

<b>Health New Zealand</b> Te Whatu Ora	<b>POSITION TITLE</b>	<b>Relief Elective Booking Coordinator – Fixed Term</b>		
	<b>DIRECTORATE</b>	Operations Directorate	<b>DEPARTMENT</b>	Administration Service
	<b>REPORTING TO (operationally)</b>	Booking Manager	<b>REPORTING TO (professionally)</b>	Booking Team Leader
<b>DIRECTORATE RESPONSIBILITIES &amp; DIRECT REPORTS</b>	This role covers the Administration Services in Health New Zealand   Te Whatu Ora Te Matau a Māui Hawke's Bay Staff reporting - Nil Direct - Nil Indirect			
<b>PURPOSE OF THE POSITION</b>	<ul style="list-style-type: none"> <li>▪ To provide Relief cover for both the Outpatient &amp; Surgical Elective Services Booking Teams, also providing support to other areas of the Administration service</li> <li>▪ To cover roles that are accountable for maintaining the waiting list/booking system for Outpatient appointments and Elective surgery/procedures, and for liaising, coordinating and generating full elective surgery operating/procedures' lists. To ensure accurate and timely data quality through the effective use of the patient information management system. To work effectively as part of the Administration services team.</li> <li>▪ To cover roles that are accountable for the external outsource of elective surgery / procedures, including referral management and reporting tasks</li> <li>▪ To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Administration Service.</li> <li>▪ Delivery of organisational KPI's including relevant MOH and Health New Zealand   Te Whatu Ora targets.</li> <li>▪ To recognise and support the delivery of the Hawkes Bay Health sector vision</li> </ul>			
<b>KEY DELIVERABLES</b>	<p><b>To Process and Book OPD Referrals</b></p> <ul style="list-style-type: none"> <li>▪ Accurate and complete data is entered into the patient management system in a timely manner.</li> <li>▪ Patient contact is made in a timely manner.</li> <li>▪ All patients on waiting list are phoned to check details within one month of appointment being sent out.</li> <li>▪ Bookings are made in order of priority</li> <li>▪ Bookings are made according to clinic master</li> <li>▪ Bookings are made in a timely manner in accordance with EPSI2 reports, SQL reports, regular monitoring of the 7's reports.</li> <li>▪ Clinic time is utilised effectively</li> <li>▪ First Specialist Assessments (FSA's) are booked within the 4 month time frame</li> <li>▪ Issues with access to clinic in the 4 month time frame are communicated.</li> <li>▪ Faster Cancer Treatment patients are booked within required timeframes and escalated when there are issues with access to clinics.</li> <li>▪ All Maori/Pacific Island patients are referred to the preventative DNA pathway if contact is not made prior to First Specialist Appointment (if applicable as determined by management).</li> <li>▪ All patient appointments are linked to an active referral for First Specialist Assessment and Follow up appointments.</li> <li>▪ Clinic appointment notification cards are issued 3 weeks in advance of the appointment date.</li> <li>▪ All New Patients are contacted over the phone prior to any appointments being made to ensure demographics are correct and patient can attend appointment.</li> <li>▪ Additional information brochures, questionnaires etc. are sent accordingly with the clinic appointment notification cards (if required).</li> <li>▪ Additional comments are entered in the patient management system to identify extra patient requirements e.g. Registrar or Consultant, or any clinical interventions that maybe required</li> <li>▪ Referrals are regularly audited and missing referrals are traced.</li> <li>▪ Update and improve processes as required, in consultation with team and manager</li> <li>▪ Adherence to Health New Zealand   Te Whatu Ora Privacy/Confidentiality Code/Patient Code of Rights.</li> </ul> <p><b>Surgical - Book and Process Perioperative Procedures</b></p> <ul style="list-style-type: none"> <li>• All necessary information is obtained and accurately and promptly entered into the patient management system.</li> <li>• Theatre lists reflect the requirements of Health New Zealand   Te Whatu Ora</li> </ul>			

- All changes to lists are communicated to the appropriate party/area accurately and on a timely basis.
- Cancellations of theatre lists are attended to promptly, communicating with all appropriate areas/parties.
- Liaison and coordination in processing and booking procedures ensures efficient and accurate communication.
- Instructions, enquiries, and complaints are handled and processed promptly and courteously.
- Referrals are correctly coded, entered, updated, removed, filed as required.
- Update and improve processes as required, in consultation with team and manager.
- Adherence to Health New Zealand | Te Whatu Ora Privacy/Confidentiality Code/Patient Code of Rights and the Privacy Act 1993.

