TrendCare Coordinator

Position Description

: October 2019

Job Title: TrendCare Coordinator for the Nursing Workload Management System

Department: Corporate

Location: North Shore.
Works across all inpatient settings where TrendCare is in use [North Shore, Waitakere, Child Women & Family and Mental Health]

Reporting To: Director of Nursing
Trendcare Lead Coordinator

Direct Reports: Nil

Functional Relationships with:

Internal
- Nursing & Allied Health staff
- Charge Nurse/Midwife Managers
- Clinical Nurse Directors / HOD for each Division across the DHB
- Allied Health Team Leaders
- CCDM Programme Manager

External
- healthAlliance IT team
- Trend Care Systems Limited
- Kronos (Workforce Central)
- AMS (Leader)
- TrendCare Coordinators at other TrendCare sites across New Zealand and Australia – exchange knowledge and expertise in the use and application of the TrendCare system.
- Safe Staffing Unit CCDM Programme Consultant
- Safe Staffing Unit CCDM Programme Patient Acuity Consultant

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.
TrendCare is a workforce planning and workload management system that provides dynamic data for clinicians, department managers, hospital executives and high level healthcare planners. Trendcare measure patient acuity relating to clinical hours required for care. Predicts labour hours required by acuity, presets nurse patient ratios and HPPD targets. Provides ward acuity profiles for re-engineering rosters and redefining nurse patient ratios and HPPD targets.

This role is part of the TrendCare & CCDM Programme team. This role is primarily responsible for the implementation and promotion of TrendCare at Waitemata DHB. The Trendcare Coordinator will be responsible for system monitoring, utilization of data and ongoing training needs. The role will involve some support of the Care Capacity Demand Management [CCDM] programme.

<table>
<thead>
<tr>
<th>Key Result Area</th>
<th>Expected Outcomes</th>
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| Proficient use of the application    | • Is fully conversant in the use, operation and fundamentals of TrendCare  
• Recognised as a source of knowledge and expertise in the use of TrendCare |
| Promotion of the application and best practice | • Support update of business processes and procedures to clearly articulate the use of the application  
• Be visible and available to all teams, orienting new team leaders |
| End User Education, Training and Support | • Provide on-going training material that prepares groups for use of the application  
• Manage user access rights to TrendCare including new users and staff exits  
• Provide enduser support |
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**Job Description** – TrendCare Coordinator. Approved by Director of Nursing. 11/10/2019

<table>
<thead>
<tr>
<th><strong>Clinical Application Support</strong></th>
<th><strong>System Upgrades</strong></th>
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</thead>
<tbody>
<tr>
<td>- Lead weekly teaching sessions with shift coordinators and ward based staff</td>
<td>- Current TrendCare application meet the Waitemata DHB business requirements, maximising the configuration of applications to improve the efficiency and effectiveness of work practices</td>
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<tr>
<td>- Support the Lead Trendcare Coordinator in responding to any functional or clinical issues by the clinical staff using Trendcare, through teaching and answering questions.</td>
<td>- Workflow procedures related to TrendCare are well documented and available to users and TrendCare Coordinator(s)</td>
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<td>- Visit wards and areas to coach staff and assist with staff use of Trendcare</td>
<td>- Assists the business to monitor data integrity</td>
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<td>- Resolve Helpdesk calls as assigned by hA Service Desk or referred from other Support Teams</td>
<td>- Monitors the performance of the TrendCare application and facilitate resolution of operational problems related to both system and work practices</td>
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<td>- Liaise with system suppliers for external support to Trendcare and related interfaces</td>
<td>- Is point of escalation in the event of system failure</td>
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<td>- Prepare reports for the manager to demonstrate trends</td>
<td>- Participate in the implementation of solution upgrades</td>
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<td>- Assist and support the annual IRR testing</td>
<td>- Works with the TrendCare Coordinator(s) and nursing leaders to understand how the application supports the business process and recommend appropriate configuration changes to maximise the use and benefits of the system.</td>
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<tr>
<td>- Undertake system maintenance and data correction activities</td>
<td>- Utilises analytical skills to assist the business in the development of operational enhancements</td>
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<th><strong>System Upgrades</strong></th>
<th><strong>Evaluation and Reporting</strong></th>
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<td>- Assist with coordination of /participation in planning, testing and implementation of version upgrades for Trendcare</td>
<td>- Evaluate consistent application of the application across all clinical areas</td>
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<td>- Assist with Preparing and maintaining test plans and testing of TrendCare and all related interfaces to ensure user requirements are met.</td>
<td>- Creates reports to provide data analysis and identify opportunities for improvement and monitors compliance with the Trendcare Operational Guidelines and Business rules and TrendCare Gold Standards</td>
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<tr>
<td>- Create and maintain documentation, procedures, support process and contacts for TrendCare</td>
<td>- Evaluate and report on the way in which services use the application</td>
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<td>- Participate in maintaining the Disaster Recovery Plan for TrendCare</td>
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<tr>
<td>- Liaise with healthAlliance Service Desk and Support teams involved in the support of TrendCare</td>
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### Improvement

