

POSITION DESCRIPTION

POSITION: Patient Road/Flight Transport Coordinator (Senior Registered Nurse)

RESPONSIBLE TO: Charge Nurse Manager, ICCU and Flight Service

PROFESSIONAL REPORTING TO: Director of Nursing and Midwifery

SERVICE DIRECTORATE: Clinical Services

Our vision: All people live well, get well, stay well. Kaiao te tini, ka ora te mano, ka noho ora te nuinga.

Our mission: Working with the people of our community to promote, encourage and enable their health, wellbeing and independence

Our Values – Ā Mātou Uara:

Respect: We care about, and will be responsive to, the needs of our diverse people, communities and staff.

Innovation: We will provide an environment where people can challenge current processes and generate new ways of working and learning.

Teamwork: We create an environment where teams flourish and connect across the organisation for the best possible outcome.

Integrity: We support an environment which expects openness and honesty in all our dealings and maintains the highest integrity at all times.

PURPOSE OF POSITION

This Senior Nursing role is multi-faceted and includes management and being the central point of contact Monday to Friday for the Flight Service. Retrieval teams are provided by tertiary DHBs and co-ordinated during working hours between the referring Clinician with the DHB. The flight services are for all Nelson/Marlborough adult, maternity and paediatric flight repatriation and transfers. This includes communication with the CNM Operations and Bed Manager Wairau to confirm beds and medical acceptance prior to arranging the transport.

The Co-ordinator is responsible for the repatriation of all Nelson Marlborough Health (NMH) Patients receiving specialist care in tertiary centres and organising their return to Nelson or Wairau in a timely manner.

- This role will arrange flights for inter district and external district wide health providers upon request. The role is pivotal to the National scheme of transport co-ordination.
- The role will arrange the co-ordinating and transporting of all patients by road and air.
- This role works closely with Patient Travel at NMH to enable an efficient and co-ordinated approach for NMH patients within and external to the district,

whilst maintaining clinical oversight for National Travel Assistance (NTA) and ambulance Liaison Services.

- The role will contribute to improved repatriation or appropriate placement of patients to the most appropriate setting of care, on time all the time.
- The Co-ordinator will provide clinical leadership for the transport services and assist with any implementation of service goals, annual district plan and other organisational changes.
- The Co-ordinator will be a strong advocate for the organisation's strategic direction with regards to inter-district and national patient flow.
- With the support of the Charge Nurse Manager Operations & Bed Manager (Wairau) and the After Hours duty management team then will ensure the service is run in a way that is clinically effective and operationally efficient with all goals achieved.
- This role will normally work Monday – Friday, 0800-1630 hours, however early starts or later finishes may be required from time to time.

RESPONSIBILITIES	EXPECTED OUTCOMES
<p>Domain One - Professional Responsibility <i>Domain One contains competencies that relate to professional, legal and ethical responsibilities and cultural safety. These include being able to demonstrate knowledge and judgment and being accountable for one's actions and decision, while promoting an environment that maximizes client's safety, independence, quality of life and health.</i></p>	
<p>1.1 Provides professional direction, leadership and management of care delivery</p>	<ul style="list-style-type: none"> • Practices in accordance with legal, ethical, cultural safety and professional standards. • Demonstrates clinical leadership in ethical decision making and patient advocacy. • Takes a leadership role in implementing care delivery and service initiatives with a nursing and or multi disciplinary focus. • Works in partnership with the CNM ICCU when considering the delegation of retrieval work. • Provides effective /role modelling to other staff within and across the nursing services and to other stakeholders to ensure that service delivery and practice standards are consistent, evidence based and complement the vision and values of NMH. • Maintains an overview of the clinical/professional issues/standards of practice and trends affecting the transport of patients and management within and beyond the service. • Assisting with the implementation of care initiatives including quality and safety activities associated to patient transport. • Manages care delivery within evidence based treatment protocols for all patients. • Complies with quality focused nursing protocols with support from national groups (Health Quality and Safety Commission) guiding Nursing services ensuring care standards are articulated, supported, achieved, documented and audited. • Ensures that there is effective and timely patient centred communication within and across the health system in relation to the management of care. • Ensures that opportunities to contribute to service development and the achievement of outcomes are taken up.
<p>1.2 Demonstrates the ability to apply the principles of the Treaty of Waitangi Te Tiriti o Waitangi to nursing practice</p>	<ul style="list-style-type: none"> • Understands the Treaty of Waitangi/Te Tiriti o Waitangi and its relevance to the health of Maori in Aotearoa/New Zealand. • Demonstrates knowledge of differing health and socio-economic status of Maori and non-Maori. • Applies the Treaty of Waitangi/Te Tiriti o Waitangi to nursing practice.
<p>1.3 Promotes an environment that enables health consumer safety, independence, quality of life and health</p>	<ul style="list-style-type: none"> • Identifies and reports situations that affect health consumers or staff members' health or safety. • Accesses, maintains and uses emergency equipment and supplies. • Maintains infection control principles. • Recognises and manages risks to provide care that best meets the needs and interests of health consumers and the public.

