

Position Title: **Planned Surgery Liaison Nurse**

Campus: Horsham

Directorate: Operations

Department: Surgery & Endoscopy

Reporting to:

Direct: Perioperative Nurse Unit Manager

Indirect: Director Surgical, Endoscopy and Patient Experience

Appointment Terms/Conditions:

Classification and Code: Registered Nurse CNCA-B (ZF4-ZJ4)

Enterprise Agreement: Nurses and Midwives (Victorian Public Sector) Single Interest Employees Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit www.grampianshealth.org.au.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The Planned Surgery Liaison Nurse plays a vital role in ensuring efficient, effective, and comprehensive patient flow within the planned surgery pathway. Working collegially with the relevant Head of Unit and collaboratively with all other stakeholders, this position will provide a consistent point of contact and have responsibility for:

- Facilitating the triage, support, assessment, and management of elective surgical patients
- Elective surgery waitlist management and associated KPI's
- Efficient use of resources when constructing theatre lists
- Communication between relevant stakeholders

KEY ACCOUNTABILITIES

Leadership and Professional Practice:

Demonstrates clinical practise and application of knowledge to foster and facilitate the provision of care and service delivery that is based on the best available evidence, and in the most effective way

- Provide support, assessment and management to individuals and carers, to facilitate access, assessment, care planning, delivery, evaluation, and discharge, in a collaborative approach to meet individual needs.
- Treatment / management plans are developed in partnership with consultants, clinical staff and the patient and are documented accordingly.
- Ensure documentation in pathway that facilitates communication and continuity of care for the management of the presenting condition.
- Provide relevant resource material and education to clients and families regarding elective procedures.
- Provide and assist clients, carers and families and referring practitioners.
- Ability to undertake clinical procedures as required.
- Participate in service delivery audits and implementation of required changes to improve patient outcomes.
- Participate in weekly multidisciplinary team meetings.

Human Resources Management:

Demonstrates application of knowledge to support quality health care and a satisfying work environment for all staff.

- Attend monthly supervision meetings with Access Manager and/or Head of Unit
- Participates in the Staff Development Program – including completion of performance reviews and is responsible for setting goals for own professional development.
- Maintain professional development by attending National or other conferences or education programs.
- Maintain required competencies as identified at supervision meetings and performance review.

Business Management

Demonstrates leadership and application of knowledge to operate within the agreed organisations Financial Management framework.

- Work within the Annual Business Plan & budget for the service.
- Perform data entry requirements to meet the key performance indicators and targets of the Surgical service (Dashboard).
- Assist Surgical unit with incoming correspondence in relation to patient care.
- Development of appropriate reports and audits to reflect Surgical performance in key result areas including:
 - Waiting time to first available specialist outpatient appointment
 - Elective Surgery Cat 1 operated on within 30 days
 - % of Elective Surgery Cat 2 patients waiting > 90days
 - % of Elective Surgery Cat 3 patients waiting > 365days
 - Hospital Initiated Postponement rate

- Average LOS (against state ALOS) for top 5 DRGs
- Adverse/variance to pathway
- Patient Satisfaction
- Readmissions within 28 days

Clinical Governance

Demonstrates understanding, application of knowledge and implementation of the organisations clinical governance framework to ensure the provision of high-quality health care through continuous improvement

- Participate in the review of Clinical Practice Guidelines within the specialty with the clinical staff.
- Actively participate in research, redesign and quality improvement activities which is directly related to surgical services.
- Identify clinical risks through incident reporting and record review and informing Operations Manager Surgical and Procedural services .
- Ensure patients are booked for theatre within appropriate time frames and with all relevant information including:
 - Prosthetic and other equipment requirements entered into IPM;
 - Anaesthetic Preadmission requirements.
 - Post-operative requirements such as booking ward bed and length of stay
 - Discharge requirements.
- Assist with facilitating access to surgery including:
 - Pre-admission assessment
 - Patient education and care path, delivery, evaluation, and discharge, in a collaborative approach while also meeting individual needs.
- Organisation of Surgical Cohort theatre lists in liaison with Surgical Cohort Unit consultants and Practice Managers
- Liaise with NUM and other ward staff to manage theatre lists in line with allocated beds.
- Promote the development and use of evidence-based guidelines related to care pathways.
- Participate in research, process redesign and quality improvement activities in Surgical and Procedural services division.
- Work within a multidisciplinary team.

KEY SELECTION CRITERIA

- Registered Nurse with minimum 4 years experience
- Highly developed interpersonal, verbal, and written communication skills underpinned by well-honed problem-solving skills
- Demonstrated self-motivation and ability to work autonomously and within a multi-disciplinary team.
- Demonstrated commitment and ability to quality improvement, clinical risk management and evidence based best practice
- Computer skills and ability to use Office based programs, database systems and patient management system (IPM)
- Understanding of DoH Policy and funding guidelines, Elective Surgery Access Policy and other governance policy documents.

Desirable

- Professional membership to the appropriate professional bodies
- Knowledge of Redesign methodologies
- Clinical understanding of Surgical conditions and pathways
- Financial acumen

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary a NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.