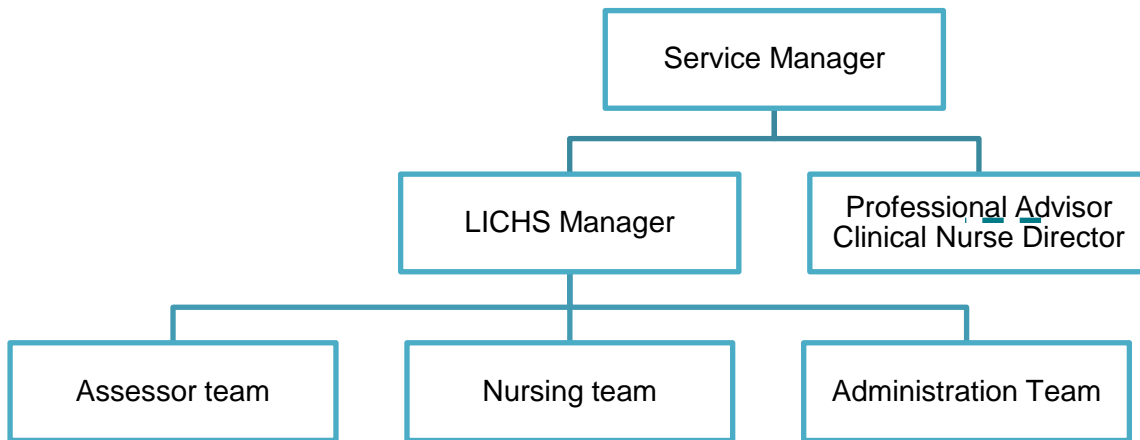


POSITION DESCRIPTION

Position	Complex Discharge Coordinator	Direct Reports	Nil
Responsible To	LICHS Manager	Location	Rotorua and Taupō
Financial Delegations	Nil	Date	
Relationships Internal	Nursing Staff Medical Staff Allied Health Staff Administration Staff Duty Managers Maori Health Teams Multi-Disciplinary Teams Clinical Nurse Educators Clinical Nurse Specialists Clinical Nurse Directors Other Departments	Relationships External	Clients / Patients Family, Whanau, Caregivers Community Agencies Other Health Providers Social Services



1. Primary Purpose(s) of the Position

The Complex Discharge Coordinator’s (CDC) primary role is to facilitate and coordinate safe and timely patient flow of complex patients from the point of acceptance into the service through to discharge. The role requires effective interdisciplinary communication and collaboration with patients, family/whānau, Te Whatu Ora Taranaki internal staff and external organisations.

The position will ensure that patients who are deemed complex in nature receive timely, coordinated and proactive clinical interventions and robust discharge planning in order to facilitate efficient and patient-centred discharges. The role will include coordination of patient care across the continuum from pre-hospital admission to discharge from hospital services.

The role will deliver and ensure a high quality, patient focussed service with a strong emphasis on efficient, high quality and cost-effective patient pathways, decreasing length of stay, optimal bed utilisation and effective discharging before 11am. The role requires a significant coordination component including facilitation of management plans and multidisciplinary meetings.

