



Position Description

Position Title:	Quality Improvement Coordinator Clinical
FTE:	0.6FTE
Term	Permanent
Reports To:	Director of Nursing Primary Care
Functional Area:	Whole of Organisation
Position Location:	Whangarei
Direct Reports:	Nil
Delegated Authority:	As per Delegated Authority or Nil
Budget Responsibility:	As per Delegated Authority or Nil
Key Relationships:	<p>Internal:</p> <ul style="list-style-type: none"> • Partnership Services • Support Services • Digital & Data Hub • Project Hub • Mental Health Services • Network Enablement Services • Executive Leadership Team & Senior Leadership Team • Wider Mahitahi Staff <p>External:</p> <ul style="list-style-type: none"> • General Practices and Māori Health Providers • Locality Community Leaders • Te Whatu Ora (Health NZ) • Manatū Hauora (MoH) • Ministry of Social Development • Te Tāhū Hauora (Health Quality & Safety Commission) • Other Partner Agencies related to project work
Key Commitments:	<p>Mahitahi Hauora has key commitments. Every position has foundational commitment to:</p> <ul style="list-style-type: none"> • Whanau Wellbeing and Equity • Te Tiriti o Waitangi • Relevant NZ Health Strategies

Mahitahi Hauora Overview

Mahitahi Hauora is a primary health entity underpinned by Te Tiriti o Waitangi, our Kaupapa includes ensuring whanau and communities are able to achieve self-determined wellbeing, access to the services they determine they need, and to live a long and healthy life. We work collaboratively with community, primary healthcare providers and key partners to support general practices, Māori health providers and social sector agencies in achieving better health outcomes for our Tai Tokerau population.

Central to the way we work are our Mahitahi Hauora's Values and Behaviours:

Tika	To be honest, truthful and genuine – <i>we are honest, behave and treat others consistently, are transparent, are trustworthy, and have courage to do the right thing.</i>
Pono	Fairness and Integrity – <i>we work towards fairness and equity in all our mahi, we demonstrate integrity in our actions</i>
Aroha	We respect and care for each other – <i>we show appreciation, compassion, kindness and empathy for others</i>
Kotahitanga	Collaboration and Unity – <i>we are all in one 'waka' paddling consistently toward a common purpose</i>
Manaakitanga	Supporting and valuing others – <i>we are caring and supportive</i>
Whanaungatanga	Relationships, belonging and inclusion – <i>we value and honour relationships and engagement</i>
Whakamana Whanau	Empowering Whanau – <i>we are strengths-based and put whanau front and centre of everything we do</i>
Whakapapa	Connection and Heritage – <i>we connect with each other and our history</i>

Position Purpose

To lead quality improvement and to ensure quality improvement initiatives are implemented across General Practice and Māori Health providers that will enhance primary care service delivery. This role will support quality improvement through implementing a quality plan that supports best practice, and quality improvement processes and systems that support and deliver improved patient care.

Key Functions:

- Lead Clinical Quality governance and improvement across primary care in Northland working collaboratively with General Practices, Māori Health Providers, and Mahitahi Hauora teams.
- Actively contribute to Mahitahi Hauora Clinical Governance forums
- Provide oversight and management of Clinical related Complaints.
- Provide Quality oversight in relation to clinical compliance and risk and emergency management.
- Undertake the requirements of a Privacy Officer and organisational requirements under the Privacy Act.

Key Responsibilities

Standards/Achievements

Lead Clinical Quality Governance and Improvement	<p>Lead Clinical Quality Governance and Improvement in Primary Healthcare including the following:</p> <ul style="list-style-type: none"> • Develop and lead the implementation of a Quality Plan that is fit for purpose for Mahitahi Hauora Clinical teams and primary care providers. • Provide a quality lens and oversight when required in clinical policy development and maintenance including ownership/responsibility of policies related to Quality processes and clinical compliance. • Attend and actively participate in the Clinical Governance meetings to report on identified quality issues or concerns,
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	<p>and to inform and support continuous quality improvement initiatives and recommendations.</p> <ul style="list-style-type: none"> • Ensure application of an equity lens on all aspects of clinical quality improvements or initiatives. • Provide quality lens and guidance in quality improvement across the Patient Experience Survey, data collection and reporting. • In conjunction with the Clinical Governance Group support the setting, monitoring and auditing of the Equity for Whanau (E4W) clinical indicators. • Provide quality support for key workstream programmes as required, ensuring a clear understanding of methodologies. • Attend Regional and National Quality Managers meetings as appropriate and feed back to relevant teams. • Provide regular updates and reports as required.
<p>Clinical Risk, Complaints & Incident Management</p>	<p>Manage a complaints and incident management system ensuring clinical risk awareness for the CEO, PHE Board, Clinical Governance Forum and other groups as required including:</p> <p>Clinical Risk & Complaints</p> <ul style="list-style-type: none"> • Manage clinical risk and compliance ensuring identified risk is brought to the attention of the Clinical Governance team in a timely manner, to support risk mitigation and minimisation. • Manage all clinical complaints in conjunction with relevant teams against Mahitahi Hauora and primary care providers, ensuring prompt resolution and effective outcomes are achieved. • Liaise where appropriate with the Health & Disability Commissioner or related personnel. • Lead the communication with primary care providers regarding any complaints providing support, guidance and quality improvement initiatives to enable them to manage and mitigate future complaints and incidents. • Lead and support the administration and documentation of complaints and maintenance of the complaints and incident management system, ensuring easy retrieval of all related communication and documentation in case of ongoing enquiry. <p>Incident Management</p> <ul style="list-style-type: none"> • Work collaboratively with Senior Leadership to ensure the ongoing emergency management plans and system for Mahitahi Hauora are fit for purpose and work actively with

