

Position Title: **GH Quality Partner** (Safe Systems and Performance, Consumer Partnership and Experience, Governance and Improvement Work Groups)

Campus: GH wide

Directorate: Nursing and Midwifery

Department: GH Quality

Reporting to: GH Lead/s of the allocated work group

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: RN Grade CNCB-CAPR3 or equivalent Allied Health Professional (Grade 3)

Enterprise Agreement: Nurses & Midwives (Victorian Public Health sector) (Single Interest Employer) Enterprise Agreement 2020-2024; Allied Health Professionals (Victorian Public Health Sector) Single Interest 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 Grampians Health 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 purpose of these roles is to partner with services across Grampians Health to promote quality, safe systems and improvement activities to deliver safe, effective, connected, personal care. Under the direction of the relevant lead, these positions will promote consumer engagement in quality and improvement activities and work within the GH strategic priorities, GH Governance Framework, Consumer Partnership Framework and relevant accreditation standards and risk management frameworks. The role will support the integration of the GH wide quality systems and processes through coaching and mentoring and they will also be an ambassador for culture change within our organisation. The post holder will have the skills to plan, lead and evaluate potential areas for improvement. The role has a visible presence, is responsive and adaptable, able to interpret complex ideas and systems, communicating to a variety of audiences.

The Quality Partner/s will model and promote evidence-based approaches to quality improvement, risk management, safe systems and innovation, and work collaboratively with key stakeholders across all disciplines and areas at GH. The key focus is to facilitate, enable and build capability in all levels of staff to develop their quality and improvement skills, knowledge and practice. The role will put the consumer, service user experience and staff at the forefront of all work in order to be responsive to implementing risk reduction and mitigation strategies and improvements, enabling an 'always safe' culture.

KEY ACCOUNTABILITIES

Quality Improvement Culture

- Foster the skills and motivation for areas to undertake a range of quality improvement activities relevant to the organisation's need
- Be innovative in approach to fostering a quality safety culture
- Help build capacity and capability in quality and improvement throughout GH
- Provides support to GH staff via orientation to quality activities and roles
- Promote, educate and maintain relevant quality database (Riskman, IQRS, Feedback, Riskman Q) and reporting
- Promote the use of data to inform improvement and innovation
- Work within teams to close the quality loop
- Review themes from multiple data sources, and support the changes to practice and policy in response to this
- Be flexible in approach to areas in their development of quality systems
- Work with services to review their improvement plans, and quality performance indicators and assist in having an agreed set of objectives with SMART measures
- Advocate and plans for safety and risk minimisation
- Escalate concerns where improvement isn't occurring in a timely way
- Provide high quality data sets with analytics to Operational, Governance and Board committees to advise and inform about Grampians Health quality and safety performance
- Collaborate in order to use data to inform quality improvement initiatives
- Work collaboratively with all staff to promote a continuous improvement culture
- Use organisation-wide risk management systems to identify, monitor, manage and review risks associated with partnering with consumers
- Ensure GH has communication mechanisms that are tailored to the diversity of the consumers who use its services and, where relevant, the diversity of the local community
- Identify risk and make recommendations based on evidence to Grampians Health staff and groups to improve consumer safety
- Produce high-quality reports based on various data sets using an achievement orientated approach
- Provide comprehensive analysis of data sets to inform actions
- Contribute to contemporary, evidence-based GH governance documentation
- Develop, and/or contribute to business continuity plans
- Contribute to effective external partnerships which support consumers and contribute to the GH vision of safe, effective, connected personal care
- Use systems and processes which engage consumers and partners in organisational service planning, design and governance

- Participate in evidence-based projects which support GH's commitment to community and consumer participation
- Ensure governance systems promote the effective delivery of health care, empower consumers and contribute to improvements in health outcomes
- Participate in the development of systems and processes designed and used to support consumers to be equal partners in healthcare planning, design, measurement and evaluation
- Achieve the Key Performance Indicators (KPI) specific to this role within the workgroup
- Support the development, monitoring and reporting of all GH Quality performance indicators and activities
- Participate in groups and committees within the region and state as directed by line manager
- Attend and actively contribute to GH Quality team meetings
- Coach to improve the capability of all GH staff in quality and improvement
- Ensure the work of the team is completed in a timely manner
- Build strong relationships across the organisation
- Use the PDSA cycle, process improvement and rapid testing in the field to generate learnings
- Promote a 'just culture'