Key Objectives	Expected Outcomes
<p>Nursing Practice</p> <p>The Registered Nurse provides safe effective client care using professional knowledge and skills in accordance with the Registered Nurse Scope of Practice and Nursing Council of New Zealand competency requirements.</p>	<ul style="list-style-type: none"> • Demonstrates continuing achievement of competencies within the four domains for a Registered Nurse with Nursing Council of New Zealand (NCNZ): http://www.nursingcouncil.org.nz/content/download/263/1205/file/Nursing%20comp%20for%20RN.pdf <ul style="list-style-type: none"> ○ Professional Responsibility; ○ Management of nursing care; ○ Interpersonal relationships; ○ Inter-professional health care and quality improvement. • Maintains NCNZ requirements of an annual practicing certificate. • Meets the orientation and ongoing knowledge and skill requirements for relevant clinical areas. • Maintains currency in organisational core certification as relevant to the clinical area. • Notifies manager of any changes to scope of practice or conditions on practice (determined by NCNZ). • Complies with any specific conditions on practice as determined by NCNZ. • Maintains knowledge of and practices within the HPCA Act, code of conduct NCNZ and other governing legislation relevant to the nursing role. • Practices within Lakes guidelines, protocols and Nursing Practice Standards.
<p>Coordination of patient flow, quality of patient pathway and discharges for complex patients</p> <p>Effectively performs the Complex Care</p>	<ul style="list-style-type: none"> • Early identification of patients with complex care needs, liaising with all relevant teams • Maintains an overview of all referred complex patients for the service, including actively monitoring patient progress through the health system • Proactively plans and manages the patient's discharge needs as early as possible in the patient journey, utilising the entire patient care team • Demonstrates cultural competence and utilisation of Tikanga best practice principles • Where possible, ensures patients are optimised for treatment in order to achieve a successful clinical outcome and efficient discharge • Referrals, tests and procedures, and reporting of results are streamlined to facilitate timely discharge • Collaborates with the patient/family/whānau, internal multidisciplinary team (MDT), and external providers to develop management plans for complex patients who continue to return to the service • Accountability is transferred to the appropriate person or agency upon discharge from Te Whatu Ora Taranaki service/s • Acts as the key liaison person between services, including Taupo inpatient unit

Key Objectives



Expected Outcomes




<p>Coordinator role to ensure excellent service provision. Member of the Nursing team, contributing to collaborative team work, and individual responsibility for generating and maintaining accurate data.</p>	<ul style="list-style-type: none"> • Liaises with the MDT to facilitate accurate assessment of patient needs including reviewing the patients home set up to ensure appropriate provisions and care is in place • Communicates with the appropriate identified care agencies regarding patient discharge needs • Ensures that patients, relatives/whānau and carers are provided with information about discharge planning and that the information and timescales are fully explained, and the appropriate level of support is provided • Arranges, coordinates, and attends the regular discharge planning meetings and raise any relevant issues with the multi-disciplinary team to ensure resolution prior to discharge. • Ensures that all relevant discharge information is recorded accurately, processed on time and is communicated to the multi-disciplinary team
<p>Other Requirements</p>	<ul style="list-style-type: none"> • Lakes is required to provide 24 hour services which at times may require you to change duties or redeploy to another unit/department to ensure safe patient care. • This position description is not exhaustive and you may be requested to perform other reasonable tasks within your scope of practice.

Key Objectives

Description

Expected Outcomes

<p>Communication and Personal Interaction</p> <p>Te Ringa Hora</p>  <p><i>the open hand (denoting someone who is sociable)</i></p>	<p>Openly communicates and cooperates with all levels of DHB employees, patients and visitors.</p>	<ul style="list-style-type: none"> • Builds and maintains open respectful relationships. • Openly and constructively participates in conversations with multidisciplinary team, patients, managers and visitors. • Accepts differences of opinion can occur but these happen respectfully.
<p>Strategy & Performance</p> <p>Te Ringa Raupā</p>  <p><i>the roughened hand (symbolising a hard worker)</i></p>	<p>Spends energy on delivering role requirements and meeting objectives.</p> <p>Organises own time to deliver on required tasks and duties.</p>	<ul style="list-style-type: none"> • Has an energetic approach to work and is self-motivated. • Accepts direction and instruction of manager but is able to work effectively without direct guidance. • Maintains expected productivity in line with assigned duties.