	<p>General Practice Services Leader to ensure services delivery and coverage.</p> <ul style="list-style-type: none"> • Liaise with Te Whatu Ora with their Emergency Management and contribute to emergency management meetings as required. • Gain & maintain CIMS training.
Privacy Officer	<p>Maintain a good understanding of the Privacy Act and be able to translate the requirements into day to day operations of the organisation including:</p> <ul style="list-style-type: none"> • Lead and support organisational compliance with the Privacy Act 2020 including the information privacy principles. • Support requests made under the Privacy Act. • Where required work with the privacy commissioner in relation to privacy investigations • Support orientation of new employees with obligations under the Privacy Act. • Review and update the Privacy Policy to ensure it meets compliance and outlines requirements in relation to a privacy breach or references a privacy breach plan.
Relationships	<ul style="list-style-type: none"> • Develop and manage key relationships locally and nationally. • Develop and maintain positive relationships with all internal and external stakeholders of Mahitahi Hauora.
Organisational	<ul style="list-style-type: none"> • Have a good understanding of and comfortability in communicating the vision and strategic priorities of Mahitahi Hauora. • Maintain client confidentiality at all times, clients' rights, privacy and confidential information are safeguarded. • Understands the principles of the Privacy Act 2020, and Health Information privacy Code (1994). • Recognise individual responsibility for workplace Health & Safety under the Health and Safety at work Act 2015 (HSWA 2015). • Implements organisational policies and procedures, legislation and guidelines with their work.

Person Specification

Key Competencies: These competencies are specific to the position and reflect the key behaviours that directly support overall success in the position.

Interpersonal Saavy	Planning & Organising	Problem Solving
Decision Quality		

Key Qualifications, Experience, Skills and Knowledge

Education and Qualifications	
<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> • A current Clinical Professional registration. (eg RN) • Post graduate qualification and/or training in Quality Improvement • Advanced Computer literacy skills, e.g. Microsoft Office 365, Sharepoint. • Current and un-encumbered Drivers Licence 	<ul style="list-style-type: none"> • Qualification in Auditing • Project Management skills and/or qualification

Experience	
<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> • Minimum of three to five years' experience in post graduate clinical profession. • Experience in the development and implementation of a range of quality improvement strategies and quality auditing. • Recent work experience in the Health Sector, with an understanding of Health Sector operations and issues. • Strong understanding of or experience in application of equity strategies in improving quality of health services. • Strong and demonstrable understanding of the Privacy Act (1993) and the Health Information Privacy Code (1994). • Proven ability to manage change processes constructively. • Proven computer skills and knowledge of office equipment • Demonstrated accuracy in report writing. 	<ul style="list-style-type: none"> • Clear understanding of complaints management processes, escalation and resolve.

A commitment to the development in competency of	
<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> • Te Tiriti o Waitangi and our obligations in our day-to-day work • Confidence in expressing and observing Tikanga, Māori protocols • A good understanding of Pae Ora and He Korowai Oranga • Privacy Act (1993) and Health Information Privacy Code (1994). 	<ul style="list-style-type: none"> • Health and Safety at Work Act 2015(HSWA) • Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996). • New Zealand Council of Healthcare Standards.

Skills and Personal Attributes	
<p>Skills:</p> <ul style="list-style-type: none"> • Strong communication skills, both written and verbal. • Strong interpersonal and relationship building skills. • Has the necessary skills to handle confidential or controversial information with sensitivity, discretion and professionalism, understanding that all such knowledge remains confidential to the organisation and, within the organisation used only for the purpose originally collected. • Excellent organising and time management skills, and ability to prioritise and manage conflicting demands without compromising quality and flexibility, even in times of pressure. • Strong decision making ability and ability to meet deadlines. <p>Knowledge & proficiency with Microsoft Office applications, particularly Word, Outlook, Excel and Office 365</p>	<p>Personal Attributes:</p> <ul style="list-style-type: none"> • Ability to work as a team and be a valued team member. • Ability to maintain a high level of confidentiality and non-judgement respecting each individual's right to privacy. • Attention to detail and accuracy. • Ability to exercise wisdom and initiative. • Punctuality and reliability. • Flexibility to cope with changing demands. • A professional attitude displaying personal integrity and honesty. • An ability to work with a range of teams and individuals; demonstrating tact; a calm and caring nature. • Open to learning opportunities and enhancing skills and knowledge relevant to the role.

Variation of Duties

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in anyway the scope or functions of this position. Duties and responsibilities can be amended from time to time, either by additional, deletion, or straight amendment by the CEO to meet any changing conditions. Any variation to duties will be discussed and agreed with you.

Employee Name:

Employee Signature: Date:.....

Manager Name:

Manager Signature: Date:.....