<p>1.4 Practises nursing in a manner that the health consumer determines as being culturally safe</p>	<ul style="list-style-type: none"> • Recognises the impact of the culture of nursing on health consumer's care and endeavours to protect the health consumer's wellbeing within this culture. • Practises in a way that respects each health consumer's identity and right to hold personal beliefs, values and goals. • Assists the health consumer to gain appropriate support and representation from those who understand the health consumer's culture, needs and preferences.
<p>Domain Two - Management of Nursing Care <i>Domain Two contains competencies that are related to client assessment and the management of client care, which is responsive to clients' needs and is supported by nursing knowledge and evidence-based research.</i></p>	
<p>2.1. Provides planned nursing care to achieve identified outcomes</p>	<ul style="list-style-type: none"> • Contributes to care planning, involving health consumers and demonstrating an understanding of health consumers' rights, to make informed decisions. • Demonstrates understanding of the processes and environments that support recovery. • Identifies examples of the use of evidence in planned nursing care. • Undertakes practice procedures and skills in a competent and safe way.
<p>2.2 Undertakes a comprehensive and accurate nursing assessment of health consumers across a variety of settings.</p>	<ul style="list-style-type: none"> • Undertakes assessment in an organised and systematic way in partnership with MDT. • Uses suitable assessment tools and methods to assist the collection of data. • Applies relevant research to underpin nursing assessment.
<p>2.3 Ensures documentation is accurate and maintains confidentiality of information</p>	<ul style="list-style-type: none"> • Maintains clear, concise, timely, accurate and current health consumer records within a legal and ethical framework. • Demonstrates literacy and computer skills necessary to record, enter, store, retrieve and organise data essential for care delivery.
<p>2.4 Ensures the health consumer has adequate explanation of the effects, consequences and alternatives of proposed treatment options</p>	<ul style="list-style-type: none"> • Provides appropriate information to health consumers to protect their rights and to allow informed decisions. • Makes appropriate professional judgement regarding the extent to which the health consumer is capable of participating in decisions related to his/her care. • Checks health consumers' level of understanding of health care when answering their questions and providing information regarding transportation.

<p>2.5 Acts appropriately to protect oneself and others when faced with unexpected health consumer responses, confrontation, personal threat or other crisis situations</p>	<ul style="list-style-type: none"> • Understands and appreciates emergency procedures and organisational disaster plans and lines of communication to maximise effectiveness in a crisis situation. • Takes action in situations that compromise health consumer safety and wellbeing. • Implements nursing responses, procedures and protocols for managing threats to safety within the practice environment.
<p>2.6 Reflects upon, and evaluates with peers and experienced nurses, the effectiveness of nursing care</p>	<ul style="list-style-type: none"> • Identifies own level of competence and seeks assistance and knowledge as necessary. • Determines the level of care required by individual health consumers. • Accesses advice, assistance, debriefing and direction as necessary.
<p>2.7 Maintains professional development</p>	<ul style="list-style-type: none"> • Contributes to the support, direction and teaching of colleagues to enhance professional development. • Updates knowledge related to administration of interventions, treatments, medications and best practice guidelines within area of practice. • Takes responsibility for one's own professional development and for sharing knowledge with others. • Participation in annual performance review process including review of performance goals and identification of areas for professional development.
<p>Domain Three - Interpersonal Relationships <i>Domain Three contains competencies that relate to interpersonal and therapeutic communication with clients, other nursing staff and inter-professional communication and documentation.</i></p>	
<p>3.1 Establishes, maintains and concludes therapeutic interpersonal relationships with health consumers</p>	<ul style="list-style-type: none"> • Utilises effective interviewing and counselling skills in interactions with health consumers. • Demonstrates respect, empathy and interest in the health consumer. • Establishes rapport and trust with the health consumers.
<p>3.2 Practises nursing in a negotiated partnership with the health consumer where and when possible</p>	<ul style="list-style-type: none"> • Implements nursing care in a manner that facilitates the independence, self-esteem and safety of the health consumer and an understanding of therapeutic and partnership principles. • Recognises and supports the personal resourcefulness of people with mental and/or physical illness. • Acknowledges family/whanau perspectives and supports their participation in services.
<p>3.3 Communicates effectively with health consumers and members of the health care team</p>	<ul style="list-style-type: none"> • Uses a variety of effective communication techniques. • Employs appropriate language to context.

