

## Job Description

### Quality Facilitator

### Patient Safety, Quality Improvement & Risk Directorate

<b>Position Title:</b>	Quality Facilitator
<b>Organisation Unit:</b>	Patient Safety, Quality Improvement & Risk Directorate
<b>Location:</b>	Health New Zealand, Northland   Te Whatu Ora, Te Tai Tokerau
<b>Responsible to:</b>	Team Lead – Quality Facilitators
<b>Primary Functions of the Position:</b>	<ul style="list-style-type: none"> <li>To promote, facilitate and co-ordinate a culture of excellence in continuous quality improvement throughout the service</li> <li>Identify and facilitate quality improvements necessary to ensuring the effective development of the service</li> <li>Maintain current certification standards in line with the Organisation strategic plan</li> <li>Monitor, maintain and evaluate the effectiveness of the quality and risk management goals and objectives.</li> <li>Support the management of consumer complaints according to Code of Health and Disability Services Consumers' Rights Regulations (1996)</li> <li>Support the management of adverse events in conjunction with the Service leaders and Reportable Events Committee.</li> <li>Report trends and gaps in service provision to Manager and Operational staff providing detailed reports with recommendations and appropriate action plans</li> <li>Develop and report on the service quality plan</li> </ul>

### Functional Relationships

The Safety and Quality Facilitator will develop and maintain excellent relationships with:

Internal	External
<ul style="list-style-type: none"> <li>General Manager</li> <li>Chief Medical Officer</li> <li>Chief Nursing Officer</li> <li>Chair Reportable Events Committee</li> <li>Service Managers and Operations Managers</li> <li>Patient Safety and Quality Improvement Directorate</li> <li>Nurse Managers</li> <li>Nursing Staff and Clinical Educators</li> <li>Clinical Directors, Surgeons and Physicians</li> <li>Medical Staff</li> <li>Allied Health staff</li> </ul>	<ul style="list-style-type: none"> <li>Patients and whanāu</li> <li>Members of the public</li> <li>General Practitioners</li> <li>Community health services</li> <li>Health Advocacy services</li> <li>Health and Disability Commissioner</li> </ul>

<ul style="list-style-type: none"> <li>Te Whatu Ora – Health New Zealand – all staff</li> </ul>	
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## Key Responsibilities and Expected Outcomes

Te Whatu Ora Te Tai Tokerau has established a set of values by which the organisation will respond, in part, to achieving its goals and objectives through their workforce. The following values and supporting statements are expected behaviours of each individual employed with Te Whatu Ora Te Tai Tokerau:

Values	Supporting Statement
<b>Tāngata i te tuatahi</b> People First	He whakapapa, he mokopuna, he tamariki, he mātua, he tūpuna. He aha te mea nui. He tāngata, he tāngata, he tāngata Our people are central to all we do
<b>Whakaute (tuku mana)</b> Respect	He whakaaro nui ki ētahi atu We treat others as they would like to be treated
<b>Manaaki</b> Caring	Ko te manaaki – he whāngai, he kākahu, he ropiropi. Akona e te whānau whānui We nurture those around us, and treat all with dignity and compassion
<b>Whakawhitiwhiti Kōrero</b> Communication	Whakawhitiwhiti kōrero i runga te tika, te pono me te We communicate openly, safely and with respect to promote clear understanding and aroha
<b>Te Hiranga</b> Excellence	Kia kaha, kia māia, kia manawa nui Our attitude of excellence inspires confidence and innovation

The position of Safety and Quality Facilitator encompasses the following major functions or key result areas:

- Te Tiriti o Waitangi
- Continuous Quality Improvement
- Risk Identification and Management
- Complaints Resolution
- Organisational and Service Audits
- Adverse Event Monitoring and Review
- Facilitation of Corrective Action/Recommendations
- Communication and Teamwork
- Clinical Leadership
- Continuing Professional Development
- Health and Safety
- Privacy & Confidentiality

The outcome requirements of the above key responsibility areas are outlined below:

Key Responsibility Area	Expected Outcomes
Te Tiriti o Waitangi	<ul style="list-style-type: none"> <li>• Contribute to the promotion of the articles and principles of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for their health and independence, within Te Whatu Ora – Health New Zealand management processes and procedures</li> <li>• Include the articles and principles of Te Tiriti o Waitangi within all aspects of the role and its outcomes</li> <li>• Ensure that consultation and engagement processes include appropriate mechanisms to meet the need of Māori in a culturally appropriate and safe manner</li> <li>• Attend the Te Whatu Ora Te Tiriti o Waitangi Training</li> </ul>
Continuous Quality Improvement	<ul style="list-style-type: none"> <li>• To provide advice, assistance, support and education to staff in the development, implementation and maintenance of the organisations patient safety and quality improvement framework</li> <li>• To raise awareness of safety and quality improvement to all staff</li> </ul>
Risk Identification and Management	<ul style="list-style-type: none"> <li>• Actively engage in identifying and reporting risks, initiating quality improvement action plans to mitigate or eliminate risks to the service</li> <li>• Support service in maintaining compliance with Certification standards</li> <li>• Facilitate service to manage risks within the organisations risk management system</li> <li>• Support the development of the Service Quality and Risk Management Plan and report progress as required</li> </ul>
Complaints Resolution	<ul style="list-style-type: none"> <li>• Co-ordinate and support the complaints process for the service, including those from the Health and Disability Commissioner (HDC) within required timeframes</li> <li>• Support clinical staff to facilitate patients right to complain</li> <li>• Support facilitation of complaint investigation and resolution</li> <li>• Facilitate a restorative practice approach to complaint resolution where able</li> </ul>
Organisational and Service Audits	<ul style="list-style-type: none"> <li>• Attend and participate in operation and organisational meetings / forums as required.</li> <li>• In partnership with PSQID identify from data or other method projects that will lead to effective clinical improvement</li> <li>• Support / undertake audits within services in conjunction with clinical staff</li> <li>• Work with organisational data to report clinical quality indicators to measure/benchmark clinical effectiveness of service areas</li> <li>• Provide awareness of the principles of Clinical Governance to staff</li> <li>• Support staff with document control and clinical forms governance processes</li> <li>• Support clinical staff with support and guidance on working with the Datix system</li> <li>• Support and facilitate the organizational clinical area audits/timetable</li> </ul>

Key Responsibility Area	Expected Outcomes
Adverse Event Monitoring and Review	<ul style="list-style-type: none"> <li>• Ensure that the organisations process for reporting and managing adverse events and near misses is followed and provide advice and support where required, responding to day to day queries and advising staff of actions required to help reduce and manage any issues that may impact on Patient Safety, promoting open learning, a just culture and open disclosure throughout the organisation.</li> <li>• Validate and data quality check all patient related adverse events (related to service), reported on the adverse event reporting system, ensuring that adverse events are correctly classified and SAC rated. Ensuring that all SAC 3 &amp; 4 rated events are followed up by the local manager and learning takes place as per the Adverse Events Management policy.</li> <li>• Ensure SAC 1 &amp; 2 and Always Review and Report events are appropriately escalated, managed and reviewed in conjunction with the Reportable Events Committee.</li> <li>• Support the Reportable events committee in identifying potential review team members.</li> <li>• Support the identification and facilitate the delivery of achievable and effective actions related to patient safety.</li> <li>• Support REC in monitoring the completion of agreed recommendations / action plans.</li> <li>• Escalate any areas of concern with regard to non-delivery of agreed recommendations / action plans to the General Manager.</li> <li>• Facilitate serious adverse event analysis (SEA) reviews and action plans within the service as directed by the Reportable Events Committee (REC)</li> </ul>
Facilitation of Corrective Action/Recommendations	<ul style="list-style-type: none"> <li>• In partnership with Service/Operation Managers/Clinical Nurse Managers/Heads of Departments ensure that corrective actions/recommendations arising from HDC, REC, Certification audits are addressed and improvements implemented within required timeframes</li> </ul>
Communication and Teamwork	<ul style="list-style-type: none"> <li>• Build and maintain productive working relationships with all staff working within the service as well as those departments within the Hospital and external agencies, which interact with the service</li> <li>• Build and maintain a close working relationship with service leaders and teams</li> </ul>
Clinical Leadership	<ul style="list-style-type: none"> <li>• Promote and encourage a quality improvement culture in the service</li> <li>• Demonstrate personal attentiveness, sensitivity and empathy towards patients and staff</li> <li>• Positively influence staff</li> </ul>

