Date: October 2017

Job Title: Registered Nurse - Discharge Co-ordinator - ED & ADU

Department: Acute and Emergency Medicine Division

Location: North Shore Hospital, Waitemata DHB

Reporting To: Charge Nurse Manager - Assessment and Diagnostic

Direct Reports: None

Functional Relationships with: Internal
- ED/ADU Clinicians
- Multi-disciplinary teams within ED/ADU and wards
- Social Worker
- ED/ADU nursing staff
- Allied health team leader
- NASC team leader
- Gerontology Nurse Specialist - HOAS
- Mental Health Services
- Interim Care team
- External
- POAC coordinator
- General Practice and Practice Nurse
- District Nurses
- Rest Home facility managers

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.
### Position Description

**Registered Nurse – Discharge Coordinator Emergency Department & Assessment and Diagnostic Unit**

**Purpose of this role**

- To provide a comprehensive assessment to patients presenting with complex discharge needs in ED/ADU and facilitate timely discharge to appropriate destinations.
- To enhance the continuum of support between the acute and community settings, resulting in improved and timely patient discharge planning and reduced length of stay in hospital.

### 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.

<table>
<thead>
<tr>
<th>Practices nursing to demonstrate professional responsibility</th>
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<tbody>
<tr>
<td>• Meets all of the domains and competencies of a registered nurse working as a proficient nurse as outlined by Nursing Council of New Zealand. Includes demonstrated ability to apply the principles of the Treaty of Waitangi/Te Tiriti o Waitangi to nursing practice.</td>
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<tr>
<td>• Role models professional practice to a high standard to support nurse’s practice with competent professional standards of the professional, ethical and relevant legislated requirements. Utilizes critical thinking and teaching skills to facilitate timely safe discharge.</td>
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<tr>
<td>• Works as a highly proficient /expert registered nurse to work with the multidisciplinary team to assess patients discharge needs, plan discharge and evaluate effectiveness.</td>
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<td>• Assists with clinical care delivery, in a safe manner. Coaches nurses about discharge planning and available resources to aid in supporting a patient’s discharge.</td>
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<td>• Provide support and direction for the multi-disciplinary team to enhance the capability of the service to meet new and increasingly complex needs.</td>
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<td>• Is courteous, diplomatic and positive in working relationships especially in stressful situations</td>
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<td>• Appropriately challenges health care practice which could compromise client safety, privacy or dignity.</td>
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**Personal and professional development**

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<tr>
<td>• Is highly clinically proficient and respected for ability to support the team with clinically difficult situations</td>
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<td>• Seeks regular professional supervision to discuss how to address areas of difficulty and review quality of practice. Seeks advice from nurses in a timely manner regarding professional issues</td>
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<tr>
<td>• Pursues a program of self-development to broaden critical thinking and leadership skills. Engages in activities of continuous learning, including in-service, self-learning, study days, post graduate study</td>
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<td>• Participates in nursing and organisational activities and committees</td>
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<td>• Has presented own portfolio for assessment that meets the Nursing Council of New Zealand competencies. Understands support structure available for staff in PRDP processes and provides assistance and encouragement</td>
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## 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*

### Professional Development of specialty practice
- Develop and support the ethos of effective discharge planning within the multi-disciplinary team
- Demonstrates advanced knowledge of discharge services in both tertiary and primary settings
- Participates and supports the multidisciplinary team with complex discharge planning.
- Displays self-directed behavior and shows initiative in meeting discharge needs.
- Provides feedback in a constructive, supportive but assertive manner
- Establish positive relationships that encourage critical thinking skills and problem solving abilities.
- Involved in reviewing practices/ processes which support meeting the needs of patients with complex discharge needs and supporting the development of the nursing staff and meet best practice guidelines.

### Care Coordination, Education and clinical teaching
- Demonstrate skill in clinical health assessment in the clinical setting including: health history, physical examination, risk assessment, diagnostic tests, psychosocial needs, Cultural needs, learning needs.
- Identify changes in patient/client condition that may affect discharge
- Take appropriate actions to plan effective patient discharge from the day of admission effectively identify changing needs
- Demonstrate technical competence in undertaking relevant treatments and practices
- Assess patients with multiple problems to provide immediate care and assess when other team members need to be called/referred to
- Care is adapted to respond to multiple priorities
- Care is flexible to cope with input from the health team
- Integrate knowledge of bio-science and patho-physiology when evaluating patient response to intervention/therapy and prepare the patient to ensure timely discharge
- Work to understand the patient/family/ whanau’s interpretation of the illness to consider the options and goals. Help the patient/client understand the treatment and care plan. Assist patient/family/whanau to participate in care as desired. Assist patient/family/whanau cope with the implications of the situation and adapts the care plans accordingly
- Respond to patient/client inquiries with complete, accurate and timely information. Respond to all referrals arrange appropriate follow up. – Prioritise those who can be discharged to maintain patient flow. Use of POAC as appropriate.
- Involved in advocacy when the client/nursing team member requests support or has limited abilities in decision making.
### Registered Nurse – Discharge Co-coordinator Emergency Department & Assessment and Diagnostic Unit

