Clinical Nurse Specialist – Adult Nursing, Emergency Department, North Shore Hospital

Date: May 2018

Job Title: Clinical Nurse Specialist - Adult Nursing

Department: Emergency Departments, Acute and Emergency Medicine Division

Location: North Shore Hospital

Reports to [Line]:
- Charge Nurse Manager, Emergency Department - for meeting performance objectives as regards clinical service delivery, and service improvement for Operations & Performance Objectives
- Clinical Director of Emergency Medicine - for collaborative achievement of service strategic plan and performance
- Head of Division Nursing – Medical Services North Shore Hospital for the safety of professional practice performance to the highest standard possible, achievement of quality standards (patient safety, effectiveness and patient experience) maintenance of advanced practice, professional practice standards, the development of professional practice and the development of the professional workforce.

Reports to [Professional]:
- Charge Nurse Manager, Emergency Department
- Clinical Director of Emergency Medicine
- Head of Division Nursing – Medical Services North Shore Hospital

Direct Reports: None

Functional Relationships with:
- Internal:
  - Emergency Medicine (EM) Clinical Director
  - EM Specialists – ED, other specialties
  - ED nurses – CNS, Educator, ACCNs, RNs
  - Radiology and Laboratory Services
  - Allied Health – Pharmacy, Social Worker, Dieticians, Physiotherapists
  - Operations Manager ED
  - Waitemata Central Team - Operations Managers, Duty Nurse Manager, Clinical Charge Nurse
- External:
  - CNS across the DHB
  - Senior Nurses - Director of Nursing and Midwifery, Clinical Nurse Director
  - Clinical Support Services - Orderly and Cleaning Services
  - Patients, family/whānau
  - Community agencies
  - General Practice
  - Other DHBs in the region
  - AENN

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 of Clinical Nurse Specialist role: The Clinical Nurse Specialist applies advanced knowledge of the health needs, preferences and circumstances to optimise the individual's health and well-being at various phases across the continuum of care. This role focuses on provision of specialist nursing care and expertise in direct care delivery in the acute care management for adult and paediatric patients presenting to the Emergency Department. Care assumed according to the CNS level of practice, specialty competencies, care bundles described in a credentialing document, standing orders and delegated authority.

### 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*

- Meets all registered nurse PDRP competencies at minimum of RN Level 4 requirements — refer generic RN competencies
- Perceived as highly effective, progressive and knowledgeable in area of practice, according to legal, ethical, cultural safety/ sensitivity and professional standards.
- Has completed Emergency Department modular programme to be confident in care of Emergency Department care delivery including Triage, Resuscitation Room care and team leadership

#### Professional Leadership and Expertise

- Applies critical reasoning and professional judgement to nursing practice issues and decisions for patients at risk
- Provides advanced practice specialist nursing care in direct care delivery, 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
- Role models/leads by example and enhances advanced nursing practice and contributes to the profession locally, regionally and nationally
- Undertakes or leads specific service or organisational portfolio responsibilities, optimising patient safety
- Actively assists in care coordination of patients with complex issues.
- Able to problem solve at the bed side and offer guidance to ward staff.
- Maintain and develop clinical expertise in pain management and demonstrate this in practice.
- Acts as a resource person for nursing, medical and other health professionals

#### Professional Development of specialty practice

- Participates in interdisciplinary case review processes and clinical supervision
- Has made progress in CNS learning programme and achieved competence in advanced practice skills
- Self-directed in achieving learning and development plan, including PDRP responsibilities
- Actively participates in professional nursing groups, maintain effective local, regional, national and international networks. Attends educational opportunities and conferences.
Domain Two  Management of nursing care at advanced practice level

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.

