as required.</li> </ul>
<p><b>Other Duties</b></p>	
<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p>	<ul style="list-style-type: none"> <li>• You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.</li> <li>• You produce work that complies with SDHB processes and reflects best practice.</li> <li>• Research undertaken is robust and well considered.</li> </ul>
<p><b>Professional Development – self</b></p>	
<p>Identifying areas for personal and professional development.</p> <p>Maintains own clinical competence and develops own portfolio demonstrating a commitment to self-development.</p> <p>Networks nationally and internationally and keeps up to date on trends and developments within role requirement.</p>	<ul style="list-style-type: none"> <li>• Training and development goals are identified/agreed with your manager.</li> <li>• Performance objectives reviewed annual with your manager.</li> <li>• You actively seek feedback and accept constructive criticism.</li> </ul>
<p><b>Health, Safety and Wellbeing</b></p>	
<p>Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB’s Health, Safety and Wellbeing policies, procedures and systems.</p>	<ul style="list-style-type: none"> <li>• You understand and consistently meet your obligations under Southern DHB’s Health and Safety policy/procedures.</li> <li>• You actively encourage and challenge your peers to work in a safe manner.</li> <li>• Effort is made to strive for best practice in Health and Safety at all times.</li> </ul>

**Te Tiriti o Waitangi**

<p>The principles of Te Tiriti, as articulated by the courts and the Waitangi Tribunal, underpin the Ministry’s commitment to Te Tiriti. Tino rangatiratanga, Equity, Active protection, Options and Partnership will guide your interaction with others on a day to day basis.</p>	<ul style="list-style-type: none"> <li>• <i>Tino rangatiratanga</i> - Providing for Māori self-determination and mana motuhake in the design, delivery and monitoring of health and disability services.</li> <li>• <i>Equity</i> - Being committed to achieving equitable health outcomes for Māori.</li> <li>• <i>Active protection</i> - Acting to the fullest extent practicable to achieve equitable health outcomes for Māori. This includes ensuring that the Crown, its agents and its Treaty partner under Te Tiriti are well informed on the extent, and nature, of both Māori health outcomes and efforts to achieve Māori health equity.</li> <li>• <i>Options</i> - Providing for and properly resourcing kaupapa Māori health and disability services. Furthermore, the Crown is obliged to ensure that all health and disability services are provided in a culturally appropriate way that recognises and supports the expression of hauora Māori models of care.</li> <li>• <i>Partnership</i> - Working in partnership with Māori in the governance, design, delivery and monitoring of health and disability services – Māori must be co-designers, with the Crown, of the primary health system for Māori.</li> </ul>
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**CHANGES TO POSITION DESCRIPTION**

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

..... Date

..... Date

**For Job Evaluation Purposes:** (As per the current Southern DHB Delegation of Authority Policy)

Number of direct reports: **0**  
 Southern DHB Delegation of authority (level 1 – 5) : **N/A**

**Staff Authority**

Authority to engage, promote, discipline and dismiss staff

No authority **YES / NO**  
 Authority to engage, promote, discipline/dismiss direct reports with consultation of manager: **YES / NO**

Ultimate authority, engage, promote, discipline and dismiss staff at any level below his/her own: YES / **NO**

### Contractual Authority

Authority to enter into agreements or contracts on behalf of the Southern DHB

- Limited: YES / NO
- Long term \$1.5 to \$3 million YES / NO
- Long term in excess \$3 to \$7.5 million YES / NO

### Work Complexity

Most challenging duties typically undertaken or most complex problems solved:

- Working within services and across the organisation facilitating patient safety improvement
- Working with Safety1st data to understand the detail, and reflect it organisationally in a way that is easily understood
- Participation, facilitation and lead of adverse event reviews

### Freedom To Act

Guidelines available to assist job holder to make decisions e.g. policy documents, standard procedures. This factor assesses the extent to which the role is supervised and/or monitored as well as the amount of guidance available

- Determines strategies relevant to programs of work, inputting into the wider patient safety team and leading some areas within portfolio
- Works with the wider Patient Safety team, and Patient Safety and Risk groups for sign off on key initiatives

### Financial Responsibilities

- Controls a budget Y/N
- Maximum that may be spent without reference to manager \_\_\_\_\_
- Jobholder can spend unbudgeted capital Y/N. Amount \_\_\_\_\_
- Jobholder is responsible for committing the organisation to long-term contracts Y/N
- Jobholder signs correspondence for Company Y/N