

Te Whatu Ora Health New Zealand Te Matau a Māui Hawke's Bay	POSITION TITLE	Patient Safety and Quality Lead		
	DIRECTORATE	People and Quality	DEPARTMENT	Patient Safety and Quality Team
	REPORTING TO (operationally)	Patient Safety and Quality Manager	REPORTING TO (professionally)	Patient Safety and Quality Manager (assuming post holder is a clinician)A
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role covers the Hawkes Bay Health sector in Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay Staff reporting: Nil direct reports			
PURPOSE OF THE POSITION	<ul style="list-style-type: none"> ▪ Support Directorates to identify and operationalise safety and quality initiatives across services that ensure equitable outcomes and effective risk management. ▪ Lead and report on specific patient safety and quality improvement programmes and quality indicators. ▪ Support Directorates to develop and implement Safety and Quality Plans as part of a wider Clinical Governance Framework that improves care and reduces preventable harm using improvement methodology principals. ▪ Provide expert advice and support in the form of improvement methodology, project management, or lean techniques, to enable Directorates to develop and deliver key quality improvements. This may occur in Te Matau a Māui, Hawke's Bay Health Services or the wider HB Health Sector. ▪ Act as a change agent, moving ideas to action, bringing people together, aligning teams and providing leadership using skills and influence. ▪ Monitor, assess and review events identifying risks, recommendations and ensuring clinical safety is maintained from learnings ▪ Participate in root cause analysis / case reviews, supporting the processes, facilitating meetings and producing reports of recommendations for future practice. ▪ Contribute to the delivery of organisational KPI's including relevant MOH target, financial budgets, service plans and vision. 			
KEY DELIVERABLES	<ul style="list-style-type: none"> • Evidence of leading, advising, facilitating or/and actively participating in quality improvement projects/activities at a directorate, service or ministry/commission level. • Evidence of strong linkages to other roles that undertake quality improvement and innovation in an advisory capacity e.g. Executive team, other business partners. • Act as an educator, facilitator and coach to develop and provide training programmes to support building capability and skill across the HB health sector on quality improvement initiatives. • Facilitate across sector knowledge and support for 'quality systems' ensuring they form the foundation for quality improvement through consistent sustainable practice. I.e. Standards New Zealand, Policies, Evaluation, Quality Dimensions, Systems and Processes. • Quality improvement methodology, tools and systems are used to analyse problems, identify and implement solutions to effect sustainable change. • Project management principles and methods are used to maintain timelines and deliverables. • Baseline data, both quantitative and qualitative, are used to inform improvement programmes. • Maintain personal accountabilities, records and clinical credibility • Relationships and agreements are established with strategic business partnerships to deliver improvement programmes. • Effective working with internal and external stakeholders. • Participate in/undertake case reviews from sentinel/serious and reportable events to support clinical team and lead quality improvements in line with best practice • Formulate and present complex reports in response to patient safety/quality events as required. • Evidence of contribution to workforce planning to ensure resources support sustainability of a safe and quality focused culture/workforce 			
HEALTH & SAFETY RESPONSIBILITIES	Te Matau a Māui, Hawke's Bay is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are: <ul style="list-style-type: none"> • Not to do anything that puts your own H&S at risk • Not to do anything that puts others H&S at risk • To follow all health and safety policies and procedures • To follow all reasonable health and safety instructions (You have the right to cease work if you believe that you, or others, are at risk of serious harm).			

