Clinical Nurse Specialist Urology incl. Perioperative Nurse Coordination

Position Description

Date: November 2015

Job Title: Clinical Nurse Specialist Urology incl. Perioperative Nurse Coordination

Department: Patient Service Centre, Surgical and Ambulatory Services

Location: Waitemata District Health Board

Reporting To: Line: Operations Manager Urology for collaborative achievement of service strategic plan and performance.

Reporting To: Professional:
  • Professional practice through the Head of Division Nursing
  • Clinical Director Urology for Performance Objectives and contribution at senior nurse level

Direct Reports: None

Functional Relationships:
  Internal
  Patient Service Centre Team
  Patient Service Centre Manager
  Team Leaders
  Operations Managers
  Administrative Clerks
  Wait List Lead
  Quality Lead
  Clinical Director
  Medical staff
  Outpatients staff
  Theatre staff
  Clinical Nurse Specialists
  Nursing staff

  Ancillary staff
  Director of Nursing and Midwifery
  Associate Director of Nursing and Midwifery
  Consumers and their significant others and Whānau
  External Agencies
  General Practitioner

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 is 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.
Purpose:

This nursing role supports focuses on care delivery for Urology. Provides clinical oversight and expertise for the Urology perioperative administrative team, inclusive of clinical safety and risk management, responsibility for waiting list and patient management, requirements for Ministry of Health compliance, management of electives discharge volumes under the guidance and leadership of the Operations Manager and Clinical Director.

Clinical Nurse Specialist: Definition under DHBNZ/NZNO titles

- Focus on care delivery
- Providing specialist nursing/midwifery care and expertise, both in direct care delivery and in support to other staff in the management of a defined patient group/area of specialty practice
- Researching, evaluating, developing and implementing standards of nursing/midwifery practice in the specific area of practice
- Leads the development of pathways, protocols and guidelines in the specific area of practice
- Care assumed according to the CNS level of practice, speciality competencies, care bundles described in a credentialing document, standing orders and delegated authority.

KEY ACCOUNTABILITIES (GENERIC)

<table>
<thead>
<tr>
<th>Domain One</th>
<th>Professional responsibility</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>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</td>
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<table>
<thead>
<tr>
<th>Professional Leadership and Expertise</th>
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<tbody>
<tr>
<td>Applies critical reasoning and professional judgement to nursing practice issues and decisions for patients at risk</td>
</tr>
<tr>
<td>Provides experienced nursing advice, contributing to the development of integrated service delivery across the continuum of care – one to one patient management and impact on practices/processes of care on populations of patients at local and system level</td>
</tr>
<tr>
<td>Practice demonstrates CNS level of practice, speciality competencies, care bundles described in a credentialing document, standing orders and delegated authority.</td>
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<tr>
<td>Role models/leads by example and enhances advanced nursing practice and contributes to the profession locally.</td>
</tr>
<tr>
<td>Undertakes or leads specific service or organisational portfolio responsibilities, optimising patient safety</td>
</tr>
<tr>
<td>Perceived as highly effective, progressive and knowledgeable in area of practice, according to legal, ethical, cultural safety/sensitivity and professional standards.</td>
</tr>
</tbody>
</table>
**Clinical Nurse Specialist Urology incl. Perioperative Nurse Coordination**

