POSITION DESCRIPTION

Clinical Nurse Coordinator
Patient Flow

Date Produced/Reviewed: June 2013.

Position Holder's Name: .................................................................

Position Holder's Signature: ...........................................................

Manager / Supervisor's Name: .........................................................

Manager / Supervisor's Signature: ...................................................

Date: .................................................................
PURPOSE OF THE POSITION
The Clinical Nurse Coordinator (known as the Patient Flow Coordinator) will ensure efficient and effective management of acute and elective surgical patients across the continuum of patient care within Counties Manukau Health. The Patient Flow Coordinator is responsible for promoting and leading excellence in clinical practice and ensuring the provision of high quality nursing care for patients in line with the vision and values of Counties Manukau Health.

The Patient Flow Coordinator will coordinate the perioperative patient journey across the continuum of care from emergency care through to timely discharge (including outpatients) across both sites in order to support effective processes throughout surgical and ambulatory services.

The role includes working with Charge Nurse Manager(s) to complement care delivery by providing expert senior nursing assistance with proactive management of key tasks associated with acute demand, bed management whilst supporting improved patient care experience. It is also intended to minimise any duplication of responsibilities with the roles of the Duty Manager, Patient at Risk (PAR) Team, Emergency Care, Ward and Theatre Charge Nurses but to provide improved communication between these roles and between the Surgical and Medical wards, Emergency Care, Critical Care Complex and Middlemore Central.

The Patient Flow Coordinator will provide professional leadership and support and act as a resource for nursing and clinical staff within surgery to ensure patients receive safe, and effective quality care.

Vision & Values

Organisational Shared Vision
To work in partnership with our communities, to improve the health status of all, with particular emphasis on Māori, and Pacific peoples, and other communities with health disparities. We will do this by leading the development of an improved system of healthcare that is more accessible and better integrated. We will dedicate ourselves to serving our patients and communities by ensuring the delivery of both quality focussed, and cost effective healthcare, at the right place, right time and right setting.

Organisational Values

Partnership
Working alongside and encouraging others in health and related sectors to ensure a common focus on, and strategies for achieving health gain and independence for our population

Care and Respect
Treating people with respect and dignity, valuing individual and cultural differences and diversity

Professionalism
We will act with integrity and embrace the highest ethical standards

Teamwork
Achieving success by working together and valuing each other’s skills and contributions
Innovation

Constantly seeking and striving for new ideas and solutions

Responsibility

Using and developing our capabilities to achieve outstanding results and taking accountability for our individual and collective actions

PLACE IN THE ORGANISATION

Clinical Director Surgical Services

General Manager Surgical Services

Clinical Nurse Director Surgical services

Quality and Risk Manager

Clinical Nurse Coordinator Patient Flow

Clinical Nurse Coordinator definition as per NZNO/DHB (2007)
Coordination of the people, systems and resources for a shift or group to ensure service delivery is efficient and effective.
- May contribute to supervision and coaching of nursing/midwifery staff.
- No formal delegated management authority.
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<tr>
<th>Key Responsibilities</th>
<th>Expected Outcomes</th>
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| Clinical Leadership and Practice      | • Review and coordinate the care for patients transitioning between services or domiciled out of the service within Counties Manukau Health  
• Role model the principles of patient and family/whaanau centred care and how they are applied to practice settings.                                                                                       |
| Bed management                        | • Facilitate a safe and timely journey, in conjunction with Charge Nurse Managers/Ward coordinators and Middlemore Central (MMC)  
• Assist MMC and CNMs with the smooth flow of admissions and discharges by working with all teams to ensure opportunities are maximised in processes around bed management.                      |
| Timely access for Acutes              | • In collaboration with the multidisciplinary team, assist in the coordination of cases that are delayed waiting for procedures e.g. radiology and gastro procedures.  
• Daily review with CNMs patients who are in wards outside their service and work with duty managers and CNMs to repatriate where possible.  
• Review ‘watches’ and assist CNMs in communications with duty managers  
• Assist CNMs in theatre and emergency care to identify patients who are suitable to be pulled to Theatre Admission Discharge Unit (TADU) to free capacity  
• Identify and facilitate timely access to theatre for acutes  
• Identify, facilitate and manage the safe transfer of patients to Manukau to create capacity at Middlemore.  
• Promote timely and effective discharge processes  
• Work with CNMs to identify appropriate patient groups suitable for Goal Discharge Dates and nurse facilitated discharge.  
• Work on an identified portfolio of quality processes across the surgical services that support evidenced based practise, contemporary professional nursing and support service requirements, as directed by the line manager and in association with the CND.  
• Act as an effective role model by demonstrating high levels of clinical competence.  
• Contribute to nursing and education planning processes.  
• Advocate on behalf of patient/family/colleagues as appropriate and in a culturally safe manner.  
• Work collaboratively with nursing, medical and the multidisciplinary teams to facilitate positive outcomes for patients in their specialty area.  

