POSITION DESCRIPTION

Position title:

Quality Liaison Officer

Position Holder’s Name:

Position Holder’s Signature : .................................................................

Line Managers Name :

Line Managers Signature : .................................................................

Date : ........................................................................
PURPOSE OF THE POSITION

The Quality Liaison Officer is a critical role within the Surgical Services Quality Team will ensure efficient and effective management of customer feedback from surgical services patients and their families, as well as other key stakeholders.

The Quality Liaison Officer is responsible for promoting and leading excellence in customer service and problem solving and ensuring the provision of high quality nursing care for patients in line with the vision and values of Counties Manukau Health.

The Quality Liaison Officer will work collaboratively with key stakeholders, efficiently managing all incidents within Surgical Services, to analyse those incidents and ensure these are resolved with escalation to the appropriate Surgical Services team member for major and high risk events.

The Quality Liaison Officer will receive customer feedback, analyse the feedback and effectively and empathetically manage complaints within Surgical Services, meeting the organisational performance indicators.

Together with the Quality team, the Quality Liaison Officer will formally extrapolate learnings from the feedback/complaints received and provide appropriate education to staff, as well as leading and promoting customer service initiatives within Surgical Services.

The Quality Liaison Officer will actively participate as a key member of the Surgical Services Quality Team through participation in continuous improvement initiatives, forums, projects and reviews, ensuring trends are monitored and raised where required and remedial actions implemented.
VISION & VALUES

Organisational Shared Vision

Our DHB shared Vision is to work in partnership with our communities to improve the health status of all, with particular emphasis on Maori 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
## NATURE AND SCOPE OF RESPONSIBILITIES