#### **Patient Focused Booking Process**

- All Elective Booking Coordinators booking uses the Patient Focused Booking Process for both Outpatients and Surgical Bookings. Theatre list to be finalised four weeks in advance of the date of surgery (where this is possible).
- 80% of lists are booked 4 weeks in advance (where this is possible)
- Elective Services' Manager to be kept informed of any issues as they arise.
- Demonstrate an understanding of continuous quality improvement in all services.

#### **To Process Information Regarding Clinic Attendance**

- All patients on clinic lists are attended/DNAs captured.
- Patients are reappointed as appropriate.
- Outcomes of clinic appointments are entered within 2 working days of clinic. Exception – end of month reporting requires all outcomes to be completed prior to end of first working day of following month.
- The Did Not Attend (DNA) process is completed complying with the DNA policy. Patients are referred to the Maori Health Unit if required.
- Interventions recorded on the Clinic Processing Sheet are entered into the patient management system to ensure correct funding is applied.
- Additional clinical comments are entered to identify extra patient requirements for further bookings e.g. REG or Consultant, interventions required.

#### **Monitoring Service Quality**

- Patients are booked in order of priority.
- Information and data on the patient management system is accurate and reflects current situation.
- OPD Clinic/Theatre utilisation is maximised.
- Waiting times for OPD clinics/surgeries are monitored as requested.
- Relevant clinic statistics are collated as required.
- Trends and variations are communicated to manager.

#### **Health Records Management**

##### **Tasks (how it is achieved):**

- Patient confidentiality is adhered to at all times
- Ensure patient records are available at all times
- Admission notes are prepared for patients with inclusion of all relevant information
- Letters, reports and other documentation are filed correctly into patient's health records
- All patient records together with current admissions are tracked and returned to Health Records promptly
- Utilise electronic record tracking system to ensure record location is current at all times
- Ensure all discarded identifiable patient information is placed in authorised security bins

##### **Teamwork**

- A positive interactive attitude is displayed.
- Support and advice is sought when necessary.
- Interaction, both written and oral, with all team members is appropriate.
- A professional image is presented to both staff and patients.