Approved by: Director of Nursing  

Position Title: Clinical Nurse Coordinator Patient Flow
| Resource Management | • Responsible for ensuring that the roster provides effective cover for the Patient Flow Coordinator roles  
• Participate in the succession plan for senior nursing roles by identifying and supporting staff in their development.  
• Contribute to planning for future staffing resource requirements.  
• Promote cost effective delivery of services.  
• Actively contribute to the formation and review of divisional documents, guidelines, policies and procedures. |
|---|---|
| Quality and Risk | • Ensure a safe working environment and safe working practices.  
• Ensure that all accidents/incidents in the workplace are reported and investigated using the Incident Management system.  
• Contribute to quality improvement activities through facilitating the collection of accurate data entered on to the IT systems.  
• Utilise Quality Improvement approach to problem solving  
• Actively participate in the timely followup of complaints and incidents as delegated by the Clinical and Quality Risk Manager  
• Meet regularly with line manager and Clinical Nurse Director  
• Provide a monthly report to line manager and Clinical Nurse Director |
| Professional Development | • Maintain and update own knowledge base related to clinical specialty.  
• Attend educational opportunities and conferences relevant to the role and scope of practice and use this knowledge to improve patient experience and organisational best practice  
• Monitor national and international trends in the area of practice  
• Maintain Professional portfolio as per Counties Manukau Health and Nursing Council requirements.  
• Undertake post graduate study as part of a professional development plan.  
• Meet regularly with the line manager and CND to assess plan and focus on where best to influence best practise. |
| Utilisation of information technology | • Demonstrate an ability to access and use available clinical information systems  
• Be conversant with applications required for your specific discipline/role. For example PIMS, Concerto, Outlook, Onestaff etc.  
• Be conversant with the use of incident reporting system and manage incidents appropriately.  
• Maintain own professional development by attending relevant IT educational programmes. |
• Counties Manukau DHB Health and Safety policies are read and understood and relevant procedures applied to own work activities. |
• Workplace hazards are identified and reported including self-management of hazards where appropriate.

| Cultural Safety | Demonstrate a commitment and utilise the principals of the Te Tiriti o Waitangi (Treaty of Waitangi)  
|                 | Respect, sensitivity, cultural awareness is evident in interpersonal relationships.  
|                 | Demonstrate commitment to Ti Kanga Best Practice (TBP) and actively role models and supports staff to implement TBP in the clinical workplace. |

PROBLEM COMPLEXITY

The Patient Flow Coordinator will be regularly challenged by problems of a varied nature on a day to day basis across the various services. There will be a requirement to be able to coordinate care of patients across the continuum of care. There will be competing demands from Emergency Care, Theatre, and wards. This will require advanced communication and negotiation skills with patients and their families and the diverse range of health professionals involved in patient care.

The range of problems will require solutions customised to meet the circumstances of the patient. Therefore opportunities will arise to provide innovative options to the patient based on proven outcomes.