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<tr>
<th>KEY TASKS</th>
<th>EXPECTED OUTCOMES</th>
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| Incident Management              | • Management and supervision of the Incident Management system, according to the procedures outlined in CMDHB Policy documents (90% closed within 30 working days). Ensure all CNMs and Team Leaders adhere to timeframes for investigation and closure.  
• More significant incidents (including SAC 1 & 2 and with harm incidents) will be notified in a timely manner via email, telephone or discussion with the relevant Service Manager, Quality & Risk Manager and any other relevant stakeholders as directed by the Line Manager.  
• Review all incidents and their resolutions, identifying trends and potential service improvements  
• Ensure that staff educational material pertaining to incidents is appropriate, current and available in all areas of Surgical Services  
• Organises and prepares agendas and data for Surgical Services Group Complaints and Incidents meetings at least two days prior to the meeting and forward these electronically to the group.  
• Develop, maintain and run a training schedule for staff on incident procedures & issues across the specialities  
• Identify learning needs from incidents; provide feedback and education to Surgical Services quality team, working collaboratively on proposed changes.  
• Proactively encourage staff to identify areas for improvement and ensure these ideas followed up and implemented.  
• Actively participate in SSE investigations as required/directed by Quality & Risk Manager. |
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| **Customer Feedback**     | • To receive and analyse all customer feedback to Surgical Services  
• Investigate and coordinate responses to all complaints received by Surgical Services. It is expected these will be responded to in a prompt and consistent manner within the timeframes and according to the procedures outlined in CMDHB Policy documents (90% closed within 30 working days).  
• Coordinate all responses from stakeholders in any given event, collating into an acceptable response including Ministry of Health, CEO, HDC letters.  
• For more significant complaints (including SAC 1 & 2 and with harm incidents) notify via email, telephone or discussion with the relevant Service Manager, Quality & Risk Manager and any other relevant stakeholders.  
• For serious complaints, including those raised by the Health and Disability Commissioner, and major incidents where harm or near harm to patients, notify and discuss with the Quality & Risk Manager and General Manager.  
• Meet with patients and/or families on wards or at clinic when required to discuss concerns and advise re correct course of action, act as liaison between staff and patients where necessary.  
• Provide feedback and education about complaints/compliments to all Surgical Services staff on a regular basis (workshops, newsletters etc)  
• Ensure that staff educational material pertaining to complaints and incidents is appropriate, current and available in all areas.  
• Develop, maintain and run a training schedule for service staff on complaints procedures & issues.  
• Develop, maintain and run training for customer service initiatives throughout the Service.  
• Organise and prepare agendas and data for Surgical Services Group Complaints Meeting at least one day prior to the meeting and forward these electronically to the group.  
• Maintain complaints log on a weekly basis to be made available electronically to the Group Management Team. |
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| **Customer Services**         | • Deliver a high level of empathetic customer service to all patients and families/whanau, including all staff and key stakeholders  
                                 • Assist with quarterly customer service award scheme and help co-ordinate award presentations  
                                 • Will work collaboratively with key stakeholders to ensure all customer service notice boards are regularly updated  
                                 • Identify training opportunities and develop a programme based on the needs identified.  
                                 • Maintain feedback database  
| **Data Collection and reporting** | • Provide a monthly report to Quality and Risk Manager and provide reports for Surgical Services monthly reports and Governance meetings as required.  
                                 • Monitor complaints and incidents across Surgical Services and ensure the responses are appropriate and timely.  
                                 • Trends to be identified and reported on monthly.  
                                 • Trends to be identified collated and discussed with the Quality and Risk Manager for the Group Management Meeting (monthly).  
                                 • Ensure all Service Managers receive weekly reports of all complaints and incidents logged for their service including outstanding volumes.  
| **Service Improvements**      | • Identified service improvements should be presented to the Quality and Risk Manager for discussion with Surgical Services Quality team (as appropriate).  
                                 • Carry out improvements identified through complaints and incidents trends as directed by the Quality & Risk Manager.  
                                 • Identify training opportunities and develop a programme based on the needs identified.  
                                 • Actively participate in Zero Patient Harm quality forums and encourage innovative solutions and service improvements |
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| **Relationships and Communication** |  • Develop strong working relationships with Patient Advocate Service, Maori & Pacific Island Support Unit, Clinical Heads of Departments, Charge Nurses, Team Leaders, Unit Managers Service Managers.  
  • Demonstrates an approachable and helpful attitude when interacting with CMDHB Service Managers, Clinical Nurse Managers, patients and family/whanau  
  • Ensure effective interaction with all CMDHB staff including, but not exclusively:  
    - General Manager/s  
    - Service Manager/s  
    - Clinical Nurse Managers  
    - Team Leaders  
    - Quality team members  
  • Contributes appropriately and constructively to group meetings and quality forums  
  • Utilise problem solving skills to achieve positive outcomes  
  • Demonstrate responsibility for effective time management and workload prioritisation |
| **Decision Making**             |  • Ensure that there is an integrated approach to decision making, having particular regard to cultural and communication issues.                   |
| **Cultural Competency**         |  • Successfully identifies the needs of CMDHB multi-cultured client base, including compliance with the Treaty of Waitangi and by demonstrating a serious commitment to partnership. |
| **Business Development**        |  • To enhance the business by initiating policy recommendations related to Complaint and Incident reporting activities and business development opportunities in consultation with the Quality & Risk Manager.  
  • Continually explores opportunities to further develop and enhance the service. |
<p>| <strong>Continuous Improvement</strong>      |  • Ensures and demonstrates a serious commitment to continuous quality improvement by identifying, developing and disseminating new initiatives and ideas which support Counties Manukau DHBs organisational strategy and enhance patient care. |</p>
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<th>KEY TASKS</th>
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<td>Networking</td>
<td>Develop active working relationships with</td>
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<td>• Patient Advocate Service</td>
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<td>• Ministerial Writers</td>
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<td>• Maori &amp; Pacific Island Support Unit</td>
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<td>• Local MP Administrators</td>
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<td></td>
<td>• Clinical Heads of Departments, Charge Nurses, Team Leaders, Unit Managers Service Managers</td>
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<td></td>
<td>• CEO’s office</td>
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<td>• COO’s office</td>
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<td>• SSE Group</td>
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<td>Professional Development</td>
<td>• Identifies areas for self-development and arranges for educational courses as appropriate after discussions with the Quality &amp; Risk Manager</td>
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<td>- Self</td>
<td>• Regular meetings held with the Quality &amp; Risk Manager</td>
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<td>• Maintain and update own knowledge base related to CMDHB systems and Information Technology (PIMS, Concerto, PET etc)</td>
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<td>• Attend educational opportunities and conferences relevant to the role and uses this knowledge to improve practice within the role</td>
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<td>Health &amp; Safety</td>
<td>• Ensure a safe working environment and safe working practices</td>
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<td>• Plan, lead, organise and control Health &amp; Safety activities directed at preventing harm in the workplace, in consultation with employees and Health &amp; Safety representatives for area</td>
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<td>• Ensure that all accidents/incidents in the workplace are investigated, and that hazards are recognised and adequate controls put in place</td>
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COMMUNICATION AND INTERPERSONAL SKILLS

The Quality Liaison Officer will be required to interact effectively and professionally on a regular basis with a range of CMDHB staff members including:

- General Manager Surgical Services
- Clinical Nurse Director
- Clinical Director
- Service Managers
- Clinicians
- Charge Nurses/Team Leaders
- Clinical Nurse Educators
- Senior Nurses
- Quality Improvement Unit
- Business Analyst
- Legal Team
- Human Resources
- Chief Executive Officer

