POSITION DESCRIPTION

POSITION DETAILS:

TITLE: NZ NATIONAL INTESTINAL FAILURE SERVICE Co-ordinator
REPORTS TO: Clinical Director National Intestinal Failure Service
LOCATION: ADHB – Grafton site
AUTHORISED BY: 
DATE: MARCH 2014

PRIMARY FUNCTION:

- IMPLEMENTATION OF AN OPERATIONAL MANAGEMENT SYSTEM TO STRENGTHEN LOCAL AND REGIONAL CLINICAL NETWORKS AND TO ESTABLISH SERVICE PERFORMANCE MEASURES AND SERVICE PROTOCOLS FOR A NATIONAL INTESTINAL FAILURE SERVICE
- ESTABLISHMENT OF AN INTEGRATED CLINICAL MANAGEMENT MODEL AND PATIENT REGISTER FOR PATIENTS WITH PROLONGED INTESTINAL FAILURE IN NEW ZEALAND

KEY ACCOUNTABILITIES

<table>
<thead>
<tr>
<th>Key Result Area</th>
<th>Expected Outcomes/Performance Indicators</th>
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| Operational Performance | • Oversee and be responsible for a patient register which will capture information about the number, type of IF, treatment and outcomes of all patients in NZ with prolonged intestinal failure.  
• Assist with the development and dissemination of the nationally agreed standards of care for complex and prolonged intestinal failure patients to optimise successful gut rehabilitation and reduce the use of parenteral nutrition in prolonged IF and overall pharmaceutical costs.  
• Establish a quality audit and outcome measures against SOC on a quarterly (or agreed time scale) basis. International benchmarking against other recognised IF centres.  
• Disseminate notification and referral protocols to NIFS  
• Provide educational resources and training to support multidisciplinary management by generalist multidisciplinary teams in other secondary and tertiary hospitals  
• Develop and strengthen telemedicine to provide support to local teams to deliver care as close to the patient as possible.  
• Assist the Clinical Directors in identifying, assessing and referring patients who may benefit from intestinal transplant according to the guidelines which this role will contribute to the development of.  
• Contribute to the collaborative development of international IF Guidelines and liaise with other recognised international IF specialists  
• international relationships with recognised IF centres together with collaborative benchmarking as appropriate. |
### Planning and Reporting

- Develop databases using existing access database and excel spread sheets in the first instance to dedicated password protected online databases (MOH capability vs. ADHB) Establish NIFS communication strategy across Paediatric and Adult teams (0800 NIFS) together with record of interactions (“clearing house function”)
- Contribute to Budget management as required together with Clinical Directors and Service Manager
- Contribute to website development as required
- Collaborate with Pharmac, ADHB pharmacy and Health Alliance and industry providers to ensure optimum cost control and efficient management of PN prescribing and delivery
- Assist Clinical Directors to maintain reporting functions to Governance Board, NHB/MOH and ADHB as required.

### Specific Responsibilities and Accountabilities

- Promote effective teamwork and collaborative relationships within the multidisciplinary teams throughout NZ and across healthcare settings to achieve best health outcomes for patients with prolonged IF.
- Act as a resource as a “navigator” connecting clinicians into relevant NIFS contacts through the Clinical Directors as required.
- Participates in professional supervision as required and maintains professional competency and registration.
- Promotes and contributes to continuous quality improvement in services.

### Education, Workforce and Training Needs

- Plans and delivers educational workshops together with regional champions (at least one workshop in the southern region).
- On-going assessments of workforce and training needs both locally and nationally to ensure sustainability of the service.

### Liaison with Intestinal Transplant Services

- Maintains and enhances communications with the preferred intestinal transplant provider for NZ patients.
- Identifies existing and prospective patients who would benefit from intestinal transplantation assessment through the Clinical Directors and maintains a database of assessments and outcomes. Enhances the existing assessment template through the Clinical Directors with collaborative input from NZLTU as required.
- Maintains and enhances communication with the High Cost Treatment Pool through the Clinical Directors.

### National Standards of Care

- Develops and disseminates (through the Clinical Directors) IF Standards of Care (SOC) based on best available contemporary evidence based guidelines for prolonged intestinal failure in adults and children to optimise successful gut
rehabilitation and a return to oral or enteral nutrition.

