

**The West Coast District Health Board is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.**

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| **Position Title:** | **Quality Facilitator** | |
| **Reports to:** | Quality & Patient Safety Manger | |
| **Work location:** | Specialist Mental Health Service | |
| **Key Relationships:** | Internal:  Associate Director of Nursing Mental Health  SMHS Operational Manager  Clinical Director SMHS  Depart Clinical leadership [ IPU, TACT, CMHS, Elderly Services, Drug & Alcohol]   * Learning and Development * Consumer and family advisors * Clinical educators and Clinical specialists * Mental Health Leadership Forum * Clinical resource Meeting * MHIRG * Planning & Funding * Quality Patient Health & Adverse Event Facilitator | External:   * Non-Governmental Organisations (NGO’s) * Standards NZ (as required) * Health Quality and Safety Commission (as required) * South Island Alliance (as required) * Quality and Patient Safety Team, SMHS * CDHB Patient Safety Officers * Ministry of Health (as required) * Health Quality & Patient Safety Commission (as required) |
| **Role Purpose:** | **Quality Facilitator** is responsible for facilitating patient safety and improvement activity in line with the organisations quality and patient safety strategy in allocated areas of responsibility.  In collaboration with service leaders (clinical and non-clinical), the Quality Facilitator **builds capability** for the on-going development, improvement and implementation of the quality and risk management framework which ensures effective structures and processes are in place to deliver safe, high quality care.  **The key deliverables are:**   * Evidence of organisational culture of innovation, transformation and continuous quality improvement in areas of responsibility * Improvement programmes and projects that are robust and based on best practice and evidence (where this is available). * To support clinical risk management processes including, incident reviews , complaint review and risk identification and mitigation and legal compliance. * Leading and collating consumer feedback for SMHS * To provide expertise and oversee best practice and compliance with the Restraint Minimisation and Safe Practice Standard * Provide quality support for national projects i.e. 2020 Zero seclusion programme | |
| **Complexity:** | Most challenging duties typically undertaken or most complex problems solved:  To be able to challenge assumptions, analyse complex systems and processes while actively fostering creativity, motivation and engagement within and across services in order to bring about the desired change and improvement. | |

**KEY ACCOUNTABILITIES:**

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| **The Quality Facilitator is responsible for:** | **The Quality Facilitator will be successful when** |
| * **Drive a culture of innovation and continuous quality improvement across and within Services** | * The organisation and service strategic directions for Quality and Patient Safety are embedded at the service level. * Programmes and initiatives are based on best practice and evidence (where available). * Proven patient safety strategies are researched and disseminated. * Proficiency is demonstrated in the use of a range of improvement methodologies and tools. * Care is based on evidence of best practice/national guidelines including with the development of local/organisational wide guidelines/protocols. * Planning, monitoring, evaluation and reporting on quality is embedded in service level processes. * Consumer centred practice and consumer participation is evident in the development, implementation and evaluation of initiatives. * Guidance is provided for audit and feedback mechanisms. * Benchmarking and measurement is encouraged (internally and externally). * Advocates for and models the use of improvement strategies utilising structured problem-solving methods, such as Plan-Do-Study-Act. * Forms collaborative working relationships with key stakeholders to facilitate staff involvement and commitment to the quality culture within the service and the organisation as a whole. * Facilitates training for staff on quality improvement and patient safety – including implementing human factors in healthcare. * Contributes to the development of the annual quality accounts by working with consumers, clinicians and managers in service/areas of responsibility. * Promotes effective teamwork, communication and shared learning as key components of a culture of safety. |
| **Working for the Quality Patient Health & Adverse Event Facilitator, supporting effective risk management processes including providing lead coordination in completing of all mental health**   * **Adverse Event Reviews** * **Coordinate weekly running and reporting on incidents through the mental health Incident review Group [MHIRG]** * **External & Internal Consumer complaint reviews** * **Risk identification and mitigation strategies** | * A culture of Patient Safety is promoted including the application of the Incident Reporting Policy and the Open Disclosure Policy. * Assist allocated service areas with SAC rating of incidents or other Safety 1st queries * Close off incidents on Safety 1st for allocated service areas, * Assists with Adverse Event Reviews as requested * Assists with complaint reviews as requested. * Assists with the identification, document and mitigation of risk issues in line with the organisational risk management framework. * Ensures learning is embedded across the service/area of responsibility through the dissemination and follow-up of recommendations arising from consumer and family feedback, serious events, incident reporting, complaints etc. with the clinical teams. * Ensures that quality information e.g. incident, complaints, consumer and family feedback etc. is measured, analysed, challenged and used effectively to improve care. * As a result of incident/complaint reviews, assists services in the identification of areas for further improvement, education opportunities, audit activities, or the need to undertake further analysis. * Ensure the organisation is outward looking and incorporates the recommendations from external bodies such as Coroners reports, HDC Complaints report, ACC reports and Enquiries etc into practice. * Has an understanding of the Divisional Emergency Plans and the Coordinated Incident Management System and is able to assist as requested/able. |
| * **Active involvement in patient safety and campaigns improvement projects.** * **Work with clinical leads in promoting & collating consumer feedback through use of RealTime Consumer survey** | * Assists with the design and implementation of improvement campaigns/projects across a service or division. * Ensures project management methodology is followed. * Supports implementation of project recommendations in a way that promotes positive approach to change and ensuring service improvements are sustained. * Assists services to “showcase” and share learning of improvements * Provide quality support & direction with HQSC MH 2020 Zero Seclusion Project |
| * **Assisting service managers in meeting health & disability NZ Certification/ Accreditation requirements** | * Provides advice, delivers targeted education and ensure effective communication processes are in place to assist with the participation in Certification/Accreditation * Assists with the preparation for onsite internal and external surveys/audits, gathering evidence of achievements and submitting relevant documentation. * Educates Services on the relevant standards and requirements. * Works with key staff to ensure accreditation/certification action plans are developed, implemented and monitored |
| * **Health and Safety**   Maintaining a high quality, safe and secure work environment by following relevant West Coast DHB and divisional policies, protocols and standards. | * Participation in health and safety in the workplace occurs * Safe work practice is carried out * Safe use and maintenance of equipment occurs * Incidents and accidents are reported * Hazards are identified controlled and reported appropriately * Emergency procedures are known * Advice in safe work practice is sought from your manager if required |
| * **Quality**   Ensure a quality service is provided in your area of expertise by taking an active role in quality activities, identifying areas of improvement. | * Actively participates in Team Meetings and identifies areas for improvement. * Areas of concern or risk are flagged to Quality and Patient Safety Manager * Appreciates and respects the contribution of self and others within the team. * Contributes positively to the goals of the team. * Communicates honestly and openly with other team members. * Every staff member within WCDHB is responsible for ensuring a quality service is provided in their area of expertise. All staff are to be involved in quality activities and should identify areas of improvement. All staff are to be familiar with and apply the appropriate organisational and divisional policies and procedures. * Provide quality support and input into service transformation linked to SMHS new model of care |