| **Establish relationships with DHBs who have previously implemented TrendCare** | **Prepare reports and provide training in use of data available from the application** |
| **Develop and maintain a professional, open and effective working relationship with other Information management and healthAlliance teams to ensure application** | **Learn from other DHBs and propose improvements as appropriate** |
| **Assists with analysis of additional functionality in TrendCare that may be** | **Assists with analysis of additional functionality in TrendCare that may be** |
issues are resolved promptly and efficiently.

**Professional Development**
If a registered health professional, must meet the professional requirements

**Interpersonal relationships and enhancing the patient experience**
- Demonstrates professional leadership through effective teamwork and collaborative relationships
- Demonstrates strong relationship management skills that result in professional credibility
- 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.
- Maintains clear, accurate and relevant records
- Participates effectively in team meetings
- Provides and receives feedback in a constructive and assertive manner to bring about effective change
- Collaborates and participates with colleagues and members of the health care team to facilitate and coordinate education

**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:
- 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: ________________________________
Department Head: ________________________________
Date: ________________________________
TrendCare Coordinator

Position Description

PERSON SPECIFICATION

Position: TrendCare Coordinator

| Education and Qualifications | Preferably a registered health professional [Registered Nurse [RCpN, RGON, BHsC] or Allied Health practitioner with current annual practicing certificate in New Zealand |
| Experience | Candidate has project experience including in the implementation of new IT processes and/or systems.  
Experience in providing support for IT based applications, preferably with Trendcare.  
Candidate has planned and executed adult training in an operational healthcare environment.  
Experience in the delivery of training courses and coaching using adult teaching principles |
| Skills/Knowledge/Behaviour | Energy and enthusiasm – candidate will have a positive and open personality; willing to contribute to improve data integrity and use of Trendcare application.  
Demonstration of values – alignment to the Waitemata DHB values.  
Confident relationship building skills – ability to build strong links with internal and external stakeholders.  
Detail oriented – ability to complete tasks with high accuracy levels.  
A team player – must be able to work within a team as well as manage specific accountabilities  
Issue resolution skills – able to work through issues with associated parties to an optimum outcome for the organisation.  
Willing to work out of office hours at times in order to help nurses in different shift with any issues and during initial implementation of Trendcare to new wards. |

Skills/Knowledge / Personal Attributes

1. Personal Attributes
   - Mature, positive, proactive and enthusiastic attitude
   - Possesses a good sense of humour
   - Strong and self-reliant
   - Awareness of how Health and Safety impacts on an organisation
   - Seeks advice and guidance from colleagues and other disciplines as required
   - Self –directed and motivated
   - Innovative, takes initiative in patient focused approach to practice
   - Displays drive and energy and persists in overcoming obstacles
   - Articulate, good presentation skills
   - Committed to own professional and personal development
   - Receives and processes constructive feedback related to own performance
   - Able to influence without conflict, accepts constructive feedback
   - Culturally safe practice

2. Teamwork
## TrendCare Coordinator

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**skills**
- Innovation
- Flexibility
- Planning & monitoring

1. **Innovation**
   - Sensitive and constructive to others
   - Seeks out opportunities to support others in achieving goals
   - Strong teamwork reputation, confident collaboration and inclusive of colleagues
   - Resilience, flexible and willing to work across a range of clinical settings
   - Is able to manage conflict constructively

2. **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

3. **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

4. **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