Bed Assignment Coordinator, Waitemata Central

Date: September 2015

Job Title: Bed Assignment Coordinator

Department: Corporate Services

Location: Waitemata DHB (based at NSH or WTH)

Reporting To: Operations Support Manager

Direct Reports: None

Functional Relationships with:

Internal:
- General Managers and Operational Managers
- Senior Professional Leaders: DoN, HoDs, CMO
- All ward, unit and department managers
- All staff (multidisciplinary) in hospital during shift
- Patients of WDHB and their families
- Quality Management Team

External:
- Visitors
- Suppliers of equipment, consumables and contractors only through DHB systems
- Primary Care Providers
- Other DHB providers

Purpose of this role: The Bed Assignment Coordinator plays a pivotal role as part of a centralised bed management system in monitoring the bed occupancy levels, the demand for inpatient beds and allocation of patients homewards.

- Supports the Operations Managers facilitate patient access, patient flow and bed allocation across both North Shore and Waitakere Hospitals.

Our DHB Purpose, Values and Standards

At the heart of Waitemata DHB is our promise of ‘better care for everyone’. This promise statement is the articulation of our three-fold purpose to:

1. promote wellness,
2. prevent, cure and ameliorate ill health and
3. relieve the suffering of those entrusted to our care.

At the heart of our values is the need for all of us to reflect on the intrinsic dignity of every single person that enters our care. It is a privilege to be able to care for patients, whānau and our community, a privilege that sometimes overlooked in our day to day work.

Our standards and behaviours serve as a reminder to us all about how we are with our patients and with each other.
KEY ACCOUNTABILITIES

Domain One Professional responsibility

Includes accountabilities for professional, legal, ethical and culturally safe practice. This includes being able to demonstrate advanced critical thinking, judgement and accountability for own actions and decisions.

| Professional Practice | • Meets all registered nurse Nursing Council of New Zealand and PDRP competencies at minimum of RN Level 4 requirements – refer generic RN competencies and those described for renal service or is committed to apply for recognition at this level.  
• Perceived as highly effective, progressive and knowledgeable in nursing, according to legal, ethical, cultural safety/sensitivity and professional standards.  
• Maintains and develops own clinical competence and complies with the requirements of the Health Practitioners Competency Assurance Act (2004)  
• Role models effective interpersonal skills and behaviours.  
• Communicates effectively with the interdisciplinary team, building relationships to facilitate the achievement of patient goals.  
• Demonstrates compliance with WDHB’s Professional Development and Recognition Programme (PDRP) and Annual Performance Review processes.  
• Applies critical reasoning and professional judgement to nursing practice issues and decisions for patients at risk.  
• Maintains professional development through on-going education, participation in professional groups and attends conferences relevant to scope of practice.  
• Demonstrates an understanding of the concepts of cultural safety and practices nursing in a manner that the client determines as being culturally safe.  
• Is able to assists clinically if required with patient movement. |

Waitemata District Health Board – Bed Assignment Coordinator, Waitemata Central - Senior Nurse Revised: 20 September 2015. Approved by: Director of Nursing & Midwifery, Waitemata DHB
**Waitemata District Health Board**  
**Best Care for Everyone**  

**Bed Assignment Coordinator, Waitemata Central**  

**Position Description**

<table>
<thead>
<tr>
<th>Domain Two</th>
<th>Management of nursing care at advanced practice level</th>
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<tr>
<td></td>
<td><em>Includes accountability related to patient/client assessment and management of advanced nursing care that is supported by evidence</em></td>
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<tr>
<th>Clinical Practice and Operations</th>
<th>• Is responsible for consistent and timely bed allocation aligned to the values of WDHB and imperatives.</th>
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<tr>
<td>facilitate the management of the hospital with best use of available systems and resources</td>
<td>• Point of contact and coordination for internal and external enquiries regarding inter-hospital transfers, direct admissions from the community and elective admissions.</td>
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<td>• Provide 24 hour bed management to ensure patient flow is optimized and ED targets are met. Vigilant, using bed management systems.</td>
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<td>• At all times have an overall knowledge of number of available beds, ward workload, occupancy, acuity, staffing levels and skill mix.</td>
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<td>• Monitors the bed occupancy levels and the demand for inpatient beds access across both North Shore and Waitakere Hospitals escalating any concerns to the Operations Manager. Accurately maintain required records of activities and decisions.</td>
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<td>• Is responsive to assess demand, facilitating patient flow and monitoring of performance to ensure timely quality care and ensuring all patients are moved out of ED within 6 hours.</td>
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<td>• Works with the Operations Managers, to take immediate action to optimise patient flow by pre-empting increase in demand, assist patient flow from Emergency Department to the wards and escalates operational concerns i.e. delays and blocks to bed flow and facilitating the movement of patients to assist with bed flow management.</td>
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<td>• Is the point of contact and coordination for external enquiries regarding inter-hospital transfers and direct admissions from the Community. Has professional knowledge for gathering data to be able to assist with placement.</td>
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<td>• Is the point of contact and coordination for all elective admissions to plan bed access for the following day.</td>
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<td>• Where appropriate, coordinates admissions, transfers and discharges to relevant clinical areas.</td>
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<td>• Supports clinical areas maintain care progression.</td>
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<td>• Supports emergency and critical incidents in the hospital as delegated by the Operations Manager.</td>
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<td>• Identifies and reports emerging issues when necessary.</td>
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<td>• Identifies opportunities for improvement in systems and processes.</td>
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<th>Facilitate bed management, including after hours</th>
<th>Bed Management</th>
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<td>• Ensure patients are placed appropriately in wards/units, according to the needs of the patient, ward acuity and staffing levels.</td>
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<td>• Have a rational plan for outlying/overflow placement of patients as required.</td>
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<td>• Initiate Rapid Discharge Plan as appropriate as per emergency policies.</td>
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<td>• Manage overflow situations in liaison with outside agencies and hospitals and the Incident Management Team logistics role.</td>
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<td>• Ensures appropriate information is collected and handed over where there is a patient transfer and bed placement.</td>
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<td>• Escalates appropriately to provide clinical support and safe patient outcomes.</td>
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Domain Three  Interpersonal relationships and enhancing the patient experience