Domain Four - Interprofessional Health Care and Quality Improvement	
<i>Domain Four contains competencies to demonstrate that the nurse, as a member of the health care team evaluates the effectiveness of care and promotes a nursing perspective within the inter-professional activities of the team.</i>	
4.1 Collaborates and participates with colleagues and members of the health care team to facilitate and coordinate care	<ul style="list-style-type: none"> • Promotes a nursing perspective and contribution within the inter-professional activities of the health care team. • Is dedicated to meeting the expectations and requirements of internal and external customers. • Develops strong working relationships with Clinical Heads of Departments. • Gets first-hand customer information and uses it for improvements in products and services. • Acts with customers at the forefront of the mind. • Establishes and maintains effective relationships with customers and gains their trust and respect.
4.2 Recognises and values the roles and skills of all members of the health care team in the delivery of care	<ul style="list-style-type: none"> • Makes appropriate formal referrals to other health care team members and other health related sectors for health consumers who require consultation. • Contributes to the co-ordination of care to maximise health outcomes for the health consumer. • Blends people into teams when needed. • Creates strong morale and good will within the MDT • Shares wins and successes. • Fosters open dialogue. • Let's people finish and be responsible for their work. • Defines success in terms of the whole team. • Creates a feeling of belonging in the team.
4.3 Participates in quality improvement activities to monitor and improve standards of nursing	<ul style="list-style-type: none"> • Recognises and identifies researchable practice issues and refers them to appropriate people. • Distributes research findings that indicate changes to practice with colleagues. • A quality, customer-focused service is provided at all times, which follows best practice. • Pro-actively participate in quality improvement processes in your area of work. • Support our teams to, at all times, provide a high quality, customer oriented and focused service, which follows evidence based practice.
Managing Vision and Purpose	<ul style="list-style-type: none"> • Communicates a compelling and inspired vision or sense of purpose. • Talks beyond today. • Talks about possibilities. • Is optimistic. • Creates mileposts and symbols to rally support behind vision. • Makes the vision alive for everyone.
General	<ul style="list-style-type: none"> • Obligations contained in Appendices 2 & 3 are met. • Other duties as negotiated with your Manager.

PERSON SPECIFICATION

QUALIFICATIONS

Essential

- Registered Nurse with current NZNC practising certificate.
- Relevant Post Graduate study and working towards a Clinical Masters Degree.
- Current expert level or Senior Nurse Level on the NMH PDRP program.

EXPERIENCE

- Previous experience in a nursing leadership role.
- ICCU experience (highly desirable).
- Flight nurse training (desirable).
- Critical care, trauma training (desirable).

The co-ordinator will have experience of and be required to:

- Manage the co-ordination of all patient air and road movements.
- Maintain strong liaison with ICCU/HDU and general wards during the course of a daily rounds of identification of patients to be transferred to external health provider.
- Participate and contribute to the Daily Bed /Patient Management meeting to update CNMs and the IOC of planned activity for the day and possible plan for the forthcoming week.
- Facilitate transport modality, via the appropriate team, in accordance with clinical need.
- Generate a monthly inter-external IDF performance report and operationally identified barriers, challenges and opportunities to improve patient flow within and external to the district.
- Maintain a fiscal approach to co-ordination of transfers and liaise with the Service Manager.
- Work closely with the ACC co-ordinator in the identification of existing or possible referrals for ACC clients.
- Maintain developed communication skills to facilitate clinically safe, timely and appropriate transfer of patients both within the DHB and between our external partners.
- Deliver service improvements based on best practice, research and feedback from service users and maintaining system and process safety and quality.
- Maintain their own professional development and participate in the PDRP process.
- Work collaboratively within the IOC team to ensure efficient transfer of patients within the district and nationally and work collaboratively with services to repatriate international patients.
- Record data against agreed KPIs and reporting tools.