Clinical Care/Care Coordination
Assessment and management of patients presenting acutely to Emergency Department according to care pathways
- Initiates assessment and treatments according to bundles of care/pathways, liaising with medical team
- Initiates ordering of diagnostic tests in order to reach differential diagnosis according to best practice guidelines and evaluates outcomes
- Implements agreed care plan and treatments, using standing orders/protocols managing care to discharge/transfer
- Expert practice in skills associated with ED nursing
- Manages practice and initiates changes to reduce barriers to discharge and self-care
- Follows up care outcomes and liaise with specialist services, community and external agencies and general practices to reduce readmission

Leads the nursing response in clinical emergency situations
- Initiates care collaboratively with medical staff, supporting rescue and stabilization activity
- Helps to provide support for resuscitation and triage within the team

Manages patients through the episode of care, coordinating input from the multidisciplinary team
- Makes referrals for further review/care/treatment as appropriate
- 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/area of specialty practice.
- Role models expert clinical practice, excellent communication skills and a variety of effective project management/leadership skills
- Works closely and completes delegated work from the Clinical team e.g. SMO Specialist or Nurse Practitioner as appropriate

Education and clinical teaching
- Provides patient education to the 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

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
- Able to offer and provide specialist advice through listening and counseling skills
- To assimilate and communicate effectively in highly complex, sensitive and emotive situations
- Ability to demonstrate empathy and sensitivity, give advice and information both written and verbal about diagnosis, prognosis and care to patients their families and carers
- Role models advanced therapeutic communication, engages patient and family in care planning for self-care, improving knowledge of Breast cancer disease/reconstructive surgery options, self-management, prevention of complications and promotion of recovery
- Demonstrates strong relationship management skills that result in professional credibility, good patient outcomes and integrated care.
Clinical Nurse Specialist – Adult Nursing, Emergency Department, North Shore Hospital

Position Description

- Uses highly developed communication, change management and leadership skills to support strong morale and spirit in the team
- Communicates in a clear, formal and informal style 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 Inter-professional healthcare and quality improvement to deliver organisational objectives includes accountability for evaluating the effectiveness of care and promotion of nursing perspective within the health care team

Supports Professional Activity
- Provides teaching – nursing and medical education; participates in clinical governance activities including audit and research; Administration – to support achievement of organisational objectives; contribution to service planning and policy development; professional development
- Assists in the implementation of nursing practice and models of care appropriate to patient/client population

Quality Improvement: Guideline and policy development
- 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
- Leads team debriefing and case review. Actively contributes to team/clinical meetings

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.

Research & Audit; Evidence based practice
- 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.

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

Workplace Health & Safety
To recognise individual responsibility for workplace Health & Safety under the Health and Safety at Work Act 2015
Contribute to a safe and healthy workplace at WDHB by:

All Employees
- Following & complying with H&S policies & processes & applying them to their own work activities, including using/wearing Personal Protective Equipment as required.
- Participating in activities directed at preventing harm & promoting well-being in the workplace
- Identifying, reporting & self-managing hazards where appropriate
- Early and accurate reporting of incidents at work and raising issues of concern when identified.
Position Description: Clinical Nurse Specialist Emergency Department, NSH. Approved by: DIRECTOR OF NURSING 28/05/2018

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<thead>
<tr>
<th>Service description</th>
<th>Include / describe specific detail: [NOTE: approved by the relevant nurse leader].</th>
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<tr>
<td>Identified population served by the role and patient type/client group, specialty needs, treatments offered Area of advanced nursing specialty practice. The scope of the role including the setting that care will be delivered in e.g. local, regional, national, hospital, clinical or community settings Key points of integration and collaboration with other teams, services or providers Anticipated outcomes of care</td>
<td>Adults and children across the lifespan presenting to the Emergency Department at North Shore Hospital Emergency Care Advanced practice role, working within clinical pathway/ national and international evidence based guidelines/protocols and standing orders for patient groups Innovative, evidence based nurse-led solutions to meet patient demand for emergency care services Close working relationship with Emergency Medicine Specialists Engaged with CNS in specialty, across WDHB, regionally and nationally Care management of patients presenting to the emergency department Formally presents caseload statistics Variance to clinical pathway and length of stay explained/managed/monitored [data]</td>
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**PERSON SPECIFICATION**

