

## POSITION DESCRIPTION

**Position:** Rural Hospital Medicine Specialist

**Responsible to:** Operational - Service Manager Emergency Department  
Professional – Clinical Director ED & Medical

**Location:** Rotorua & Taupō (Taupo.)

**Functional relationships:**

<b>Internal:</b> Clinical Director, Medical Colleagues Quality Co-ordinator CNM Nursing Staff Allied Health Staff Administration Team Laboratory Staff Radiology Staff ART Te Oranga-Taupo Based Maori Health Service NASC CATT Team Community Nurse Specialists General Practitioners St John Ambulance External Providers	<b>External:</b> General Practitioners External Providers
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**SECTION ONE:**  
**Employment Status:** Full time – Permanent  
40 hours per week  
(may be amended by way of job sizing schedules)

**Financial delegations:** Nil

**Direct Reports/ Staff Delegations:** Nil

**Date:** July 2022

### WEEKLY TIMETABLE

Scheduled shifts as per published roster.

### VARIATION TO JOB DESCRIPTIONS

Job descriptions shall be varied from time to time to record any agreed changes to rosters and staffing levels.

### Primary purpose(s) of the position

1. To provide high quality specialist medical assessment, advice, and treatment to ED, inpatient, and outpatients at Taupo hospital following a Rural Hospital Medicine model of care.
2. To provide professional, clinical leadership within the Emergency Department and inpatient unit.
3. To work within the organisation and with all other referring agencies including General Practitioners to provide advice and collegial support so that all health resources are effectively and efficiently coordinated/managed to ensure quality patient care.
4. To provide education and advice for Taupo Hospital based staff and GPs as required.

Key Objectives	Description	Expected Outcomes
<b>Clinical Service</b>	Delivery of quality evidenced based medical management within service contracts and budget.	<ul style="list-style-type: none"><li>• Provide a comprehensive rural hospital medical service to the local community in keeping with the facilities and resources available at Taupo Hospital.</li><li>• Responsibility for overseeing, co-ordinating and personally providing effective, clinically appropriate and safe assessment and treatment, including clinical documentation of patients presenting to the Taupo Hospital Emergency Department (level 2).</li><li>• Provide inpatient care including daily ward rounds in partnership with the general medicine physician.</li><li>• Provide outpatient services as defined by individual credentialed scope of practice.</li><li>• Meet the professional standards of practice set by the DRHM, RNZCGP, ministry of health, and HDC.</li><li>• Assist the organisation in meeting its MOH Health Targets, including the maximum 6 hour ED waiting time target.</li><li>• Evidenced based practice is encouraged as the basis of sound clinical practice.</li><li>• Effective communication, including referral and liaison with staff at other hospitals or community medical and nursing staff to arrange on-going investigation, treatment or care of patients.</li><li>• Outpatient services will be provided by Lakes DHB clinicians and visiting specialists.</li><li>• Patients requiring secondary services will be referred to Rotorua Hospital and those requiring Tertiary services will be referred to Waikato Hospital or other appropriate tertiary facility.</li><li>• Emergency cover will be provided to the primary Taupo Maternity Unit.</li><li>• Participates and adheres to the LDHB Major Incident Response Plan (MIR Plan) as appropriate and when enacted, including leading the unit specific Emergency Department plan when required.</li><li>• Supports the delivery of patient and family focused care in accordance with relevant</li></ul>

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legislation and standards documented by professional bodies and Lakes DHB.

- Participate in a flexible system of rostering and allocation of annual leave with a 6 monthly annual leave plan, which meets service requirements and the terms of all the employment agreements and officially agreed variations.
- Familiarize and utilize and/or develop any/all patient care pathways, care guidelines, protocols as approved by Lakes DHB.
- The SMO is based at Taupo however there will be an expectation that the SMO will also be available to do clinical training and skills maintenance sessions at Rotorua at least twice per year, in addition to orientation at the commencement of service. At least 6 weeks notice of this requirement will be given and hospital transport provided.
- Leave will be booked in accordance with Lakes DHB policy and any last minute changes to the published roster must be approved by the Service Manager.
- The RHMS will, in the event of a civil emergency carry out such other duties as Lakes DHB may require

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**Inpatient Service**

- Admit and manage appropriate patients under their direct care, in consultation with the on-site physician when on As required, direct the assessment, investigation and treatment appropriate to each patient. Close liaison with multidisciplinary team is required to ensure continuity of care.
- Discuss patients with the appropriate team according to clinical need and location.
- Ensure that criteria set for admission and discharge are met.
- Implement departmental policies and guidelines where clinically appropriate.
- Attend as appropriate to any enquiries and complaints from Patients relatives, staff or management.
- Provide medical reports to the Coroner, Police, Ministry of Transport and legal profession as required and to attend to other requirements when requested by appropriate officers working in accordance with appropriate legislation.