### AUTHORITIES:

<table>
<thead>
<tr>
<th>FTE</th>
<th>Budget Accountability (if applicable):</th>
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<tr>
<td>Direct Reports: 1 (administrator)</td>
<td>NA</td>
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### RELATIONSHIPS:

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<tr>
<th>External</th>
<th>Internal</th>
<th>Committees/Groups</th>
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| • Other DHBs multidisciplinary IF clinicians  
• MOH/ADHB IT development providers  
• University of Auckland, Massey University, University of Otago and other relevant tertiary providers.  
• NZ Dietitians Board  
• ESPEN and AuSPEN  
• Pharmac, Health Alliance, Medsafe.  
• Patient Advocate Groups including PNDU and the Oley Foundation | • Clinical Directors  
• Senior management  
• Specialist colleagues within NIFS including nursing, pharmacy and dietetic staff (Paediatric and Adult services)  
• Other related health professionals including specialist nursing, specialist surgeons, gastroenterology, vascular and senior pharmacy management  
• Kai Atawhai / cultural support staff  
• Paediatric NIFs Coordinator | • NIFS Clinical Governance board |

### PERSON SPECIFICATION:

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<tr>
<th>Education Qualifications</th>
<th>Essential</th>
<th>Desired</th>
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| Professional | • NZ professional registration (as per HPCA)  
• A health-related degree | • Post graduate speciality qualification |
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<tr>
<th>Experience/Knowledge</th>
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<tr>
<td>• Leadership and patient management skills</td>
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<td>• Knowledge of quality improvement processes and principles</td>
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<td>• Ability to facilitate and manage change at a local and national level</td>
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<td>• Knowledge and understanding of the Treaty of Waitangi and implications in IF practice.</td>
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<td>• Specialty knowledge and practice expertise in IF management in NZ and in the international environment</td>
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<tr>
<td>• Track record of guideline development</td>
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<td>• Track record of managing patient registers(adults and paediatrics) and related databases</td>
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<td>• Track record of organising and running national workshops</td>
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<tr>
<td>• Policy development skills</td>
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<tr>
<td>• Understanding of government health policy</td>
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<tr>
<td>COMPETENCY</td>
<td>DESCRIPTION</td>
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| 1. People / Team Leadership        | • Actively listens to staff and provides constructive feedback. Actively recognises the contributions of others.  
• Clearly communicates with staff and provides a working culture which is supportive and positive.  
• Builds a supportive team environment through listening, and being flexible within organisation guidelines.  
• Actively implements induction, orientation and retention strategies which are in line with organisation-wide objectives. |
| 2. Clinical / Operational performance | • Encourages a high standard of clinical practice within the team by setting the example.  
• Understands the importance of patient care processes and systems and actively seeks improvements.  
• Encourages staff to continually seek care improvements.  
• Equitably balances the pressures of clinical care with resource availability and business objectives. |
| 3. Change Management               | • Contributes to agreed service and organisation-wide change management projects by coaching staff, championing issues and providing feedback to Director Surgical Services  
• Supports staff in undertaking new challenges and initiatives |
| 4. Values Diversity                | • Understands significance of Treaty of Waitangi  
• Displays cultural sensitivity  
• Appreciates insights, values and ideas of all individuals and works effectively with these differences |
| 5. Financial / Business Management | • Ability to implement service delivery plans and achieve short-term objectives within the strategic guidelines  
• Encourage and support staff in developing new business case initiatives  
• Clearly communicates plans and expectations to staff. |
WORKING FOR ADHB – EXPECTATIONS OF EMPLOYEES

CITIZENSHIP
All employees are expected to contribute to the innovation and improvement of Auckland District Health Board as an organisation. This means:

- Using resources responsibly
- Models ADHB values in all interactions
- Maintaining standards of ethical behaviour and practice
- Meeting ADHB’s performance standards
- Participating in organisation development and performance improvement initiatives
- Helping to develop and maintain Maori capability in ADHB, including developing our understanding of the Treaty of Waitangi and ways in which it applies in our work
- Raising and addressing issues of concern promptly

THE EMPLOYER AND EMPLOYEE RELATIONSHIP
We have a shared responsibility for maintaining good employer/employee relationships. This means:

- Acting to ensure a safe and healthy working environment at all times
- Focusing our best efforts on achieving ADHB’s objectives

A performance agreement will be reached between the employee and their direct manager and/or professional leader containing specific expectations.

CONSUMER/CUSTOMER/STAKEHOLDER COMMITMENT
All employees are responsible for striving to continuously improve service quality and performance. This means:

- Taking the initiative to meet the needs of the consumer/customer/stakeholder
- Addressing our obligations under the Treaty of Waitangi
- Involving the consumer/customer/stakeholder in defining expectations around the nature of the services to be delivered and the timeframe
- Keeping the consumer/stakeholder informed of progress
- Following through on actions and queries
- Following up with the consumer/customer/stakeholder on their satisfaction with the services

PROFESSIONAL DEVELOPMENT
As the business of ADHB develops, the responsibilities and functions of positions may change. All staff are expected to contribute and adapt to change by:

- Undertaking professional development
- Applying skills to a number of long and short term projects across different parts of the organisation
- Undertaking such development opportunities as ADHB may reasonably require