KNOWLEDGE AND SKILLS

Knowledge of:

- Inter-district and national patient flow in the New Zealand context.
- HPCA act and its amendments.
- Nursing Council of NZ key documents – Scope of Practice for Nurses; NP, RN, RN Expanded practice, EN; Direction & Delegation; and Educational Standards.
- Treaty of Waitangi and its application to the health setting.
- Misuse of Drugs Act (1977) and Regulations.
- NCNZ Code of Conduct (1995).
- Health & Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996).
- Privacy Act (1993) and Health Information Privacy Code (1994).
- Health and Safety at Work Act (2015).
- New Zealand Health Care Standards.
- NMH Nursing and Midwifery Policies and Procedures.
- Equal Employment Opportunities.
- NZNO Code of Ethics (2010).
- NZNO Standards of Professional Nursing Practice (2012).
- Current over-arching NZ Health Strategies.
- College of Air and Surface Transport Nurses (COASTN) Standards.

PERSONAL ATTRIBUTES

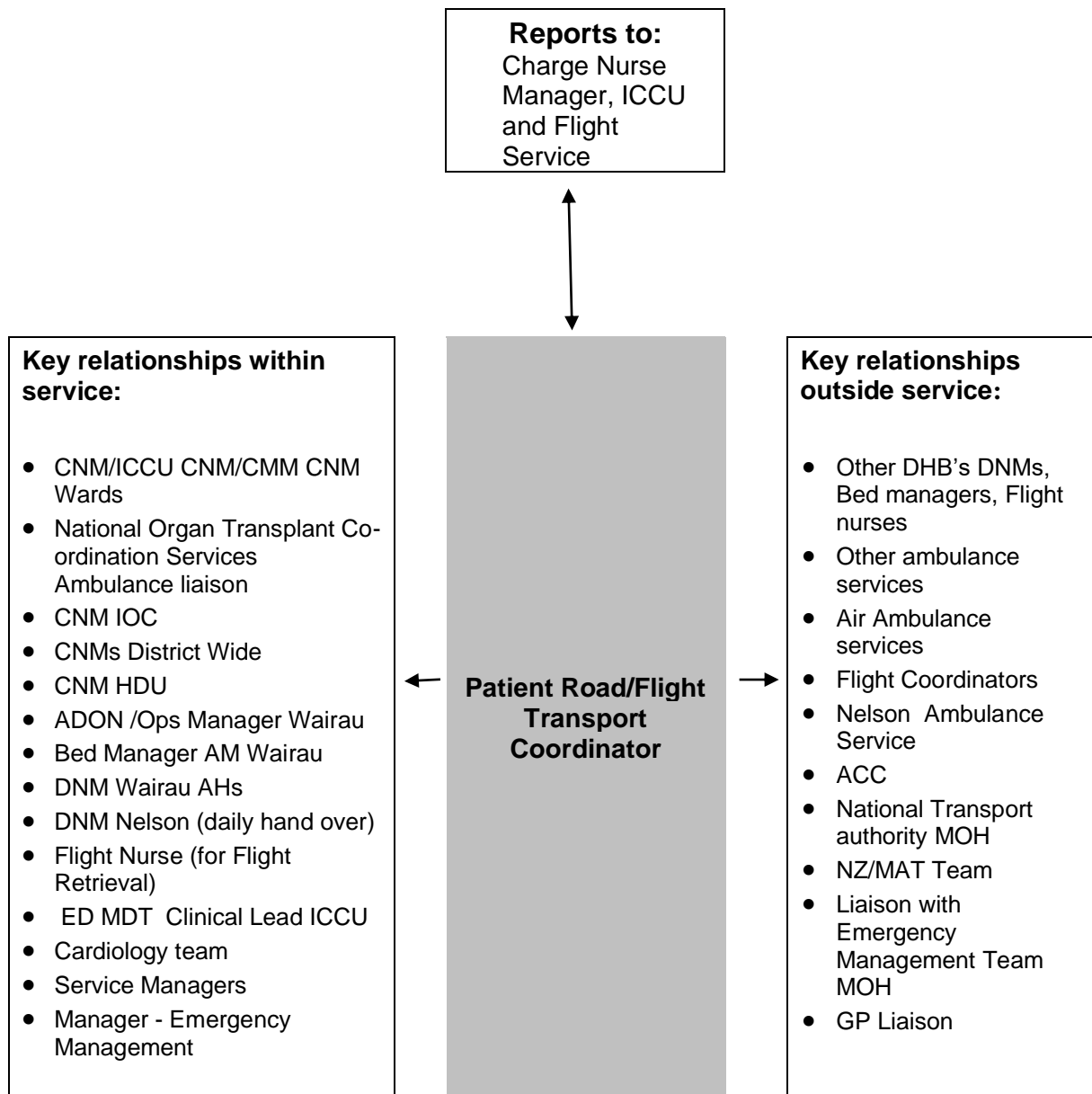
- A highly skilled communicator.
- Proven negotiation and conflict resolution skills.
- Emphasis on high quality, value added care of the patient/client.
- Emphasis on effective co-ordinator of services and effective engagement with family/whanau.
- Positive and friendly approach with ability to maintain ongoing courteous rapport in difficult situations.
- Sound time management skills.
- A personally held clarity and vision for contemporary nursing now and into the future which is patient centric.
- Demonstrated ability to rapidly assess and analyse situations and to bring robust and workable solutions to patient care.
- Demonstrated commitment to continuous quality improvement and the achievement of nursing sensitive quality indicators.
- Demonstrated ability to be a good listener.
- Multidisciplinary team focus.
- Empathy and respect for individuals from diverse backgrounds.
- Demonstrated ability to embrace change.
- Demonstrated ability to take initiative.
- Commitment to ongoing education/ professional development.
- Honest and reliable.
- Courage to act and innovate with a commitment to contemporary nursing practice.
- Spends his/her time and the time of others on what's important.
- Quickly zeroes in on the critical few and puts the trivial many aside.
- Can quickly sense what will help or hinder in accomplishing a goal.
- Eliminates roadblocks.
- Creates focus.