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**Outpatient**

The RHMS will provide outpatient services within their scope of practice and credentialing in conjunction with primary, secondary and tertiary providers.

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**Emergency  
Medicine**

- The RHMS, supported by Rotorua based specialists, will run a comprehensive Level 2 emergency department providing cover at all times. Care will include initial resuscitation and stabilisation prior to transfer when clinically indicated.

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**Documentation**

- The RHMS will use electronic note keeping and discharge summaries, provide reports, complete standard inpatient documentation and record data as required. Reports on patients will be completed and made available promptly to referring practitioners. Reading and sign-off of electronic investigation reports (Labs and Radiology) will be completed as per Lakes DHB policy.

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**Networking  
and Liaison**

- The RHMS will provide supervision and education as required for any RHM trainees assigned or rostered according to training needs and RHM syllabus.
- The RHMS will participate in a comprehensive Health service and will participate in necessary meetings important for the identification of health problems.
- As appropriate the RHMS will consult with other health professionals in respect to the care of patients, and will encourage and participate in multidisciplinary team meetings discussing the care and treatment of patients.
- The RHMS is also expected to maintain close liaison with the General Practice and Primary Health Care teams
- The RHMS recognises and accepts that the hospital will be required to meet certain performance targets and will co-operate with Lakes DHB in working towards compliance with these targets.

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**Education and  
Professional  
Development** Supports and facilitates education and professional development to provide quality medical patient management

- The RHMS will keep abreast of relevant literature in respect of clinical matters, medical management topics, including quality assurance and clinical audit.
  - CME will be undertaken in accordance with Lakes DHB CME Guidelines.
  - Participate in the SMO Annual Review Process.
  - The RHMS will possess or develop appropriate computer skills required to perform their duties.
  - The RHMS may undertake research during non-clinical hours as time permits. Any research undertaken or involvement in therapeutic trials must have the formal approval of the Lakes DHB's Research Ethics Committee and shall be in accordance with the protocol of that committee.
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<b>Own Professional Development and Research</b>	Assumes responsibility for own professional development	<ul style="list-style-type: none"> <li>• Progress reports will be made to the DHB's Research Ethics Committee.</li> <li>• In addition to his/her role in the continuing medical education of colleagues, the SMO will keep up to date with relevant literature in respect of clinical matters, medical management topics, including quality assurance and medical audit.</li> <li>• As appropriate, and as approved by the Clinical Director, the SMO will attend Conferences on relevant topics both in New Zealand and overseas, and will attend local post-graduate medical meetings; in respect of such meetings and Conferences, the SMO will report to his colleagues and thereby share – with them the information and knowledge obtained.</li> <li>• The SMO will develop with appropriate management support to the best of their ability computer literacy to enable the SMO to best utilise modern technology.</li> </ul>
<b>Utilisation of Telehealth</b>	Provision of patient centric care which will give patients the option of telephone or video appointments where there is no need for an in-person appointment.	<ul style="list-style-type: none"> <li>• Service provision is in line with the New Zealand Health Strategy and the NZ Medical Council guidelines to provide care “closer to home”</li> <li>• Advise patients in the use of telemonitoring devices (where appropriate) and provide follow-up care to prevent unnecessary hospital admissions</li> </ul>
<b>General</b>	The effectiveness with which the RHMS has performed the job functions set out herein shall be measured with reference to	<ul style="list-style-type: none"> <li>• The quality of medical services provided by the RHMS taking into account: <ul style="list-style-type: none"> <li>○ The effectiveness with which they have carried out their regular duties and responsibilities as outlined in this job description.</li> <li>○ The quality of the advice offered and the co-operation given to the Employer and their colleagues in achieving high standards of service for the patients of the hospital.</li> <li>○ Professional skills as measured by special, peer review and quality audits.</li> <li>○ The number of justified complaints (if any) received by the employer in respect of the performance of the RHMS.</li> <li>○ Adherence to the policy of the employer in relation to patient's rights and cultural sensitivity.</li> <li>○ The adherence to budget constraints where they are clearly shown to be within their control and responsibility.</li> </ul> </li> <li>• The quality of the relationships developed with specialists, colleagues, management and other staff of the employer taking into account:</li> </ul>

