

Position Title: Elective Surgery Liaison Nurse

Campus: Ballarat

Directorate: Acute Operations

Department: Surgical Services

Reporting to:

Direct: Operations Director Surgical Services

Indirect: Clinical Director Surgical Services

Direct Reports: NIL

Appointment Terms/Conditions:

Classification and Code: Registered Nurse Division 1 Grade 4A Clinical Coordinator

Enterprise Agreement: Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The Elective Surgery Liaison Nurse plays a vital role in ensuring efficient, effective, and comprehensive patient flow within the elective surgery pathway. Working collegially with the relevant Head of Unit and collaboratively with all other stakeholders, this position will provide a consistent point of contact and have responsibility for:

- Facilitating the triage, support, assessment, and management of elective surgical patients.

- Elective surgery waitlist management and associated KPI's
- Efficient use of resources when constructing theatre lists
- Communication between relevant stakeholders

KEY ACCOUNTABILITIES

Leadership and Professional Practice:

Demonstrates clinical practise and application of knowledge to foster and facilitate the provision of care and service delivery that is based on the best available evidence, and in the most effective way

- Provide support, assessment and management to individuals and carers, to facilitate access, assessment, care planning, delivery, evaluation, and discharge, in a collaborative approach to meet individual needs.
- Treatment / management plans are developed in partnership with consultants, clinical staff and the patient and are documented accordingly.
- Ensure documentation in pathway that facilitates communication and continuity of care for the management of the presenting condition.
- Provide relevant resource material and education to clients and families regarding elective procedures.
- Provide and assist clients, carers and families and referring practitioners.
- Ability to undertake clinical procedures as required.
- Participate in service delivery audits and implementation of required changes to improve patient outcomes.
- Participate in weekly multidisciplinary team meetings.

Human Resources Management:

Demonstrates application of knowledge to support quality health care and a satisfying work environment for all staff.

- Attend monthly supervision meetings with Access Manager and/or Head of Unit
- Participates in the Staff Development Program – including completion of performance reviews and is responsible for setting goals for own professional development.
- Maintain professional development by attending National or other conferences or education programs.
- Maintain required competencies as identified at supervision meetings and performance review.

Business Management

Demonstrates leadership and application of knowledge to operate within the agreed organisations Financial Management framework

- Work within the Annual Business Plan & budget for the service.
- Perform data entry requirements to meet the key performance indicators and targets of the Orthopaedic service (Dashboard).

- Assist Orthopaedic unit with incoming correspondence in relation to patient care.
- Development of appropriate reports and audits to reflect Orthopaedic performance in key result areas including:
 - Waiting time to first available specialist outpatient appointment
- Elective Surgery Cat 1 operated on within 30days % of Elective Surgery Cat 2 patients waiting > 90days% of Elective Surgery Cat 3 patients waiting > 365days.
 - Hospital Initiated Postponement rate.
 - Average LOS (against state ALOS) for top 5 DRGs.
 - Adverse/variance to pathway.
 - Patient Satisfaction.
 - Readmissions within 28 days.

Clinical Governance

Demonstrates understanding, application of knowledge and implementation of the organisations clinical governance framework to ensure the provision of high-quality health care through continuous improvement.

- Participate in the review of Clinical Practice Guidelines within the specialty with the clinical staff.
- Actively participate in research, redesign and quality improvement activities which is directly related to orthopaedics.
- Identify clinical risks through incident reporting and record review and informing Service manager.
- In conjunction with Orthopaedic Physiotherapist, provide triage, support, assessment, and management to patients requiring orthopaedic review in specialist clinics, OAHKS and Spinal Clinic.
- Ensure patients are booked for theatre within appropriate time frames and with all relevant information including:
 - Prosthetic and other equipment requirements entered into IBA;
 - Anaesthetic Preadmission requirements.
 - Post-operative requirements such as intensive care requirements and length of stay; and
 - Discharge requirements.
- Assist with facilitating access to surgery including:
 - Pre-admission assessment; and
 - Patient education and care path, delivery, evaluation, and discharge, in a collaborative approach while also meeting individual needs.
 - Organisation of Orthopaedic theatre lists in liaison with Orthopaedic Unit consultants and Orthopaedic Registrar.
 - Liaise with NUM and other ward staff to manage theatre lists in line with allocated beds.
 - Promote the development and use of evidence-based guidelines related to orthopaedic care pathways.
 - Participate in research, process redesign and quality improvement activities in orthopaedics.
 - Work within a multidisciplinary team.

Generic Accountabilities:

- Compliance with all Grampians Health Policies and Procedures.
- Adherence to infection control policies and procedures as identified in the Grampians Health Infection Control Manuals.
- Participation in the Grampians Health integrated risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleagues.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- Grampians Health is committed to a patient/client centred approach in the provision of health care and services, consistent with the Grampians Health values, mission and vision. It is expected that you demonstrate the core values of patient centred care in every interaction with patients, carers and colleagues.

KEY SELECTION CRITERIA

Qualifications and experience

- AHPRA Registration as a Nurse or Allied Health Practitioner
- Demonstrated commitment and ability to quality improvement, clinical risk management and evidence based best practice

Technical/Professional Knowledge and Skills

- Demonstrated self-motivation and ability to work autonomously and within a multi-disciplinary team.
- Computer skills and ability to use Office based programs, database systems and patient management system (IBA)
- Understanding of DoH Policy and funding guidelines, Elective Surgery Access Policy and other governance policy documents.

Interpersonal skills

- Highly developed interpersonal, verbal, and written communication skills underpinned by well-honed problem-solving skills

Desirable

- Professional membership to the appropriate professional bodies
- Knowledge of Redesign methodologies
- Clinical understanding of Orthopaedic conditions and pathways
- Financial acumen

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.