There will be demands to meet deadlines, negotiating time frames, maintain accuracy and quality of information to inform decision making. Failure to do so could impact on the organisation in terms of patient and staff safety.

This role will optimise the continuance of care of the patient journey with an emphasis on coordination of care and case management in collaboration with the Charge Nurse Managers.

SCOPE FOR ACTION

The Patient Flow Coordinator will be empowered to make decisions or recommendations based on his/her understanding of up to date information, and knowledge from discussions with surgeons and medical teams. There will be regular consultation with the Quality and Risk Manager, the multidisciplinary team, as well as senior nurses within the wards and theatres.

DIMENSION OF THE POSITION

The Patient Flow Coordinator will be responsible to the Quality and Risk Manager Surgical Services for the achievement of agreed objectives and operates within the confines of Counties Manukau Health. There is a direct professional reporting line to the Clinical Nurse Director.
POSITIONS REPORTING

Directly Nil
Indirectly Nil

RELATIONSHIPS

Internal
General Manager
Operations Manager Theatres, Anaesthetics and SSU
Service Managers Surgical Services
Clinical Nurse Director
Nurse Manager Theatre
MMC
Other Patient Flow Coordinators
Surgeons and Anaesthetists
Allied Health staff
Nurse Educators
Nursing and Medical Staff across the services
Materials Management
Ward Charge Nurse Managers and staff especially Intensive Care, High Dependency Unit, and Emergency Care
Support Staff
Service Coordinators
Home Health Care Team

External
Primary Care organisations/providers (GP’s/Practice Nurses)
ACC
Police
Department of Corrections
Tertiary Education Providers – MIT, AUT, University of Auckland, Unitech
Students on clinical placements and Competency Assessment Programme (CAP) nursing students

Situations may often call for tact, diplomacy and will require information to be handled in a discreet and sensitive manner.

In conflict situations will be required to exercise sound judgement, negotiation and persuasiveness skills, towards facilitating a workable outcome.
## PERSON SPECIFICATIONS

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<th>Minimum</th>
<th>Preferred</th>
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<td><strong>Qualification</strong></td>
<td>• Registered Nurse with current NZ practicing certificate.</td>
<td>• Masters level qualification in specialty.</td>
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<td>• Post Graduate qualification or equivalent in relevant clinical area</td>
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<td>• Masters level qualification in specialty.</td>
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<td><strong>Experience</strong></td>
<td>• A minimum of three years recent clinical experience.</td>
<td>• Functioning at Expert level</td>
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<td>• Functioning at minimum of Proficient level PDRP.</td>
<td>• Experience in a variety of clinical settings within the peri-operative</td>
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<td>• Previous nursing leadership experience.</td>
<td>area.</td>
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<td>• Previous Surgical Nursing Experience.</td>
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<tr>
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<td>• Functioning at Expert level</td>
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<td><strong>Specific Skills</strong></td>
<td>• Experience in problem solving, priority setting, and planning.</td>
<td>• Change Management experience</td>
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<td>• Ability to self evaluate and reflect on practice.</td>
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<td>• Negotiation/conflict management skills.</td>
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<td>**Personal and</td>
<td>• A strong patient family/ whaanau focus.</td>
<td>• Demonstrated ability in the development and management of staff.</td>
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<td>Professional</td>
<td>• A strong commitment and genuine interest in quality and service.</td>
<td>• Staff management and previous senior nurse experience.</td>
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<td>Qualities**</td>
<td>• A capacity to demonstrate strong clinical leadership.</td>
<td>• Principles of adult education.</td>
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<td>• A commitment to cultural awareness and its application to nursing</td>
<td>• Research skills.</td>
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<td>• Active involvement in relevant, professional/other organisations.</td>
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<td>• Advanced communication and interpersonal skills (verbal and written).</td>
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<td>• Problem solving skills.</td>
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<td>• Enthusiastic approach to work</td>
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