**Position Description**

### KEY ACCOUNTABILITIES (GENERIC)

<table>
<thead>
<tr>
<th>Domain One</th>
<th>Management of nursing care</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Professional Development of specialty practice</strong></td>
<td>Includes accountability related to patient/client assessment and management of advanced nursing care that is supported by evidence and also assessment, developing differential diagnoses, ordering and interpreting diagnostic tests, planning and providing treatments in order to manage the health of individual patients</td>
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<tr>
<td><strong>Clinical Care/Care Coordination</strong></td>
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<tr>
<td>• Meets all registered nurse PDRP competencies at minimum of RN Level 4 requirements – refer generic RN competencies</td>
<td>• Provides specialist nursing care and expertise both in direct care delivery and in support to other staff in the management of a defined patient group/Urology practice.</td>
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<tr>
<td>• Participates in interdisciplinary case review processes and clinical supervision</td>
<td>• Role models expert clinical practice, excellent communication skills and a variety of effective project management/leadership skills</td>
</tr>
<tr>
<td>• Self-directed in achieving learning and development plan, including PDRP responsibilities/current portfolio</td>
<td>• Participate in the patient preadmission process including attending unit specific Outpatient Clinics and Pre Admission Clinics, ensuring relevant pre-admission documentation is completed as required for complex patient management.</td>
</tr>
<tr>
<td>• Actively participates in professional nursing groups, maintain effective local, regional, national and international networks. Attends educational opportunities and conferences.</td>
<td>• Determine the need for interdisciplinary referral, and coordinate relevant appointments.</td>
</tr>
<tr>
<td>• Maintains own clinical expertise and knowledge through post graduate education at advanced practice level. Attends educational opportunities / conferences relevant to role and scope of practice. A role model in continuing to work on personal and professional development.</td>
<td>• Ensure relevant pre-admission investigations and referrals are executed as per agreed protocols with Anaesthetic Department and Surgical Service. Triage to the appropriate person, ensuring that the results of investigations and referrals is available to the surgical unit and broader multidisciplinary team as per agreed protocols and readily accessible on the day of appointment or day of surgery.</td>
</tr>
<tr>
<td>• Provide thoughtful, constructive evaluation in peer and leadership review.</td>
<td>• In consultation with the urology Service, develop protocols for the entire patient journey from Outpatients and Theatre to discharge.</td>
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<td>• In conjunction with the patient and family initiate discharge planning process and liaise and consult with all disciplines regarding the patient care management plan, ensuring seamless communication with the admitting ward nurse manager (or delegate) on patient’s admission.</td>
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<td>• Liaise with the multidisciplinary services for the provision of services and ambulatory supports required by the patient.</td>
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<td></td>
<td>• Identify and initiate remedial action in consultation with the Operations Manager and Clinical Director (if necessary) to system impediments that negatively impact on a patient’s progress and communicate issues appropriately.</td>
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<td></td>
<td>• Identify patients with potential ongoing health care needs and facilitate appropriate referrals as required.</td>
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<td>• Works closely and completes delegated work from the Clinical team e.g. SMO Specialist or Urology Nurse Practitioner as appropriate.</td>
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**Clinical Nurse Specialist Urology incl. Peri-operative Nurse Coordination**

**Position Description**

| Education and clinical teaching | • Provides patient education to the urology patient group to improve patient outcomes and gain participation with their treatment  
• Supports other staff in the management of a defined patient group/areas of specialty practice  
• Acts as a nursing resource providing expert advice and education to nursing staff and health care professionals / family-whanau within specialty scope of practice, demonstrating skilled mentoring/coaching, teaching and supervision. May teach at post registration level to enhance evidence based practice |

<table>
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<th>Domain Three</th>
<th>Interpersonal relationships and enhancing the patient experience</th>
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<tr>
<td><strong>Includes accountability for interpersonal and therapeutic communication with clients/patients and members of the health care team.</strong></td>
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</tbody>
</table>
| Team working | • Demonstrates clinical and professional leadership through effective teamwork and collaborative relationships  
• Works in a shared leadership model with the Operations Manager, Clinical Director, Urology Nurse Practitioner and other key health care professionals and hospital managers to provide daily operational and key service delivery requirements for the surgical specialty service which meets the needs of the patients and their families to the highest standard, efficiently and effectively.  
• Role models advanced therapeutic communication, engages patient and family in care planning for self-care, improving knowledge of disease/illness, self-management, prevention of complications and promotion of recovery  
• Maintain a professional and collaborative manner when dealing with customers ,the patient comes first and ‘customers’ include surgeons, anesthetists, booking clerks and hospital managers.  
• Strong relationship management skills that result in professional credibility, good patient outcomes and integrated care.  
• Communicates effectively, regularly and clearly in both oral and written messages.  
• Maintains open and effective communication with the entire patient care team.  
• To maintain clear, accurate and relevant records.  
• Participate effectively and fully at team meetings.  
• Is courteous, diplomatic and positive in working relationships especially in stressful situations.  
• Provide and receives feedback in a constructive and assertive manner to bring about positive change.  
• Assist with student learning and orientation of new team members.  
• Appropriately challenge health care practice which could compromise client safety, privacy or dignity.  