Key Objectives	Description	Expected Outcomes
<p>Development and Change Te Ringa Ahuahu</p>  <p>Te Ringa Ahuahu</p> <p><i>the hand that shapes or fashions something (refers to someone who is innovative)</i></p>	<p>Accepts change in day to day practices and contributes to decision making of the team.</p> <p>Makes suggestions to increase efficiency of the unit.</p>	<ul style="list-style-type: none"> • Constructively makes suggestions to improve process or practices and gain efficiencies. • Demonstrates positive attitude and responsiveness to opportunities for improvement. • Is solution focused. • Undertakes and manages a specific portfolio of responsibilities as agreed with the CNM.
<p>Personal Accountability Te Ringa Tōmau</p>  <p>Te Ringa Tōmau</p> <p><i>the hand that is trustworthy</i></p>	<p>Is open with manager and colleagues and open to accepting feedback and critique to improve upon practice.</p> <p>Looks for and undertakes development activities appropriate for role and career development.</p>	<ul style="list-style-type: none"> • Offers and receives constructive critique of practice and self. • Shows respect and establishes rapport when responding to the different needs of people and practice situations. • Advises manager whenever issues may be impacting on performance. • Recognises areas that could be improved in own practice and takes action to address those needs.
<p>Culture and Values Te Ringa Taurima</p>  <p>Te Ringa Taurima</p> <p><i>the hand that nurtures, encourages, supports</i></p>	<p>Operates in line with Lakes values and expectations and professional codes of conduct.</p>	<ul style="list-style-type: none"> • Demonstrates manaakitanga, respect, integrity and accountability in every day performance. • Incorporates the Lakes Way into day to day business activities. • Demonstrates the culture and the agreed behaviours of Te iti Kahurangi. • Shows respect for patients, colleagues, managers, Multi-disciplinary team and others.

Compulsory Requirements

Expected Outcomes

Māori Health

Māori philosophies and values of health are demonstrated in work practice.

- Meaningful relationships are established with Te Aka Matua (Rotorua and Taupo Hospitals) and Lakes Maori Health division in the planning and delivery of services.
- Practices are consistent with Te Tiriti o Waitangi /The Treaty of Waitangi when working with Māori.
- 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.
- Māori are enabled to access and participate in cultural activities provided by the Lakes.
- A commitment to improving the wellbeing of Māori by increasing cultural knowledge in the Lakes is shown.

Te Iti Kahurangi

The Lakes Way, Our Place Our Culture.

- Works within the Te Iti Kahurangi framework and supporting guide document.

Record Keeping

- Complies with the Lakes Corporate Records Management policy to create and maintain full and accurate records.

Quality & Risk

Patient safety is paramount to the service we deliver at Lakes. This is to be achieved in a clinical governance framework that is culturally responsive and identifies and manages risk and opportunities to improve.

- Employees are supported to lead by example and implement a culture of continuous quality improvement.
- Risks that may prevent Lakes from achieving their goals are identified, reported, and managed.
- Māori patients are provided patient-centred care to achieve positive Māori health outcomes.
- 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 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:

Employee:

Position Description _____ Acceptance of Position Description: _____
 Approved: _____

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

Person Specification	Essential	Desirable
Education and Qualifications	<ul style="list-style-type: none"> • Registered Health professional and; • Current New Zealand Annual Practicing Certificate • Relevant Post graduate diploma or working towards • Expert PDRP (or equivalent competency) 	<ul style="list-style-type: none"> • Qualification relating to area of practice. • Current drivers' license.
Experience	<ul style="list-style-type: none"> • Minimum of four years post graduate experience in acute clinical care • Experience in previous patient coordination roles 	<ul style="list-style-type: none"> •
Knowledge	<ul style="list-style-type: none"> • Te Tiriti O Waitangi in the provision of health care services and support to Māori. • Te Tiriti O Waitangi in practice, process, policy development and decision making. • Health and Disability Code of Consumer Rights 1996 • Health Information Privacy Code 1994 • Nursing Council of New Zealand Code of Conduct 2004 • Nursing Council of New Zealand Competencies for Scope of Registered Nurse 2005 • Treaty of Waitangi Act 1975 and its application to the health setting. 	<ul style="list-style-type: none"> • Knowledge of Disability Support sector networks, Rehabilitation Sector and Maori systems and networks. • Have an awareness of Iwi and Hapu within the boundaries of region.
Skills	<ul style="list-style-type: none"> • Demonstrable understanding of and commitment to discharge planning and coordination • Excellent interpersonal and ability to engage in effective communication • Proven leadership & time management combined with adaptability and flexibility • Ability to resolve conflict • Ability to effectively engage and liaise with a multitude of 	<ul style="list-style-type: none"> •

Person Specification**Essential****Desirable**

internal and external service providers

- Excellent organisational skills regarding coordination of patient care.