- The level of co-operation between the RHMS and other SMOs, service management and all other staff of the employer.
- Participation in the formulation of clinical plans, protocols and guidelines.
- The completion of hospital documentation in an accurate and timely manner.

Capabilities	Capability definition	Achievement Indicators
<b>Communication and Personal Interaction</b>  <b>Te Ringa Hora</b>  <i>the open hand (denoting someone who is sociable)</i>	<p>Communicates relevant information in a timely manner to those who need to know at a level that is understood.</p> <p>Fosters a team environment and encourages collaboration between team and departments within the DHB.</p> <p>Connects with people to build trust and confidence.</p>	<ul style="list-style-type: none"> <li>● Transfers information effectively, verbally and writes clearly, coherently and succinctly.</li> <li>● Builds team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the team's success.</li> <li>● Maintains and promotes high standards of social, ethical and organisational norm</li> <li>● Articulates differing perspectives on a problem and can see the merit of alternative points of view</li> <li>● Works with other managers and teams to streamline processes for the best efficiency for both teams</li> <li>● Provides staff who have concerns about another team process a different point of view to consider.</li> <li>● Connects with others, listens, reads people and situations and communicates tactfully</li> <li>● Gets to know their team members and treats them with respect, valuing their individuality and contributions</li> </ul>
<b>Strategy &amp; Performance</b>  <b>Te Ringa Raupā</b>  <i>the roughened hand (symbolising a hard worker)</i>	<p>Delegates appropriately within team utilising individual skills to achieve results.</p> <p>Understands the unit requirements and the implications of the units achievements on the overall service delivery.</p>	<ul style="list-style-type: none"> <li>● Understands individual's strengths and weaknesses to utilise or increase skills for those individuals.</li> <li>● Assigns and sub delegates staff to teams to allow for development and succession planning</li> <li>● Ensures decision making complies with organisational strategies</li> <li>● Recognises decisions made within the unit affect overall results of the service and the DHB</li> <li>● Works with the service manager to maximise efficiency</li> </ul>
<b>Development and Change</b>  <b>Te Ringa Ahuahu</b>  <i>the hand that shapes or fashions something (refers to someone who is innovative)</i>	<p>Works to include staff in change minimising barriers to implementation.</p>	<ul style="list-style-type: none"> <li>● Questions traditional way of doing things when choosing course of action or finds new combinations of old elements to form an innovative solution</li> <li>● Continuously strives for new work processes that will result in greater effectiveness and efficiencies</li> <li>● Openly broaches concern with staff from the outset asking for their ideas and input</li> <li>● Seeks opportunity to improve performance and seeks feedback to measure and improve</li> <li>● Encourages staff participation in possible solution process</li> <li>● Allows staff input to possible solutions to concern</li> <li>● Gives careful consideration to staff ideas and offers alterations to suggestions where necessary</li> </ul>

