

<b>Health New Zealand</b> Te Whatu Ora	<b>POSITION TITLE</b>	<b>Clinical Event Lead</b>		
	<b>DIRECTORATE</b>	Patient Safety and Quality Service	<b>DEPARTMENT</b>	Patient Safety and Quality Service
	<b>REPORTING TO (operationally)</b>	Patient Safety and Quality Manager	<b>REPORTING TO (professionally)</b>	Patient Safety and Quality Manager
<b>DIRECTORATE RESPONSIBILITIES &amp; DIRECT REPORTS</b>	This role covers Adverse Event Management across Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke’s Bay. Staff reporting: Nil direct reports			
<b>PURPOSE OF THE POSITION</b>	<ul style="list-style-type: none"> <li>To jointly manage the event management process across Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke’s Bay, with a particular focus on patient safety, clinical risk management and quality improvement.</li> <li>Work in partnership with Group Leadership Teams and Patient Safety and Quality team colleagues to support the implementation of Group Clinical Governance frameworks that drive a culture where patient safety and quality are integral and central to all care delivery and service provision.</li> <li>In partnership with the Professional Lead Patient Safety &amp; Clinical Risk, provide subject matter expertise to build capability of lead reviewers to ensure ongoing development, implementation, embedding and learning from events across the organisation.</li> <li>Provide expert patient safety advice to achieve compliance, accreditation/certification and reportable event requirements.</li> <li>Utilise expertise to synthesise complex inputs for the writing of adverse event responses.</li> <li>In Partnership with the Professional Lead Patient Safety &amp; Clinical Risk, act as the named adverse event review subject matter expert both internally and externally (HQSC).</li> <li>To delegate tasks to Patient Safety and Quality colleagues as appropriate to assist with the handling of complaints and concerns.</li> <li>Contribute to the delivery of organisational KPIs.</li> </ul>			
<b>KEY DELIVERABLES</b>	<ul style="list-style-type: none"> <li>Provides expert advice and information to clinicians, patients, families and employees relating to event management in line with national policy.</li> <li>Works closely with Group Leadership teams, Digital Enablement and PS&amp;Q team to ensure information in the form of bespoke dashboards and reporting is generated to support clinical risk management activity.</li> <li>Develops and delivers customised adverse event review training packages across the organisation to build capability and sustainability.</li> <li>Develops, implements, maintains and contributes to robust policies and/or procedures to meet relevant standards.</li> <li>Provides system compliance of all reported events to ensure appropriate investigation, analysis, theming and learning occurs at all levels.</li> <li>Works in partnership with PS&amp;Q team colleagues and Group leadership teams to establish quality practice for ensuring timely and culturally appropriate open disclosure occurs where an adverse event has occurred.</li> <li>Provides internal and external reports to meet clinical and monitoring needs.</li> <li>Ensure that any review learnings are integrated back into the appropriate systems and services.</li> <li>Support the clinical audit and compliance programme of work.</li> <li>Provides subject matter expertise and guidance to staff undertaking event reviews in support of patient safety culture</li> <li>Develop and maintain relationships across the HB health sector, to enable HB health sector patient safety and clinical compliance activity.</li> <li>Employ excellent change management, negotiating and diplomacy skills to overcome resistance to learnings from patient safety and compliance activities.</li> <li>Develops, reviews and supports implementation of policies and procedures related to patient safety, specifically event management and safety culture.</li> <li>Maintains working knowledge of the event management system (Safety1st), specifically in relation to event management and reporting functionality.</li> </ul>			