Clinical Nurse Specialist Urology incl. Peri-operative Nurse Coordination

**Position Description**

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<th>Domain Four</th>
<th>Inter-professional healthcare and quality improvement to deliver organisational objectives</th>
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<td><em>Includes accountability for evaluating the effectiveness of care and promotion of nursing perspective within the health care team</em></td>
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**Supports Professional Activity**

**Quality Improvement**

- Provides teaching – participates in nursing and medical education programmes including male catheterisation training, return to nursing modules and new graduate education
- Participates in clinical governance activities including audit and research; contributes to robust data collection processes linked to urology quality indicators
- Performs Administrative tasks that support achievement of organisational objectives
- Contributes to service planning and policy development through independent research activities and collaborative interaction with the urology nursing and medical team
- Assists in the implementation of nursing practice and models of care appropriate to patient/client population by working collaboratively with the urology nurse practitioner, CNS and medical team to create systems most likely to effectively achieve best patient outcomes.
- Completes required Audit and reports upon key performance indicators as defined by the Operations Manager
- Collect and maintain a basic data set to track volume throughput and case mix
- Collect and report upon sentinel events / cases
- Understands and owns the data quality issues arising from own data input
- Competent in data handling including analysis and reporting within the WDHB booking systems – both for outpatients and theatre
- Leads the development/review of best practice pathways, protocols and guidelines in the specific area of practice that are research based. Change agent/leader
- Leads/contributes/collaborates in quality & care improvement processes, risk management and resource utilisation review, including trending and auditing and developing appropriate responses – educational, policy, advisory at patient, nurse and system level
- Identifies efficiencies through new and innovative ways of working, improves quality of care and patient’s experience
- Utilise and share critical thinking and managerial skills supporting instructing, mentoring and educating others
- Works progressively and constructively taking on adjunctive responsibilities and leading projects
- Lead and develop the ethos of team work and collegial support
- Consistently exhibits fair, dependable and ethical conduct
- Is self-directed, showing initiative in care delivery and teamwork, acting autonomously without ongoing support
- Liaise with the Operations Manager about identifying relevant updates and training requirements
- Achieves annual goals, objectives and performance targets.

**Service Development**

- Participates in service development and strategic leadership to enhance the patient experience, applies Waitemata DHB values in practice. Undertakes/leads specific or organizational portfolio responsibilities. Includes assisting in implementation and management of initiatives to address differential access to healthcare services for Maori.
- Contributes to development of pathways, protocols and guidelines within the Patient Service Centre.
- To undertake service development work as directed by the Operations Manager.
Clinical Nurse Specialist Urology incl. Perioperative Nurse Coordination

Position Description

- Researches, evaluates, develops and implements standards of nursing practice in the specific area of practice and supports practice improvements. Works to ensure recommended best practice guidelines/policies are research based and relevant across Waitemata DHB
- Fosters inquiry, critical thinking and research skill acquisition to advance nursing practice and patient/client care
- Confident use of technology. Critiques and uses research findings in practice. Participates in research. To work within required Patient Service Centre, Waitemata DHB and Ministry of Health reporting frameworks and data quality requirements

<table>
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<th>Research &amp; Audit; Evidence-based practice</th>
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<td>Recognizes Individual Responsibility for Workplace Health and Safety under the Health and Safety in Employment Act 1992. Policies are read and understood and relevant procedures applied to their own work activities. Workplace hazards are identified and reported, including self-management of hazards where appropriate</td>
</tr>
</tbody>
</table>

Service description: Include / describe specific detail: [NOTE: must be approved by the relevant nurse leader].

- Identified population served by the role and patient type/client group, specialty needs, treatments offered
- Area of advanced nursing specialty practice.

- Adult urology patients under the care of Waitemata District Health Board

- Adult Urology
- Potential for career pathway transition to Nurse Practitioner scope of practice should this be available in the service.

- Advanced practice role, working within clinical pathway/guidelines/protocols and standing orders for patient groups
- Provides Innovative, evidence based nurse-led solutions to urology patients within Waitemata District Health Board Hospitals in both the inpatient and Outpatients.
- Coordinates care across a variety of community based providers and multidisciplinary streams.

- Close working relationship with all clinicians and multi-disciplinary teams.
- Engaged with CNS and Nurse Practitioner in specialty, across WDHB, regionally and nationally

- Care management of patients referred to the Urology service
- Formally presents case reviews and case load statistics
- Variance to clinical pathway can be explained / managed / monitored (data)

Specific Key Responsibilities/KPIs relevant to specialty role in Urology

<table>
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<th>Assessment and management of patients referred to urology Service according to care pathways</th>
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<tbody>
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<td>Provides assessment and care planning for adults referred to the Urology Service that met entry criteria. Initiates treatments according to bundles of care/pathways, liaising with medical team and / or Nurse Practitioner</td>
</tr>
<tr>
<td>Initiates ordering of diagnostic tests in order to reach differential diagnosis according to best practice guidelines and evaluates outcomes</td>
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<tr>
<td>Implements agreed care plan and treatments, using standing orders /protocols managing care to discharge/ transfer</td>
</tr>
<tr>
<td>Manages practice and initiates changes to reduce barriers to discharge and self-care</td>
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<tr>
<td>Follows up care outcomes in liaison with specialist services and general practice to reduce readmission and optimize patient outcomes.</td>
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Perioperative Nurse Coordinator Specialty Nurse Position Description

Revised: NOT APPROVED YET – MORE DETAIL REQUIRED.