	Articulates decisions and reasoning behind change to enable buy-in to results.	<ul style="list-style-type: none"> <li>Develops an informative response to the team including trends, data, process, and benefits of the decided process change.</li> <li>Allows feedback to the decision to enable “tinkering” to be made where appropriate</li> </ul>
<b>Personal Accountability</b> <b>Te Ringa Tōmau</b> <i>the hand that is trustworthy</i>	<p>Makes decisions based on facts and without personal bias.</p> <p>Engages with mentors and supervisors for personal skill development.</p> <p>Plans, prioritises and organises work to deliver on short and long term.</p>	<ul style="list-style-type: none"> <li>Is proactive and effective when problem solving is required</li> <li>Engages with staff member/mangers/multidisciplinary team when concerns are raised to best understand their point of view</li> <li>Appropriately investigates the concern looking trends, situation, practices</li> <li>Critically examines repeatable risk factors</li> <li>Is constantly striving to acquire and maintain knowledge, skills and or /experience</li> <li>Demonstrates a commitment to and takes responsibility for ongoing professional development</li> <li>Develops an informative response to those who have raised the concern</li> <li>Purposeful about where time is invested</li> <li>Delivers relevant results within expected timeframes</li> </ul>
<b>Culture and Values</b> <b>Te Ringa Taurima</b> <i>the hand that nurtures, encourages, supports</i>	Encourages and promotes DHB values and expectations.	<ul style="list-style-type: none"> <li>Role models expected behaviours and practices</li> <li>Treats staff, patients, visitors with dignity and respect</li> <li>Uses appropriate empathy to gain organisational objectives</li> <li>Is solution focussed</li> </ul>
<b>Compulsory Requirements</b>	Description	Expected Outcomes
<b>Māori Health</b>	Māori philosophies and values of health are demonstrated in work practice.	<ul style="list-style-type: none"> <li>Meaningful relationships are established with Te Aka Matua (Rotorua and Taupo Hospitals) and Te Whatu Ora Lakes Maori Health division in the planning and delivery of services.</li> <li>Practices are consistent with Te Tiriti o Waitangi /The Treaty of Waitangi when working with Māori.</li> <li>Delivery of safe services for Māori are facilitated by ensuring they can access treatment options and are involved in the planning and delivery of their care.</li> <li>Māori are enabled to access and participate in cultural activities provided by the Te Whatu Ora Lakes.</li> <li>A commitment to improving the wellbeing of Māori by increasing cultural knowledge in the Te Whatu Ora Lakes is shown.</li> </ul>
<b>Te Iti Kahurangi</b>	The Lakes Way, Our Place Our Culture	<ul style="list-style-type: none"> <li>Works within the Te Iti Kahurangi framework and supporting guide document.</li> </ul>
<b>Record Keeping</b>		<ul style="list-style-type: none"> <li>Complies with the Te Whatu Ora Lakes Corporate Records Management policy to create and maintain full and accurate records.</li> </ul>
<b>Quality &amp; Risk</b>	Patient safety is paramount to the service we deliver at Te Whatu Ora Lakes. This is to be achieved in a clinical governance framework that is culturally responsive and identifies	<ul style="list-style-type: none"> <li>Employees are supported to lead by example and implement a culture of continuous quality improvement.</li> <li>Risks that may prevent Te Whatu Ora Lakes from achieving their goals are identified, reported, and managed.</li> <li>Māori patients are provided patient-centred care to achieve positive Māori health outcomes.</li> </ul>

and manages risk and opportunities to improve.

- Needs of Māori are reviewed and reported in the further development of practice, process and or policy.
- Evidence-based methodologies are used to support improvements, e.g. kaupapa Māori methodology.
- Quality care is provided to certification standards.

**Health & Safety**

Each individual is responsible for ensuring the safety of themselves, their colleagues, patients and their visitors and to comply with all organisational health and safety policies, procedures and guidelines.

- Implementation and reinforcement of a proactive healthy work place culture which reflects relevant Te Whatu Ora Lakes policy and legislative requirements.
- Healthy lifestyles are actively promoted and participated in, within the work area.
- Employees participate in Health and Safety within areas of work.
- Health and Safety activities are appropriately documented within specified timeframes.
- Health and Safety policies have been read and understood and are applied in the workplace.
- Health and Safety policies are appropriately documented within specified timeframes and incidents are reported immediately.
- Any opportunities for improving Health and Safety are reported and acted upon in a timely manner.
- All near misses/incident/accidents are reported to the appropriate line manager within 24 hours.