<b>HEALTH &amp; SAFETY RESPONSIBILITIES</b>	<p>Te Whatu Ora, Te Matau a Māui Hawke’s Bay is committed to maintaining and promoting the health &amp; safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> <li>○ Not to do anything that puts your own H&amp;S at risk</li> <li>○ Not to do anything that puts others H&amp;S at risk</li> <li>○ To follow all health and safety policies and procedures</li> <li>○ To follow all reasonable health and safety instructions</li> </ul> <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm)</p>	
<b>KEY WORKING RELATIONSHIPS</b>	<p><b>INTERNAL</b></p> <ul style="list-style-type: none"> <li>● PS&amp;Q team</li> <li>● Organisational Clinical Leads <ul style="list-style-type: none"> <li>- Chief Medical &amp; Dental Officer</li> <li>- Chief Nursing Officer</li> <li>- Chief Allied Health Professions Officer</li> <li>- Director of Midwifery</li> </ul> </li> <li>● Operational Management</li> <li>● Group Leadership Teams</li> <li>● Medical and Clinical Directors</li> <li>● Directors of Nursing</li> <li>● Directors of Allied Health</li> <li>● Māori Health Services</li> <li>● Clinical Nurse and Midwife Managers and wider nursing teams, Team Leaders and Department Managers</li> </ul>	<p><b>EXTERNAL</b></p> <ul style="list-style-type: none"> <li>● Consumers / whānau and carers.</li> <li>● Health Quality and Safety Commission</li> <li>● Health and Disability Commission</li> <li>● Advocacy NZ</li> <li>● Legal Advisors</li> <li>● Auditors</li> <li>● Aged Residential Care Providers</li> <li>● General Practitioners</li> <li>● Māori Health Providers</li> <li>● Other health providers and health professional groups</li> <li>● Dedicated Audit Agency</li> <li>● Other Te Whatu Ora - Health New Zealand regions</li> </ul>
<b>DELEGATION AND DECISION</b>	<ul style="list-style-type: none"> <li>● <i>Makes decisions to meet service requirements.</i></li> <li>● <i>Works autonomously with a high degree of independence across the health sector to achieve plans and problem solve complex issues as they arise.</i></li> <li>● <i>Maintains relationships with Strategic business partners</i></li> </ul>	
<b>HOURS OF WORK</b>	80 hours per fortnight (1.0 FTE) (Monday to Friday)	
<b>EMPLOYMENT AGREEMENT &amp; SALARY</b>	IEA Step 18 or in accordance with the DHB’s / NZNO Nursing & Midwifery Multi Employer Collective Agreement (MECA)	
<b>DATE</b>	July 2024	
<b>EXPENDITURE &amp; BUDGET ACCOUNTABILITY</b>	Nil	
<b>SCOPE &amp; COMPLEXITY</b>	<ul style="list-style-type: none"> <li>● Builds capability and capacity to identify and drive key improvements across HBDHB Health Services or the wider HB Health Sector.</li> <li>● Understands the processes that underpin and interlink complex systems.</li> <li>● Provide input into relevant strategic plans and understand medium to long term organisation priorities.</li> <li>● Motivate and empower teams to take ownership or issues and outcomes.</li> <li>● Works autonomously with a high degree of independence across the district to achieve the plan and problem solve complex issues as they arise.</li> <li>● Critically analyses complex information to inform decision making and risk identification.</li> <li>● Effectively engages with staff at all levels and disciplines to ensure culturally appropriate resolution when patient harm has occurred.</li> <li>● Identify and effectively manage potential risks to organisation (reputation, patient safety, operational).</li> <li>● Highly developed emotional intelligence to effectively manage the challenges affecting consumers and staff throughout the event review process.</li> </ul>	

## ESSENTIAL CRITERIA

### Qualifications

- Registered Health Professional with a relevant current practicing certificate.
- Post graduate qualification, relevant to the role or working towards this.
- Formal qualification in quality improvement or equivalent experience.

### Experience

- 10 + years' experience in the health environment
- Current clinical credibility
- Experience in training individuals/groups
- Demonstrable track record of achievement (within last 3 years), linked to patient safety, risk management and/or improvement.
- Demonstrates ability to use data for improvement,
- Effective programme management skills with the ability to influence at all levels of the organisation.
- Can be relied upon to effectively manage highly confidential issues.
- Able to build effective and positive relationships with key personnel within and external to the service.
- Demonstrates the ability to effectively lead and participate in organisational wide project teams as required.
- Experience in working with senior management, executive leaders/managers, business partners and senior clinicians.
- Experiencing of writing, interpreting and presenting complex reports at a variety of levels.
- People management skills, including leadership, coaching, decision making, negotiating, and influence.
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### Business / Technical Skills

- Knowledge of Health & Disability Services Standards
- Excellent communication skills – written, face to face, presentation and facilitation, with a wide range of people.
- People management skills, including coaching and the ability to negotiate and influence in decision making.
- Understanding of organisational dynamics and able to work effectively in a complex multi-professional workplace.
- Detailed knowledge of relevant health legislation and compliance framework.
- Medico-legal working knowledge.
- Clinical knowledge and expertise to affectively develop, coordinate, and monitor programmes related to risk management, and regulatory compliance.
- Excellent computer skills e.g. Microsoft Office applications such as Outlook, Word, Excel and PowerPoint
- Proven skills in developing and maintaining spreadsheets / databases.

### 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

## DESIRABLE CRITERIA

### Experience

- Post graduate qualification in relevant field.

### Business / Technical Skills

- Understanding of organisational dynamics and able to work effectively in a complex multi-professional workplace.
- Advanced IT skills



## Our Vision and Values

*Te hauora o te Matau-ā-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.

**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:**

There may be walking between areas.

**Vaccination status for role:**

Vaccinated annually for influenza