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Provides range of Clinical Activity Sessions

- Provides outpatient nursing services in the hospital setting.
- Educates and supports registered nurses delivering inpatient care to patients who are admitted with or develop urology conditions whilst in hospital.
- Provides information, assessment and education and arranges ongoing evaluation of people commencing and continuing on urologic medications (e.g. alpha blockers, anticholinergics) and other urological therapies (e.g. self-dilatation, self catheterisation, trial removal of catheter).
- Performs urodynamic studies independently for selected non complex cases and collaboratively for individuals with complex voiding presentations. Interprets voiding studies, makes treatment recommendations and dictates study reports to communicate findings and plan of care to the multidisciplinary team and primary care.
- Assesses and implements trial removal of catheter (TROC) plans for complex patients not suited to community based TROCS. Evaluates outcome of TROC initiating additional treatments according to bundles of care/pathways, liaising with medical team and / or Nurse Practitioner where indicated.
- Administers therapeutic instillations to patients with ‘painful bladder’ utilizing a multimodal approach. Evaluates patient responses and modifies treatment plan where indicated in consultation with consultant urologists.

Interprofessional healthcare and quality improvement

- Leads service delivery in nurse led clinics and education in the Urology Service.
- Case manages urological patients undergoing a surgical intervention through the episode of care, in collaboration with the multidisciplinary team.
- Case manages complex urology patients coordinating input from the multidisciplinary team.
- Case manages urological patients with a new urological cancer diagnosis to ensure compliance with MOH treatment targets. Provides psychosocial support via telephone and / or face to face contact as required.
- Actively contributes to team meetings, debriefing and case review.

Leads the nursing response in clinical care

- Initiates care for adult urology patients collaboratively with medical and multidisciplinary staff.
- Acts to initiate and coordinate appropriate clinical assessments and interventions to ensure patient progresses on their clinical pathway in an optimal, timely and streamlined manner.
- Participates in the MDT to ensure access to comprehensive multidisciplinary approach to care.

VERIFICATION:

Employee: ____________________________________________
Manager: ____________________________________________ Date: ________________

Note: This job description forms part of an individual’s contract of employment and must be attached to that contract.
### Position Title:
Clinical Nurse Specialist Urology incl. Perioperative Nurse Coordination

### Person Specification

#### Qualification
- RCpN, RGON, BHSC
- Current APC as Registered Nurse
- Post Graduate Diploma in specialty nursing practice essential. Must include advanced assessment and diagnostic reasoning skills.
- Studying towards completion of Masters in advanced nursing practice/health specialty related

#### Experience
- Minimum five years post registration practice
- Achieved RN Level 4 or equivalent in Urology advanced practice nursing with current portfolio
- Reputation for excellence in Urology nursing practice - Acute & elective surgical nursing
- Interdisciplinary practice
- Confident in application of basic computer programs including Microsoft Outlook, Windows and Excel and report writing
- Experience with the public health Booking and Scheduling systems

#### Skills/Knowledge/Behaviour
- Advanced physical assessment skills, history taking and pharmacology
- Demonstrated operational management / care coordination skills. Person focused/centered practice.
- Evidence-based and confident in using contemporary research to inform practice
- Demonstrated confidence in quality improvement to improve service delivery

#### Personal Attributes
- Positive manner, flexible, able to influence without conflict. Professionally mature
- Demonstrated resilience. Manages personal stress effectively. Accepts constructive feedback
- Excellent communicator, highly articulate and excellent listening skills; has a way of valuing everyone’s opinions.
- Good customer service practices. Culturally safe practice
- Calm, even, consistent and mature personality.
- Sensitive and constructive in responding to the needs of individuals and groups
- Self-directed, motivated, uses initiative, confident skill in negotiation and consultation
- Strong teamwork reputation. Confident collaboration
- Experience in clinical professional leadership.
Clinical Nurse Specialist Urology incl. Peri-operative Nurse Coordination

Position Description

Recruitment

Selection

Orientation Preceptor

Job Planning

Performance Review KPIs

Development Plan

Learning Programme

Coaching & Mentorship

Professional & Peer Forums

Career Planning

Perioperative Nurse Coordinator Specialty Nurse Position Description

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