**Signatures:**

Line Manager:  
(position description approved): \_\_\_\_\_

Employee:  
(acceptance of position description): \_\_\_\_\_

*(Please also initial all other pages to show acceptance of position description.)*

Person Specification	Essential:	Desirable:
<b>Education and Qualifications:</b>	<ul style="list-style-type: none"> <li>• Qualified in Rural Hospital Medicine and hold a FDRHMNZ.</li> <li>• A NZ registered medical practitioner</li> <li>• Current NZ Annual Practicing Certificate (APC)</li> <li>• Hold Medical Defence Insurance</li> <li>• Hold Current Drivers Licence</li> <li>• Has a high level of conversational and written English.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Experience in Emergency Medicine</li> <li>• Experience in Rural Hospital Medicine</li> <li>• Evidence of Continuing Medical Education and Professional Development</li> <li>• Involvement with Quality Assurance or Continuous Improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Hold Current Neonatal Life Support certification</li> <li>• Ability to work and contribute in terms of fair and equitable workload, particularly in terms of providing cover for scheduled leave to your team.</li> <li>• Proven professional and clinical credibility.</li> <li>• Proven commitment to provision of quality medical care.</li> </ul>



	<ul style="list-style-type: none"> <li>• Involvement in programmes including audit programmes and peer review</li> <li>• Has keyboard skill sufficient to complete the duties outlined in this position description</li> </ul>	<ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills.</li> <li>• Ability to function as a multidisciplinary team member.</li> <li>• Role model including being a non smoker.</li> <li>• Demonstrates cultural safety in practice.</li> <li>•</li> <li>•</li> </ul>
<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>• Te Tiriti O Waitangi in the provision of health care services and support to Māori.</li> <li>• Te Tiriti O Waitangi in practice, process, policy development and decision making.</li> <li>• Te Whatu Ora Lakes is a Reorua organisation knowledge and understanding of Te Reo/ Correct pronunciation.</li> </ul>	
<b>Skills:</b>	<ul style="list-style-type: none"> <li>• Pronunciation of Te Reo Māori words and names</li> <li>• Excellent communication and interpersonal skills.</li> <li>• Ability to function as a multidisciplinary team member.</li> <li>• Proven skills as educator and role model including non smoker.</li> <li>• Demonstrates cultural safety in practice.</li> <li>• Demonstrated commitment to own professional development.</li> <li>• Ability to meet defined timeframes and to be self directed.</li> <li>• Evidence of functioning as a professional leader.</li> <li>• Leadership skills.</li> <li>• Innovative and acts as pro-active change agent.</li> <li>• Has keyboard skills and is computer literate.</li> <li>• Has good command of conversational and written English.</li> <li>• Acts as professional resource for management.</li> <li>• Demonstrated commitment to own professional development.</li> <li>• Ability to meet defined timeframes and to be self directed.</li> <li>• Evidence of functioning as a professional leader.</li> <li>• Management skills.</li> </ul>	Te Reo Māori

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- Innovative and acts as pro-active change agent

**Personal Attributes:**

- Commitment to the provision of quality patient care.
  - Excellent communication and interpersonal skills.
  - Skills as an educator and role model.
  - Demonstrates cultural safety in the practice setting.
  - Attributes in managing busy/stressful workloads in a planned and co-ordinated manner
  - Commitment to own professional development.
- Non-smoker preferred.
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## ABOUT TE WHATU ORA LAKES

At Te Whatu Ora Lakes we place the highest value on the health and wellbeing of everyone in our community. As such all healthcare workers are expected to play a part in the creation and promotion of an environment which lives the following vision, mission and values:

### VISION

Healthy Communities – Mauriora! In this vision Mauriora refers to the Mauri - being the life essence and the source of well being, and ora - describing the state of wellness.

### STRATEGIC MISSION



- Achieve equity in Māori health
- Build an Integrated health system
- Strengthen people, whanau & community wellbeing