Other CMDHB employees as appropriate

Externally there will be contact with:
- Patient Advocate Service
- Patients & their families
- Health and Disability Commissioner’s Office
- Ministry of Health
- Coroners office
- MP Administrators
- Other DHB personnel in similar roles

The Quality Liaison Officer will be required to have a very high level of communication skills, which will include:

- High level letter writing skills
- Negotiating and influencing skills
- Tact and diplomacy
- The ability to influence and motivate

Information will often be required to be handled in a discreet and sensitive manner. Conflict situations will be required to exercise sound judgement, negotiation and persuasiveness skills, toward facilitating a workable outcome. Regular debrief / counselling sessions will be made available.
PROBLEM COMPLEXITY

A wide range of problem and issues will regularly challenge the Quality Liaison Officer whilst dealing with customer feedback (complaints). The Quality Liaison Officer 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 flexible, assist with the coordination of acute theatre patients, with competing demands from Emergency care, Theatre, and the wards. This will require a level of advanced communication and negotiation skills with patients and their families and the diverse range of health professionals involved in patient care.

Dealing with complaints/feedback requires an innovative problem solving and empathetic approach at all times. The range of complaints/feedback will require solutions customised to meet the circumstances of the patient and the complaint. Therefore opportunities will arise to provide innovative options to the patient based on proven outcomes.

The Quality Liaison Officer will be faced with 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 service improvement with an emphasis on embedding the patient and whaanau centre focus.

SCOPE FOR ACTION

The Quality Liaison Officer is empowered to respond to all complaints and incidents and encouraged to use initiative and problem solving skills to develop innovative approaches to issues. It is expected that a response for assistance on the wards for dealing with a complaint will be timely, professional and dealt with in a empathetic and patient focused manner. Consultation will be, in the first incidence, with the Quality and Risk Manager and Surgical Services team and in the most severe situations General Manager Surgical Services.

DIMENSION OF THE POSITION

The Quality Liaison Officer will be responsible to the Quality and Risk Manager Surgical and Ambulatory Care Services for the achievement of agreed objectives and operates within the confines of Counties Manukau District Health Board.

OTHER

This job description will be reviewed from time to time as the need arises. It is agreed that elements of the role will of necessity evolve over time and the Quality Liaison Officer will be expected to accommodate such variations to the role. Influencing factors could include changes to DHB policies, Government policy, legislative changes and the like.
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<th>PERSON SPECIFICATIONS</th>
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| Approval Date:   | March 2013 |
| Review Date:     | March 2014 |

Position Title: Quality Liaison Officer

Draft
| Qualification | • Qualification in Health or quality related field to a tertiary level or equivalent | • Graduate/Post Graduate qualification or equivalent |
| Work Experience | • A minimum of 5 years recent relevant experience.  
• Experience in problem solving, priority setting, and planning.  
• Experience in preparing and delivering professional presentations to teams  
• Experience in customer services / communication related fields  
• The ability to work independently and also be a member of a team  
• Experience in reporting writing  
• Basic knowledge and understanding of medico-legal and ethical responsibilities within healthcare  
• Understanding of the New Zealand Health Strategy and other Government policy settings as it pertains to the service provided.  
• Understanding of the Treaty of Waitangi and cultural competencies required in the service. | • An understanding of the Quality Health New Zealand Accreditation Process or other public service quality monitoring process.  
• Public health service experience |
| Skills / Attributes | • A commitment to cultural awareness  
• Excellent written and communication skills  
• Ability to develop networks throughout all levels of personnel within the group  
• Ability to establish rapport  
• Negotiation / conflict resolution skills  
• Ability to establish priorities and clearly define task allocation  
• Ability to maintain performance in the face of conflicting deadlines  
• Detail conscious  
• Flexible ‘Just Do It’ attitude  
• Mature approach  
• Ability to work independently | • Ability to self evaluate and reflect on practice  
• Ability to critique research and use it as the basis of practice.  
• Analysis skills |
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<th>Personal Qualities</th>
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<tr>
<td>• Self manage</td>
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<td>• Professional</td>
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<td>• Approachable</td>
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<td>• Customer service focus</td>
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<td>• Team-player</td>
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<td>• Excellent organisational skills</td>
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<td>• Social confidence</td>
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<td>• Ability to prioritise</td>
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<td>• Self motivated</td>
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<td>• Able to embrace change, develop and implement new processes</td>
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<td>• Innovative</td>
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<td>• Empathy &amp; respect for individuals from diverse backgrounds</td>
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<td>• A strong commitment and genuine interest in education, quality and service.</td>
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<td>• The ability to communicate effectively with all levels of staff and develop relevant networks.</td>
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<td>• Good negotiation skills</td>
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<td>• Can influence positively</td>
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