*Includes accountability for interpersonal and therapeutic communication with clients/patients and members of the health care team.*

- Demonstrates clinical and professional leadership through effective teamwork and collaborative relationships.
- Role models advanced therapeutic communication when establishing, maintaining and concluding relationships especially when coordinating interdisciplinary teams.
- Demonstrates strong relationship management skills that result in professional credibility, good patient outcomes and integrated care.
- Uses highly developed communication, change management and leadership skills to create strong morale and spirit in the team.
- Communicates to a wide range of people using reports, meetings, and forums. Clear, formal and informal communication at all levels using a professional, diplomatic and concise approach using oral and written communication. Can get messages across that have the desired effect.
- Demonstrates a non-confrontational approach and an ability to open up communication lines so that issues can be addressed.

Domain Four  Interprofessional healthcare and quality improvement to deliver organisational objectives

*Includes accountability for evaluating the effectiveness of care within the health care team*

### Quality, Safety, Risk and Improvement

- Maintain an understanding of individual responsibility for patient safety, quality and risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality and risks policies and guidelines.
- Promote and participate in the evaluation and continuous improvement processes. Includes audit and presentation of key indicators as requested.
- Comply with the principles of Patient Centred Care.
- Comply with WDHB mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.

### Other requirements

- Ensure compliance with relevant WDHB clinical and administrative policies and guidelines, including relevant privacy legislation.
- Protect confidential information and unauthorized disclosure and not sure, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties.

### Statutory & Treaty of Waitangi obligations

- Ensures the professional and political integrity of WDHB by carrying out all functions in compliance of the Treaty of Waitangi and by demonstrating a serious commitment to keeping the treaty alive.
- Shows sensitivity to cultural complexity in the workforce and patient population.

### To recognise individual responsibility for workplace Health & Safety under the Health & Safety Act

Support WDHB Health and Safety Culture by:
- Following and complying with H&S policies and processes and applying them to their own work activities.
- Identifying, reporting and self-managing hazards where appropriate.
- Early and accurate reporting of incidents at work.
Bed Assignment Coordinator, Waitemata Central

Position Description

VERIFICATION:

Employee: ______________________________________
Manager: ______________________________________
Date: ______________

Note: This job description forms part of an individual's contract of employment and must be attached to that contract.
# PERSON SPECIFICATION

**POSITION TITLE:** Bed Assignment Officer (After-Hours), Waitemata Central

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<th>Qualification</th>
<th>Experience</th>
<th>Skills/Knowledge/Behaviour</th>
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<td>• RCpN, RGON, BHSC&lt;br&gt;• Recent experience in acute hospital setting&lt;br&gt;• Current APC preferred but not essential</td>
<td>• At least five years post registration practice in acute hospital setting.&lt;br&gt;• Experienced in working in an acute inpatient unit in a large or complex organisation.&lt;br&gt;• Knowledge of contemporary clinical practice with complex clinical health needs. Broad experience in acute general medicine and surgery. Appropriate clinical knowledge of other specialty services offered within the hospital.&lt;br&gt;• Experience in clinical professional leadership.&lt;br&gt;• Understanding and willingness to embrace information technology.&lt;br&gt;• Experience with WDHB systems and patient administration systems.</td>
<td>• Recognition as an experienced culturally safe practitioner.&lt;br&gt;• Experience in operational management.&lt;br&gt;• The ability to work as part of a team and independently.&lt;br&gt;• Demonstrated self-motivation and ongoing professional development.&lt;br&gt;• The ability to articulate, negotiate and advocate effectively on key issues.&lt;br&gt;• Demonstrated effective interpersonal relations with consumers and all groups with whom functional relationships are required.&lt;br&gt;• The ability to initiate and participate effectively in change.&lt;br&gt;• Demonstrated problem solving, conflict resolution and decision making skills using lateral thinking and the ability to prioritise.&lt;br&gt;• Understands the importance of good relationships in ensuring continuity of care: hospital and community care.&lt;br&gt;• A passion for improving patient experience practice.</td>
<td>Leadership&lt;br&gt;• Proactive attitude&lt;br&gt;• Excellent communicator&lt;br&gt;• Articulate, good presentation skills&lt;br&gt;• Self-directed and motivated&lt;br&gt;• Strong teamwork reputation, confident collaboration&lt;br&gt;• Resilience&lt;br&gt;• Positive professionally mature&lt;br&gt;• Able to influence without conflict, accepts constructive feedback&lt;br&gt;• Culturally safe practice</td>
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<td>People management&lt;br&gt;Teamwork&lt;br&gt;Cultural safety&lt;br&gt;Self-management&lt;br&gt;Patient/client population focused&lt;br&gt;Communication / interpersonal skills&lt;br&gt;Innovation&lt;br&gt;Flexibility&lt;br&gt;Planning and monitoring</td>
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