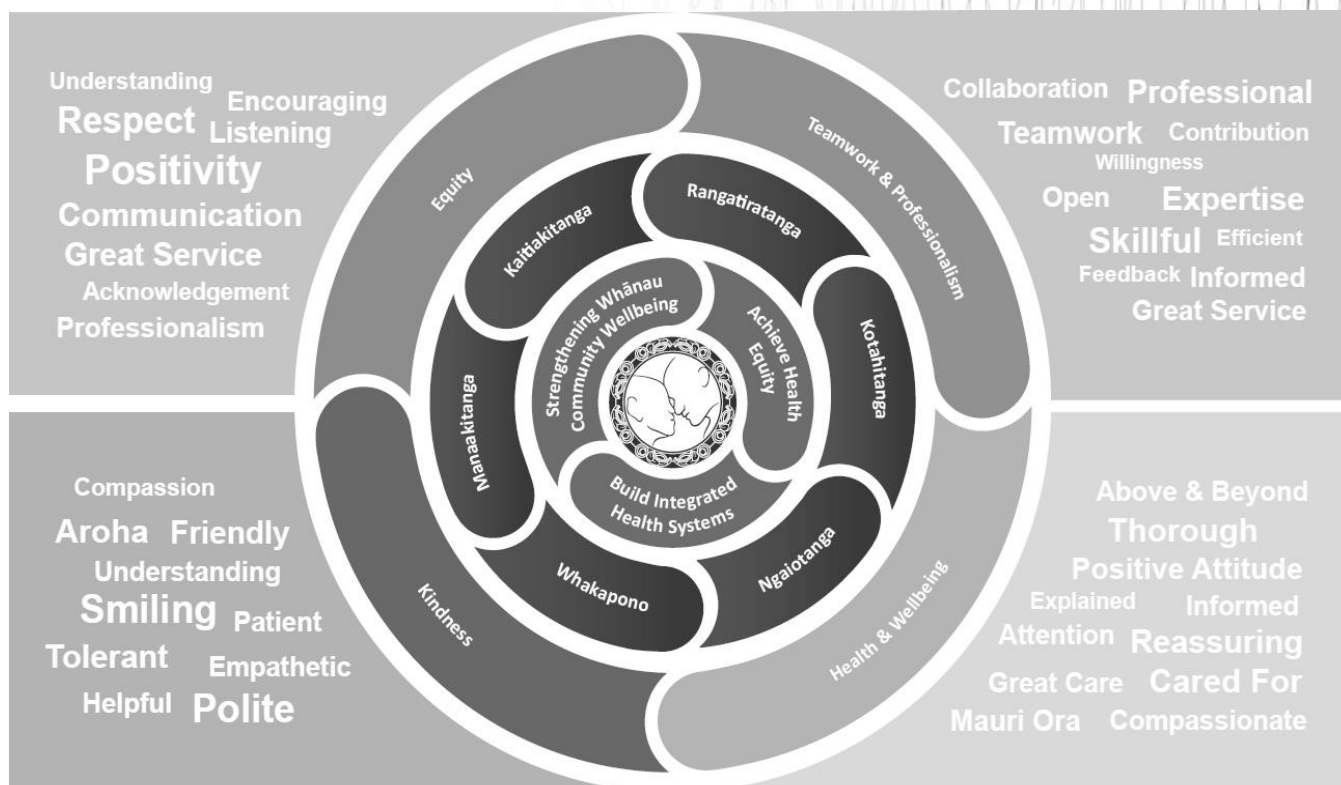
### THREE CORE VALUES

Manaakitanga respect and acknowledgment of each other's intrinsic value and contribution

Integrity truthfully and consistently acting collectively for the common good

Accountability collective and individual ownership for clinical and financial outcomes and sustainability

### TE ITI KAHURANGI – THE LAKES WAY, OUR PLACE, OUR CULTURE – WE WILL



## TE TIRITI O WAITANGI

### Our expression of Te Tiriti o Waitangi

The text of Te Tiriti, including the preamble and the three articles, along with the Ritenga Māori declaration, are the enduring foundation of our approach to achieving health and independence. Based on these foundations, we will strive to achieve the following four goals, each expressed in terms of mana.

### Mana whakahaere

Effective and appropriate kaitiakitanga and stewardship over the health and disability system. Mana whakahaere is the exercise of control in accordance with tikanga, kaupapa and kawa Māori. This goes beyond the management of assets and resources and towards enabling Māori aspirations for health and independence.

### 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 tangata

Achieving equity in health and disability outcomes for Māori, enhancing the mana of people across their life course and contributing to the overall health and wellbeing of Māori.

### Mana Māori

Enabling Ritenga Māori (Māori customary rituals), which are framed by te ao Māori (the Māori world), enacted through tikanga Māori (Māori philosophy and customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

Te Whatu Ora Lakes is committed within the framework of the New Zealand Public Health and Disability Act (2000) to supporting the Crown's commitment to upholding its Tiriti promises.

## ORGANISATION STRUCTURE

# Te Whatu Ora

## Health New Zealand

Lakes