**POSITION TITLE:** Clinical Nurse Specialist - Adult Nursing, Emergency Department

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<tr>
<th>Education and Qualifications</th>
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<tr>
<td>• Registered Nurse (RGON, RCpN, RPN, BHSc) with current New Zealand annual practising certificate</td>
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<td>• Post Graduate Diploma in specialty nursing practice is essential. Is completing the ED specific learning programme. Must include advanced assessment and diagnostic reasoning skills.</td>
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<td>• Completing Masters in advanced nursing practice/health specialty related including pharmacology and prescribing</td>
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<tr>
<th>Experience</th>
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<td>• Recent experience as a registered nurse at RN Level 4 in the Emergency Department setting. Current portfolio</td>
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<td>• Demonstrated prior leadership ability within the health sector</td>
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<td>• Reputation for excellence in specialty practice</td>
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<td>• Experience of results-based accountability and managing for outcomes</td>
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<th>Skills / Knowledge / Behavior</th>
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<td>• Advanced physical assessment, history taking, diagnostic reasoning and pharmacology knowledge. Understanding of Pharmacology and interpretation of diagnostic tests</td>
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<td>• Committed to person-centred care and ability to practice across the continuum of care in the Emergency setting, including discharge planning</td>
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<tr>
<td>• Ability to work with minimal direction and coordinate with the multi-disciplinary team, respected by clinicians for knowledge, skill and comprehensive assessment and clinical reasoning skills.</td>
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<td>• Upholds confidentiality with a reputation for high integrity and discretion</td>
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<td>• Is aware of contemporary standards and has reputation of providing good nursing care. Demonstrated confident collaborative approach in team practice</td>
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<td>• Able to work under direction, but also take initiative where clinical judgment suggests therapeutic intervention</td>
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<td>• Is able to make presentations to expert clinical audiences using technological resources available. Able to effectively share clinical knowledge with others</td>
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<td>• Is proficient with use of Microsoft Office Suite especially MS Word and Excel and demonstrates willingness to expand technical skills</td>
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<tr>
<th>Skills/Knowledge/Behaviour / Personal Attributes</th>
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<td>1. Personal Attributes</td>
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<tr>
<td>• Mature, positive, proactive and enthusiastic attitude</td>
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<td>• Possesses a good sense of humour</td>
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<td>• Strong and self-reliant</td>
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<td>• Awareness of how Health and Safety impacts on an organisation</td>
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<td>• Seeks advice and guidance from colleagues and other disciplines as required</td>
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<td>• Self-directed and motivated</td>
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<td>• Innovative, takes initiative in patient focused approach to practice</td>
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<td>• Displays drive and energy and persists in overcoming obstacles</td>
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<td>• Articulate, good presentation skills</td>
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<td>• Committed to own professional and personal development</td>
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<td>• Receives and processes constructive feedback related to own performance</td>
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<th>2. Teamwork</th>
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<td>• Sensitive and constructive to others</td>
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<td>• Seeks out opportunities to support others in achieving goals</td>
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<td>• Strong teamwork reputation, confident collaboration and Inclusive of colleagues</td>
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<td>• Resilience, flexible and willing to work across a range of clinical settings</td>
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<td>• Is able to manage conflict constructively</td>
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### 3. Self-Management
- Recognises and respects individual differences
- Develops positive working relationships with patients, whanau, staff and managers
- Upholds confidentiality, behaves with integrity and discretion
- Positive professionally mature

### 4. Communication skills
- Demonstrated strong written and verbal communication skills
- Sets high standards and strives to achieve challenging goals
- Copes well under pressure, is resilient to change and understands personal limitations
- Is able to communicate effectively on the phone and via computer and face to face with a variety of people
- Is able to communicate without engendering conflict
- Excellent communicator
- Articulate, good presentation skills

### 5. Learning
- Makes effective decisions within appropriate timeframes and levels of responsibility
- Escalates issues appropriately
- Knows where to go and when to ask for help
- Accepts constructive feedback