Nelson Marlborough Health (NMH) is 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.

The role description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting and reviewed no less than quarterly.

APPENDIX 1

Key Relationships and Authorities



APPENDIX 2

General Responsibilities of an Employee of Nelson Marlborough Health (NMH)

1. Professional Responsibilities

As an employee of NMH you are required to:

- Maintain any qualifications, including registrations and practising certificates, required for legal and safe practice.
- Keep yourself up to date on knowledge, best practices and legislation relating to your work.
- Make a personal contribution towards effective and efficient working relationships within your team and with other NMH departments.
- Ensure you carry out your work in a way that is customer-focused and meets professional standards.
- In conjunction with your manager, identify your own training needs and plan to meet these needs.
- Manage your own time and prioritise your work effectively.

2. Health, Safety and Wellbeing

- Compliance with all health and safety legislative requirements.
- Compliance with the ACC Partnership Programme requirements.
- Compliance with all organisation-wide health and safety policies and procedures.
- Compliance with the Health and Safety Manual, any relevant chemical information and the emergency plan.
- Work is carried out in a healthy and safe manner and others are encouraged and assisted to work in the same way.
- Unsafe workplace conditions/practices (hazards) are identified, reported and mitigated/rectified early.
- Knowledge of identified hazards is kept up to date.
- Reportable event form is completed (via *Safety First*) for any accident or injury which has taken place at work, ensuring, in the case of injury, that your supervisor or manager is notified within 24 hours.
- Co-operation, support and promotion of occupational health and safety actions and initiatives in the workplace.

3. Right to Raise Concerns

- All employees of NMH are expected and encouraged to immediately ask questions, and raise any concerns/issues with their colleagues at their place of work, particularly if the care of a patient could potentially be compromised.
- All staff are expected to act professionally and to actively listen to the concerns or opinions of others being raised at the time.

4. Child Wellbeing and Protection

NMH is committed to identifying, supporting and protecting vulnerable children.

The prevention of abuse and enhancing the wellbeing of children and their families aims to keep vulnerable children safe before they come to harm so they can thrive, achieve and belong. As an employee you are required to comply with all relevant legislation e.g. the Vulnerable Children Act 2014 and the Children, Young Persons and their Families Act 1989. You are also required to:

- Contribute to and support the organisation's strong commitment to a child centred approach to protect children across the region.
- Act at all times in the best interest of the children and young people, putting their interests first.
- Ensure collaborative working practices and recording and sharing of information to address abuse, suspected abuse or disclosure of abuse in a timely and appropriate fashion.