Critical Thinking and Decision Making

- Displays an ability to analyse situations and make appropriate decisions in a timely manner
- Gathers sufficient information to make informed decisions
- Have a 'curious' disposition to events and activities
- Use improvement science methodologies to seek clarification, understanding and build a foundation of shared understanding
- Consults widely and takes into consideration the opinions and perspectives of others before making decisions

Workforce Development

- Support GH to ensure appropriate data stewardship
- Promote the principles and responsibilities of safe performance in practice across GH.
- Provide ongoing staff education and training in all aspects of quality to meet regulatory and organisational requirements
- Model GH values and above the line behaviours at all time

Interpersonal Communication

- Communicates information and expectations in a way that builds effective and collaborative working relationships with a multidisciplinary team
- Liaises with both GH and other leadership teams
- Communicates clearly and concisely, identifying achievable outcomes
- Ensures information is available to all staff by utilising different modes of communication
- Maintains a professional demeanour
- Maintains confidentiality

Self-Management

- Demonstrates a positive attitude to the agreed role and responsibilities of the position
- Able to manage allocated work activities to completion and to specified timeframes
- Demonstrates ability to manage time, multiple and competing priorities
- Ability to reflect and identify self-development opportunities
- Demonstrated commitment to continuing professional development

Professional Development

- Participate in own professional development coaching conversation with the allocated Lead on an annual basis
- Participate in monthly accountability meetings with the Lead and or the Assistant Director Explore new developments within Quality work through journal review and participation in internal and external educational opportunities
- Demonstrated commitment to continuing professional development

Organisational Requirements

- Compliance with all GH Policies and Procedures.
- Adherence to infection control policies and procedures as identified in the Grampians Health Infection Control Manuals.
- Participation in the GH 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 colleague
- You must ensure that the affairs of Grampians Health Services, 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 Services.
- At GH 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 GH employees

KEY SELECTION CRITERIA

Qualifications and Experience

- Qualification in a clinical health profession essential
- AHPRA registration essential
- Relevant post-graduate qualifications level is preferred
- Quality and improvement experience or qualifications would be an advantage
- Experience in the use of safety analysis tools such as but not limited to - Root Cause Analysis and London protocol
- Experience and proven capacity to coach and manage organisation wide change
- Experience in developing and delivering education and training in a health or human services context
- Experience and demonstrated capacity to work closely and communicate effectively with all members of the organisation

Technical/Professional Knowledge and Skills

- A contemporary knowledge of risk management with particular emphasis on systems improvement and human factors, and the ability to apply this knowledge as a practitioner.
- Knowledge and experience of the Victorian Risk Management Framework, Safer Care Victoria Sentinel Events Program, the Victorian Incident Management System, The Australian Open Disclosure Framework and other relevant regulatory frameworks.
- Contemporary knowledge of Risk Management, Clinical Redesign, and Quality Improvement, and the ability to apply this knowledge as a practitioner.
- Knowledge of legal requirements and relevant policies and procedures relating to patient safety and clinical risk.

- Well-developed research and analytical skills with the capacity to translate research into practice.
- Excellent writing, editing and proofreading skills with the ability to produce high quality written reports and correspondence.
- **Continuous Improvement:** Originating action to improve existing conditions and processes; identifying improvement opportunities, generating ideas, and implementing solutions.

Personal attributes

- Advanced Microsoft Office skills (Word, Excel, PowerPoint, Visio, Project and Outlook)
- Excellent writing, editing and proofreading skills with the ability to produce high quality written reports and correspondence
- **Adaptability:** Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures
- **Organised Disposition:** Demonstrating the traits, inclinations, and dispositions that characterize successful partnerships such as curiosity and enquiry; exhibiting behaviour styles that meet the demands of a Quality Partner role
- **Stress Tolerance:** Maintaining stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organization
- **Work standards:** Demonstrated high standards of performance for self and others: assuming responsibility and accountability for successfully completing assignments or tasks
- **Planning and organising:** Ability to establish courses of action for self and others to ensure that work is completed
- **Driving for results:** Ability to set high goals for personal and group accomplishment and monitor progress towards goals
- **Facilitating change:** Ability to encourage others to seek different and innovative approaches to addressing problems and opportunities; facilitating the implementation and acceptance of change within the workplace

Interpersonal skills

- **Communication:** Demonstrated ability to clearly convey information and ideas through a variety of media to individuals and multidisciplinary teams
- **Building Strategic working relationships:** Demonstrated ability to use collaborative relationships to facilitate accomplishment of work goals
- **Negotiation:** Effectively exploring alternatives and positions to reach outcomes that gain the support and acceptance of all parties
- **Developing Others:** Planning and supporting the development of individuals' skills and abilities so that they can fulfil current or future job/role responsibilities more effectively

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.