**PERSON SPECIFICATION:**

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| **Qualifications & Experience** | |
| **Essential**   * Graduate Diploma / Bachelor of Nursing or equivalent health professional qualification & registration * Holds a current New Zealand annual practising certificate or professional registration * Have proficient expertise & knowledge/ experience working in a health sector for 5 – 10 years * With a minimum of 5 years’ clinical experience working in mental health * Evidence of leadership / mentoring skills. * Previous experience in quality and patient safety improvement/project management. * Demonstrated ability to contribute to and deliver timely outputs * Demonstrated ability to communicate effectively at all levels of within the organisation and with key stakeholders * Knowledge of the NZ Health and Disability standards system * Have excellent computer literacy in XL / MS Word as well as report writing skills. | **Desirable**   * Quality Management and/or post graduate related qualifications * Completed or studying toward a health related masters * PDRP – expert level * Working knowledge of   Health and Disability Sector Standards NZ  Certification or Accreditation programmes.  Electronic Adverse Event Management Systems RL6 [Safety 1st]   * Can demonstrated knowledge, understanding and application of the principles underlying quality Improvement frame works * Knowledge of health sector restraint types and processes * Proven skills in developing and providing adult education * Demonstrated understanding and application of the principles underlying Quality Improvement, Change and Risk Management * Knowledge of health sector restraint & types and processes * Proven skills in developing and providing adult education |

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| **Leadership Capabilities (as per the Leadership Capability Framework)** | |
| **Dimension** | **Description** |
| **Displays self-knowledge** | Shows self-control and deals effectively with pressure.  Certain of self-worth and capacity to handle unfamiliar situations. |
| **Builds relationships and mobilise support** | Build relationships and navigate organisational politics. |
| **Stimulates innovation and create immediate wins** | Lead innovation and creative processes. |
| **Consolidate and continuously improve on a strategic change** | Plan change and continuously improve quality and care systems. |

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| **Personal Attributes** |
| **Key Behaviours:**   * Ability to “work together” in a truthful and helpful manner. * Ability to “work smarter” by being innovative and proactive. * Accepts responsibility for actions. * Ability to provide inspirational and motivational leadership * Genuine credibility when engaging and having conversations with clinical staff. * Excellent people skills, i.e. displays diplomacy, tact, listening skills, is able to remain calm and diffuse and is well skilled in conflict resolution. * Models and shares the vision, values and expectations with others. * A strong customer/patient centred focus. * Ability to foster co-operation, networking, and facilitation. * Ability to work effectively with clinical, managerial and support service staff. * Ability to analyse and present data that is easily understood by others utilising quality tools such statistical process control charts. |

*Please Note: The intent of this position description is to provide a representative summary of the major duties and responsibilities performed in this job classification. Employees may be requested to perform job related tasks other than those specified.*