KEY WORKING RELATIONSHIPS	INTERNAL <ul style="list-style-type: none"> ▪ Executive Management Team ▪ Executive Director and Deputy Directory of Provider Services ▪ Chief Medical Officer, Chief Nursing and Midwifery Officer, Chief Allied Health Officer, and Chief Pharmacist ▪ Service Directors and Deputy Directors ▪ Department Managers ▪ Patient/consumer ▪ Medical Head of Departments ▪ Nurse Directors/Midwifery Director ▪ Business Intelligence Analysts ▪ Business Systems Analysis ▪ People and Quality ▪ Māori / Pacifica Health Services 	EXTERNAL <ul style="list-style-type: none"> ▪ Health Quality Safety Commission (HQSC) ▪ Ministry of Health (MoH) ▪ Accident Compensation Corporation (ACC) ▪ Health HB (PHO) ▪ HB Health Sector providers and health professional groups ▪ Primary Care Providers ▪ Aged Residential Care Providers ▪ Family, whanau and carers ▪ Other regions ▪ Professional unions
DELEGATION AND DECISION	<ul style="list-style-type: none"> ▪ Makes decisions to meet service requirements. ▪ Works autonomously with a high degree of independence across the health sector to achieve plans and problem solve complex issues as they arise. ▪ Maintains relationships with Strategic business partners. 	
HOURS OF WORK	64- 80 per fortnight	
EMPLOYMENT AGREEMENT & SALARY	IEA Grade 18	
DATE	November 2022	
EXPENDITURE & BUDGET ACCOUNTABILITY	Nil	
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> ▪ Build capability and capacity to drive and deliver key service improvements across Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke’s Bay Health Services or the wider HB Health Sector. ▪ Understand the processes that underpin and interlink complex systems. ▪ Plan at a strategic level and understand medium to long term organisation priorities. ▪ Motivate and empower teams to take ownership of issues and outcomes. ▪ Works autonomously with a high degree of independence within the service to achieve the plan and problem solve complex issues as they arise ▪ Ability to effectively manage time and prioritise workload to ensure project work is completed within the agreed time frames / ministry requirements. 	

ESSENTIAL CRITERIA

Qualifications

- Tertiary qualification in a health or health related field.
- Formal qualification in quality improvement or equivalent experience.
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Experience

- Experience in working with senior management, executive leaders/managers, business partners and senior clinicians.
- Current clinical credibility.
- Demonstrable experience in the application of improvement methodology, including tools (e.g. process mapping, root cause analysis, driver diagrams, PDSA cycles, audits, surveys).
- Demonstrable track record of achievement in the last 3 years, linked to the improvement in a healthcare environment.
- Successful achievement of projects through working closely with clinicians and multi-disciplinary teams.
- Experiencing of writing, interpreting and presenting complex reports at a variety of levels.
- People management skills, including leadership, coaching, decision making, negotiating, and influence.

Business / Technical Skills

- Understanding of organisational dynamics and able to work effectively in a complex multi-professional workplace.
- Advanced IT skills (e.g. Microsoft Office Applications – e.g. WORD, Excel, and Power Point).
- Broad knowledge of Health & Disability Services Standards
- Knowledge of quality improvement methodology and techniques
- Demonstrates a continuous passion for quality improvement and innovation.
- Understands and is able to use data for improvement, including variation, control charts and other forms of measurement.
- Effective programme management skills with the ability to influence at all levels of the organisation.
- Change agent to implement quality improvement initiatives across the health sector.

Leadership Competencies

- Credibility and integrity (embraces professionalism and ethical practice).
- Ability to grasp implications of a situation quickly.

Key Attributes

- Effective communication and inter-personal skills.
- Positive attitude with problem solving focus.

Effectively Engaging with Māori:

- Demonstrates the ability to engage effectively with Māori staff and patients.
- Demonstrates ability to apply the Treaty of Waitangi within the Service.
- Shows commitment to, and demonstrates the behaviours of the health sector.

Physical requirements for role: -

This is not a desk-bound role. There is frequent and regular walking between areas.

Vaccination status for role:

Vaccinations as per the current employee immunisation policy, including annual influenza and COVID vaccination

DESIRABLE CRITERIA

Experience

- Improvement Advisor qualification (Ko Awatea, or IHI)
- Adult teaching qualification.
- Knowledge of legislation relevant to the health sector.
- Formal training in Lean or Six Sigma.
- Formal training in change management.
- Experience in working with project management methodologies
- Experience of working across traditional organisational boundaries.

Business / Technical Skills

- Advanced data analysis skills



Our Vision and Values

Te hauora o te Matau-a-Māui: Healthy Hawke's Bay

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



HE KAUANUANU RESPECT

Showing *respect* for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

ĀKINA IMPROVEMENT

Continuous *improvement* in everything we do. This means that I actively seek to improve my service.

RARANGA TE TIRA PARTNERSHIP

Working together in *partnership* across the community. This means I will work with you and your whānau on what matters to you.

TAUWHIRO CARE

Delivering high quality *care* to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.