- 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.

Key responsibilities of Quality Partners according to allocated Workgroup

Quality Partner Consumer Partnerships and Experiences

- Connect consumers to GH services through liaison and consultancy
- Embed the consumer perspective in all aspects of quality work
- Participate in effective consumer feedback systems to enable feedback that is responded to promptly and used to improve service
- Establish and maintain positive working relationships with key community stakeholders, including those supporting disadvantaged communities, to identify opportunities for GH to contribute to increased health literacy
- Participate in Open Disclosure and Duty of Candour processes to enable the health service and clinicians to communicate openly with consumers following unexpected healthcare outcomes and harm
- Create opportunities for experienced based co-design activities to exist which focus on the use of Consumer experiences and stories to gain a deep appreciative understanding of strengths and opportunities within our systems
- Maintain and monitor systems and processes for managing consumer feedback
- Ensure that all feedback items are handled according with all relevant care standards and regulatory requirements, where effective and timely reporting, investigation, and follow up of feedback always occurs.
- Provide appropriate and timely reporting and analysis of feedback data to the organisation's governance committees
- Guide the analysis of feedback to inform improvement activities
- Exercise judgement and guide appropriate responses to cases at initial enquiry and resolutions stages
- Develop and monitor a range of resolution techniques to be used in practice
- Initiate and develop partnerships with consumers to define their experiences and evaluate service performance outcomes
- Implement, develop and evaluate activities to ensure that GH meets its mandatory compliance requirements in partnering with Consumers
- Use quality improvement systems to monitor, review and improve processes for partnering with consumers

Quality Partner Safe Systems and Performance

- Implement and monitors a comprehensive and effective risk management framework, consistent with relevant regulatory requirements; participate in the periodic organisational review of the Risk Management Framework; and the annual review of Risk Management plans.
- Lead investigations and reviews, including serious incidents, thematic reviews providing reports within the given timescales and in accordance with policies
- Provide assistance in relation to safety processes to inform improvement including; incident reporting and management, clinical investigation, and legislative compliance
- Provide expert guidance in systems thinking, operational excellence, change management, sustainability, data and analytics, governance and quality
- Experience in clinical and/or enterprise risk management, including the co-ordination of incident and risk management systems, in a health or human services environment
- Implement and monitors a comprehensive and effective risk management framework, consistent with relevant regulatory requirements; participate in the periodic organisational review of the Risk Management Framework; and the annual review of Risk Management plans
- Actively promote, manage and support the use of the GH Risk Register

- Apply and utilise integrated incident management systems and processes, which are consistent with legislation, quality and safety, and governance frameworks
- Contribute to the functionality and the use of the GH Incident management database (currently the Victorian Health Incident Management System 2 - VHIMS2)
- Provide education and support for GH staff to effectively use the GH Incident management database, including Riskman, Risk Register and the Quality Improvement Hub (RiskManQ)
- Work within and contribute to the comprehensive legislative compliance framework
- Promote the systems and processes to support staff to maintain compliance with relevant regulations and legislation

Quality Partner Governance and Improvement

- Aligns quality improvement work and activities with relevant standards and accreditations frameworks
- Educates and supports staff to meet the requirements of relevant accreditation frameworks
- Aligns quality and improvement activities with relevant standards and accreditation frameworks
- Educates and supports staff to meet the requirements of relevant external accreditations
- Develops and administers quality audit tools and surveys using the GH auditing platform that accurately measure outcomes
- Provides written reports and data for relevant committees, including Key Performance Indicator (KPI) monitoring
- Analyses and provides data to inform quality improvement actions
- Supports and facilitates staff use of the Governance documentation system
- Conducts clinical investigations and reviews with multidisciplinary teams
- Work within, and promote the GH Governance Framework