**Position Description**

<table>
<thead>
<tr>
<th>Facilitate practice change</th>
<th>Support professional development</th>
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<tr>
<td>- Work alongside staff to assist with competence in effective preparation and discharge planning</td>
<td>- Assist staff to identify barriers to discharge and complete timely discharge for their patient</td>
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<td>- Work with clinical experts to develop policies and procedures</td>
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<td>- Assist nurses to be able to use standards that are contemporary and evidence-based</td>
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<td>- Challenge practice in a constructive manner using a strengths-based approach</td>
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<td>- Undertake assessments and audits of nursing practice</td>
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<td>- Contribute to consultation on policy development processes and help develop resources with the Renal Service team to support improved practice</td>
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<td>- Initiate ideas for improvement and leads projects that align with programme priorities</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
- Participate in the multi-disciplinary meetings / clinical rounds and supports medical staff and patients with nurse facilitated discharge.
- Upholds the DHB values in interpersonal interactions and supporting positive patient experience
- Role models advanced therapeutic communication when establishing, maintaining and concluding relationships with staff, patients, families / whanau
- 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 support strong morale and spirit in the team
- Communicates in a clear, formal and informal style at all levels using a professional, diplomatic and
Registered Nurse – Discharge Coordinator Emergency Department & Assessment and Diagnostic Unit

Position Description

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 and promotion of nursing perspective within the health care team

Contributes to continuous quality improvement to achieve care of the highest standard possible
- Assists nurses use standards that are contemporary and evidence-based
- Challenges practice in a constructive manner using a strengths–based approach
- Undertakes assessments and audits of practice
- Assists Senior nurses with identifying barriers to discharge and ensure effective and timely discharge of patients
- Initiates ideas for improvement and leads projects that align with programme priorities
- Gathers quality indicators for monitoring and supports corrective actions
- Contributes to interdiscipliary health care using professional knowledge and effective interpersonal relationships

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 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.

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:** Registered Nurse - Discharge Coordinator ED & ADU

| Qualification | • RCpN, RGON, BA Nursing with current Annual Practising Certificate in New Zealand  
|               |   Has commenced Post-Graduate Certificate in specialty practice |
| Experience    | • 5 years post registration experience in acute nursing setting - medical or surgical specialties. Preference that nurse has worked in ED or ADU and has a wide perspective  
|               |   Minimum RN Level 3 [current portfolio], with expected and planned progression to RN Level 4 in a specialty area. If not RN 4, is RN Level 3 & must have an agreed plan  
|               |   Completed the coordinator workshop  
|               |   Has extensive experience in ward coordination |
| Skills/Knowledge/Behaviour | • Contemporary nursing knowledge and skill in the acute setting – with knowledge of evidence-based practice requirements, advanced assessment skills and critical thinking  
|               |   Able to provide proficient discharge planning for patients and their families and support others in the team. Has comprehensive knowledge of community agencies and support services  
|               |   Exceptional communication skills, able to work with patients and caregivers so that the best outcome can be achieved in a prompt and safe way  
|               |   Has reputation of providing good nursing care and ability to share evidence based clinical knowledge with others. Has the confidence to challenge clinical practice and initiate improvements to ensure a better patient experience,  
|               |   Understands the importance of patient flow through the hospital and discharge planning  
|               |   Seeks guidance and supervision  
|               |   Upholds confidentiality with a reputation for high integrity and discretion. Able to cope with professional confidences and problem solving |
| Personal Attributes | 1. **Personal Attributes**  
| Leadership   | • Mature, positive, proactive and enthusiastic attitude  
| People management | • Possesses a good sense of humour  
| Teamwork | • Strong and self-reliant  
| Cultural safety | • Awareness of how Health and Safety impacts on the organisation  
| Self-management | • Seeks advice and guidance from colleagues and other disciplines as required  
| Patient focused | • Self-directed and motivated  
| Communication | • Innovative, takes initiative in patient focused approach to practice  
| interpersonal skills | • Displays drive and energy and persists in overcoming obstacles  
| Innovation | • Articulate, good presentation skills  
| Flexibility | • Committed to own professional and personal development  
| | • Receives and processes constructive feedback related to own |
### Position Description

**Waitemata District Health Board**  

**JOB DESCRIPTION**

**Registered Nurse – Medical Wards Discharge Coordinator.**  

Approved by Director of Nursing & Midwifery, 20/11/2017

<table>
<thead>
<tr>
<th>Planning &amp; monitoring performance</th>
<th>2. Teamwork</th>
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<tr>
<td></td>
<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