Key Responsibility Area	Expected Outcomes
Continuing Professional Development	<ul style="list-style-type: none"> <li>Participate in annual mahi &amp; me.</li> <li>Participate with personal development plan</li> <li>Keep abreast of changes in clinical governance</li> <li>Maintain knowledge of Clinical Effectiveness</li> <li>Participate in staff education programmes for continuous quality effectiveness, clinical governance and risk management</li> <li>Attend educational programmes to extend IT and clinical knowledge</li> </ul>
Health & Safety	<ul style="list-style-type: none"> <li>Ensure compliance with designated responsibilities detailed in Te Whatu Ora - Te Tai Tokerau Health and Safety Policy and annual objectives</li> <li>Promote an environment of physical, occupational, cultural, ethical and legal safety</li> <li>Participate in the organisation's Health and Safety Management training programme.</li> <li>Observe and promote safe work practices, rules and instructions relating to work, and be pro-active in hazard management</li> <li>Willingly co-operate in the achievement of all health and safety goals and initiatives by: <ul style="list-style-type: none"> <li>Practicing and observing safe work methods;</li> <li>The use of safety equipment;</li> <li>Reporting unsafe conditions or equipment; and</li> <li>Reporting and documenting all accidents or incidents</li> </ul> </li> </ul>
Privacy and Confidentiality	<ul style="list-style-type: none"> <li>Undertake all duties and responsibilities in accordance with the Privacy Act 2020, Health Information Privacy Code 2020, and Privacy Policies and Procedures of Te Whatu Ora Te Tai Tokerau</li> <li>Complete mandatory induction training on Privacy responsibilities</li> </ul>

### 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 any way the scope or functions of the position. Duties and responsibilities may be amended from time to time, in consultation with the employee, to meet any changing conditions and service requirements.

### Person Specification

#### Education and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> <li>Evidence of literacy and numeracy</li> </ul>	<ul style="list-style-type: none"> <li>Health related qualification, and current practicing certificate</li> <li>Quality improvement qualification</li> </ul>

#### Experience

Essential	Desirable

<ul style="list-style-type: none"> <li>• Quality improvement/management experience</li> <li>• Experience in leading quality initiatives or projects</li> </ul>	<ul style="list-style-type: none"> <li>• Recent experience with a healthcare setting</li> </ul>
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## Awareness and Understanding of

Essential	Desirable
<ul style="list-style-type: none"> <li>• Privacy Act (2020) and Health Information Privacy Code (2020)</li> </ul>	<ul style="list-style-type: none"> <li>• Te Tiriti o Waitangi and its application to the health setting</li> <li>• Health and Safety at Work Act 2015</li> <li>• Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996)</li> <li>• New Zealand Council of Healthcare Standards</li> </ul>

## Skills & Personal Attributes

Skills
<ul style="list-style-type: none"> <li>• Skills in conflict resolution, problem solving and group facilitation</li> <li>• Skills in the use of continuous quality improvement tools</li> <li>• Project management skills</li> <li>• Presentation and training skills</li> </ul>

Personal Attributes
<ul style="list-style-type: none"> <li>• Commitment and genuine interest in continuous quality improvements with a strong customer focus</li> <li>• A commitment to patient focused care</li> <li>• An ability to lead and facilitate change</li> <li>• Ability to meet agreed timelines</li> <li>• Ability to communicate effectively with all levels of staff and develop relevant networks, and proficient at documenting and conveying ideas/information</li> <li>• Flexibility, innovation and creativity which can be applied to the healthcare setting</li> <li>• Energy, drive and enthusiasm whilst being tolerant and persistent</li> <li>• Ability to perform effectively under pressure and prioritise workloads</li> <li>• Ability to work independently as well as part of a team</li> <li>• Ability to contribute to the achievement of best practice by facilitating and applying relevant research</li> <li>• Knowledge of the relevant legislation and standards that govern healthcare practice and specific practice within the area of responsibility</li> <li>• Knowledge of issues in the New Zealand healthcare system</li> <li>• The ability to work effectively within a multi-disciplinary team</li> <li>• The ability to take responsibility for ongoing professional development</li> </ul>

## Performance Development Review

An initial review of performance will be conducted after three months, with an annual review thereafter.

An individual Development Plan will be developed to reflect the contribution this position is expected to make towards achieving the team's objectives and measures. Key result areas will be developed and agreed at this time.

Authorised by: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Acceptance

Acceptance of the position implies acceptance of this position description.

Position Title: \_\_\_\_\_

Signature of  
employee: \_\_\_\_\_

Date: \_\_\_\_\_