	<ul style="list-style-type: none"> <li>○ To orientate and train staff within the Relief Pool when leave is required.</li> <li>○ To provide support to any other areas of the Administration services as requested</li> </ul> <p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>○ Open and responsive to customer needs</li> <li>○ Demonstrate an understanding of continuous quality improvement</li> </ul>				
<b>HEALTH &amp; SAFETY RESPONSIBILITIES</b>	<p><b>Health New Zealand   Te Whatu Ora is committed to maintaining and promoting the health &amp; safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</b></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> <li>○ (You have the right to cease work if you believe that you, or others, are at risk of serious harm).</li> </ul>				
<b>KEY WORKING RELATIONSHIPS</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; padding: 5px;"><b>INTERNAL</b></th> <th style="text-align: left; padding: 5px;"><b>EXTERNAL</b></th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top; padding: 5px;"> <ul style="list-style-type: none"> <li>○ Administration Manager</li> <li>○ Manager, Reception &amp; Health Records</li> <li>○ Booking Manager</li> <li>○ Booking Team Leader</li> <li>○ Service Directors</li> <li>○ Manager Cancer Services</li> <li>○ Elective Services Administrators</li> <li>○ Elective Services Manager</li> <li>○ Booking Coordinators, Outpatients Department (OPD) and EBS</li> <li>○ Outpatient Services staff, Unit Receptionists, Registered Nurses, Care Associates, and Clinical Secretaries.</li> <li>○ Clinical Nurse Managers</li> <li>○ Associate Clinical Nurse Managers</li> <li>○ Consultants</li> </ul> </td> <td style="vertical-align: top; padding: 5px;"> <ul style="list-style-type: none"> <li>○ Patients and their family/whanau</li> <li>○ General Practitioners</li> </ul> </td> </tr> </tbody> </table>	<b>INTERNAL</b>	<b>EXTERNAL</b>	<ul style="list-style-type: none"> <li>○ Administration Manager</li> <li>○ Manager, Reception &amp; Health Records</li> <li>○ Booking Manager</li> <li>○ Booking Team Leader</li> <li>○ Service Directors</li> <li>○ Manager Cancer Services</li> <li>○ Elective Services Administrators</li> <li>○ Elective Services Manager</li> <li>○ Booking Coordinators, Outpatients Department (OPD) and EBS</li> <li>○ Outpatient Services staff, Unit Receptionists, Registered Nurses, Care Associates, and Clinical Secretaries.</li> <li>○ Clinical Nurse Managers</li> <li>○ Associate Clinical Nurse Managers</li> <li>○ Consultants</li> </ul>	<ul style="list-style-type: none"> <li>○ Patients and their family/whanau</li> <li>○ General Practitioners</li> </ul>
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<b>DELEGATION AND DECISION</b>	Nil				
<b>HOURS OF WORK</b>	Fixed Term until July 2025 80 hours per fortnight 1 FTE				
<b>EMPLOYMENT AGREEMENT &amp; SALARY</b>	In accordance with the LNI DHB/PSA Administration / Clerical Multi Employer Collective Agreement (MECA Band 5 Step 1 pro rata for hours worked.				
<b>DATE</b>	September 2024				
<b>EXPENDITURE &amp; BUDGET ACCOUNTABILITY</b>	Nil				
<b>SCOPE &amp; COMPLEXITY</b>	<ul style="list-style-type: none"> <li>○ Ministry of Health Targets.</li> <li>○ Referral Management Process</li> <li>○ This role is responsible for ensuring the Elective waiting list for outpatients is maintained within the MOH guidelines.</li> <li>○ Deals with patients to arrange Outpatient appointments and also medical, clinical and other administration staff in the outpatient service.</li> <li>○ Works closely with the Outpatient Administrator, Outpatient Team Leader and also the Elective Services Manager to ensure MOH Targets are met</li> </ul>				

## ESSENTIAL CRITERIA

### Qualifications

- Nil

### Experience

- Able to demonstrate a **high degree** of flexibility.
- Previous booking and scheduling experience
- Excellent communication skills; ability to communicate with a wide range of people
- Highly motivated and a team player
- Able to build effective and positive relationships with key personnel within and external to the service.
- Customer focused, responsive to the needs of customers
- Culturally aware and sensitive
- Excellent telephone manner
- Data entry experience and computer literacy.

### Business / Technical Skills

- Data Entry
- Ability to use Word, Excel and Outlook

### Key Attributes

- Proven customer service skills
- Effective communication skills
- Positive attitude with problem solving focus

### Effectively Engaging with Māori –

- Demonstrates knowledge and understanding of local Tikanga and Māori culture sufficiently to be able to respond appropriately to Māori
- Is visible, welcoming and accessible to Māori consumers and their whānau
- Actively engages in respectful relationships with Māori consumers and whānau and the Māori community
- Actively seeks ways to work with Māori consumers and whānau to maximise Māori experience
- Actively facilitates the participation of whānau in the care and support of their whānau member

### Physical requirements for role: Nil

### Vaccination status for role:

- Vaccinations as per the current employee immunisation policy including annual influenza vaccination

## DESIRABLE CRITERIA

### Experience

- Knowledge and experience in using ECA patient management system.
- Experience working in the health sector
- Knowledge of Elective Services systems and principles

### Business / Technical Skills

- Nil



## 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.

**RARANGATE 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.