5. Legislation, Regulations and Board Policies

You are required to be familiar with and adhere to the provisions of:

- All relevant acts and regulations
- All Board, hospital and department policies
- All relevant procedure manuals
- The “Employee Obligations” within NMH’s Disciplinary Policy.

6. Confidentiality

You are required to:

- Adhere to the Privacy Act 1993, the Health Information Privacy Code 1994 and subsequent amendments in regard to the non-disclosure of information.
- Maintain strict confidentiality of patient, applicant and employee information at all times.

7. Risk Management

You are required to:

- Support and promote actions and initiatives in your work area which enable risks to be identified and eliminated or reduced.
- Be especially aware of those risks which have high cost or safety implications.
- Complete an accident/incident report for any accident, incident or near miss which has taken place at work.
- Respond to complaints according to appropriate policies.

8. Security

You are required to:

- Wear your identification badge at all times when on site or when carrying out official duties.
- Notify Human Resources of any changes required for your ID badge.
- Report any suspicious or unusual occurrence to the security officer, orderly or telephone operator.
- Complete an incident report for any incident which has or might have compromised the safety of staff, patients and visitors.

9. Treaty of Waitangi

NMH is committed to its obligations under the Treaty of Waitangi. As an employee you are required to give effect to the principles of the Treaty of Waitangi: Partnership, Participation and Protection.

10. Smokefree

NMH is a Smokefree Organisation. This applies to all staff and contractors working within NMH buildings, grounds and vehicles. Staff are required to comply with the policy and ensure all visitors, patients and others are informed of the policy. This also applies to NMH staff employed on Board business in the community.

Please sign below to confirm that you have read, understood and agree to the responsibilities and expectations outlined in this position description.

Signed: Date:

APPENDIX 3

The preferred candidate is required to complete a Pre-Employment Health Questionnaire. The table below outlines the tests to be carried out - depending on the nature of the position applied for.

Condition	Information to include in Position Description
TB Active	No person with active pulmonary or laryngeal tuberculosis (TB) is allowed to be at work in NMH
TB Latent	Staff who expect to have contact with patients or infectious materials must have assessment of previous TB exposure at the time of employment
BBV	No person who is susceptible to hepatitis B is allowed to have contact with patients or human materials (e.g., blood) unless they have taken part or agree to take part in a blood-borne virus education, prevention and vaccination program
MRSA	No person colonised or infected with methicillin-resistant <i>Staphylococcus aureus</i> (MRSA) is allowed to work in clinical areas ¹ New staff who will be working in clinical areas should be screened for MRSA if they have: <ul style="list-style-type: none"> • a chronic skin condition • been working in an overseas healthcare facility in the last year • been MRSA-positive in the last year
Skin	No person with a skin condition that by virtue of its site and type could be an infection risk is allowed to have contact with patients, food, microbiology samples or sterile items
Measles/Rubella	No person who is susceptible to measles or rubella is allowed to have contact with pregnant women.
VZV	No person susceptible to varicella-zoster virus (chickenpox) is allowed to have contact with newborn babies or pregnant women
EPP	No person who has detectable hepatitis B e antigen or high levels of hepatitis B virus DNA in their serum is allowed to undertake or assist with exposure-prone surgical procedures ²

¹Clinical areas include inpatient medical and surgical wards (includes Medical Units, AT&R Units, Surgical Wards, Paediatrics, Day Stay, Neonates and Women's Health). Screening does not apply to staff working in outpatient areas (e.g., clinics, Radiology, Respiratory Function lab) or in DSS, Mental Health or Drug and Alcohol services (transmission of MRSA is less likely and infection is rare in these sites.)

²Exposure-prone surgical procedure = a procedure where there is the potential for direct contact between the skin (usually finger or thumb) of the health care worker and sharp surgical instruments, needles, or sharp tissues (spicules of bone or teeth) in a blind or highly confined anatomic site such as a body cavity or in poorly visualised and/or confined body sites. Such sites include body cavities encountered during emergency and trauma procedures, abdominal, cardiothoracic, obstetric/gynaecological, orthopaedic and oral surgery.