Personal Attributes

- Caring and compassionate attitude towards clients, whanau and co-workers.
 - Motivated and self-directed.
 - Excellent interpersonal skills.
 - Adaptability and flexibility.
 - Prioritisation, time and workload management skills.
 - Works well within team to achieve collective outcome.
-
- Non-smoker preferred.
 - Flexibility and lateral thinking.

2. About Te Whatu Ora – Lakes

At 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 and community wellbeing.

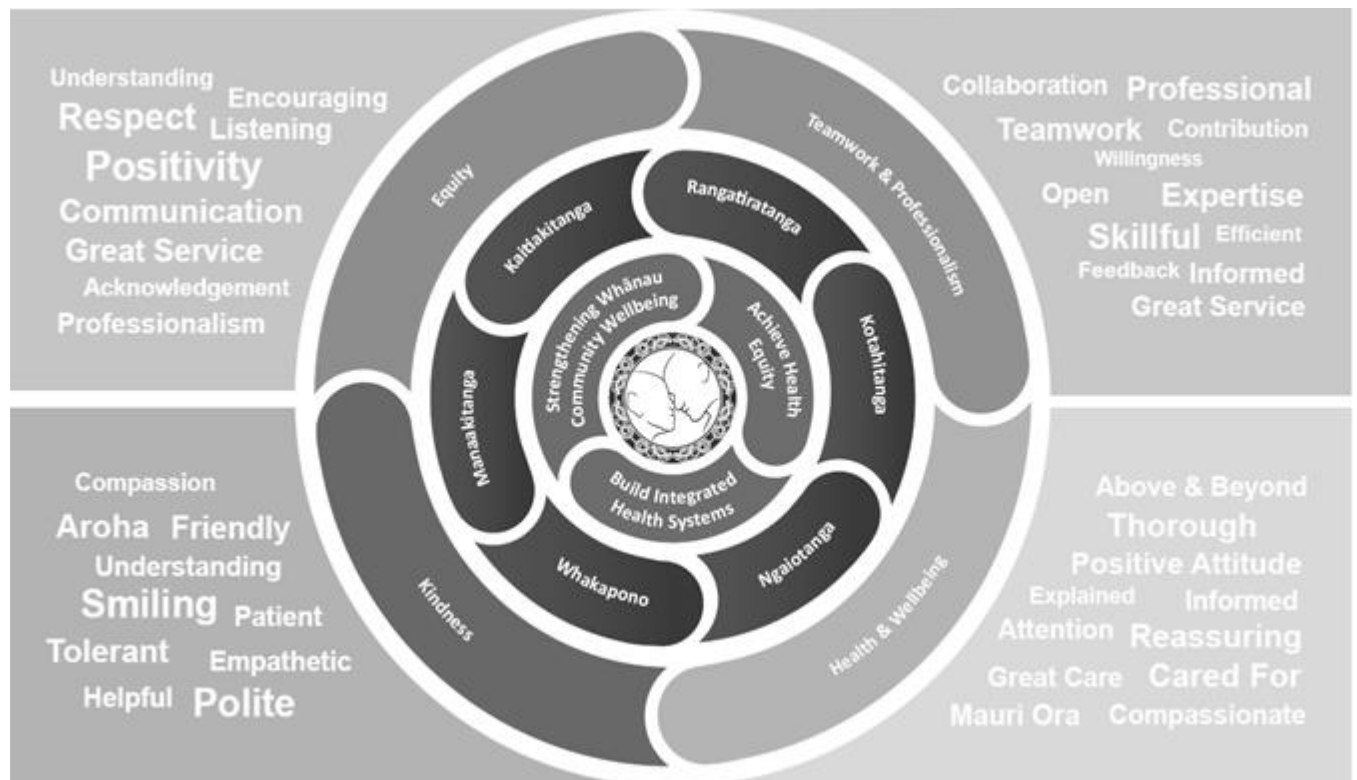
Three Core Values

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.

3. Te Iti Kahurangi – The Lakes Way, Our Place, Our Culture – We Will



4. 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).

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.