

## Position Description

Position details				
<b>Position Title</b>	ED Clinical Improvement Coordinator		<b>Department</b>	Emergency
<b>Position No</b>			<b>Health Service</b>	
<b>Award Classification</b>	Health Service Manager Level 1		<b>Location</b>	
<b>Reports To</b>	ED Director	<b>Hours</b>		<b>Duration</b>
<b>Reports directly to</b>			<b>Date Evaluated</b>	
<b>Other Roles Reporting to Position's Manager:</b>				

### About the NSW Ministry of Health

With almost a third of the state's budget allocated to the health portfolio, NSW Health is one of its largest human services agencies. For more information go to [www.health.nsw.gov.au](http://www.health.nsw.gov.au)

Although the Ministry is just one component of the wider NSW Health system it plays a key role in:

- shaping overall policy development, funding strategies and system-wide planning of health services
- partnering with Local Health Districts, NSW communities and organisations to promote health, prevent injury and disease, and drive improvements such as the 'patient journey experience'.

### About the (Your Health Service)

*Suggest one paragraph*

### Role and purpose of the (Your Health Service)

*Can expand more here, maybe include the key strategic directions of your health service.*

## ***Your specific department***

*A few paragraphs about your department, aims, goals, etc*

### **Position context**

#### **Primary Purpose of this Position**

To work in collaboration with the ED Director and Nurse Manager to coordinate and support quality activities in the emergency department to ensure patient care is consistently delivered in a safe and high quality setting.

### **Roles and accountabilities**

#### **1. Management**

- 1.1 Maintain effective communication channels between all staff groups within the Emergency Department
- 1.2 Facilitate the involvement of all staff groups in clinical quality improvement activities
- 1.3 Facilitate external stakeholder involvement in enhancing emergency department processes

#### **2. Planning**

- 2.1 Co-ordinate routine monthly quality reviews (transfers, mortalities, incidents, thrombolysis)
- 2.2 Co-ordinate fortnightly process improvement presentations to staff
- 2.3 Co-ordinate yearly orientation material reviews
- 2.4 Facilitate self assessment of emergency processes by the department staff to identify targets for improvement.
- 2.5 Develop, implement and evaluate education and training programs for all emergency department staff in quality management and process improvement techniques.

#### **3. Data Management**

- 3.1 Conduct fortnightly audits of improvement target areas, present to staff
- 3.2 Develop departmental Quality database
- 3.3 Collate and aggregate review data, and disseminate in conjunction with department senior managers

#### **4. Quality Management**

- 4.1 Maintain the confidentiality of patient and clinician information in all respects of review activities
- 4.2 Actively participate in Divisional Quality Activities
- 4.3 Facilitate departmental participation in Quality Activities external to the department (eg. ACEM, DOH, Safety and Quality Council)
- 4.4 Maintain a high level of self competence and pursue development of knowledge and skills

#### **5. Communication**

- 5.1 Attend monthly emergency department staff meeting, and departmental weekly business meetings, and other meetings from time to time as requested by department managers
- 5.2 Work collaboratively with all levels of emergency department staff
- 5.3 Establish relationships with other stakeholders to facilitate clinical improvement initiatives in emergency

#### **6. General**

- 6.1 Access current quality literature and disseminate to department staff
- 6.2 Facilitate applications for grants from external bodies for quality activities
- 6.3 Facilitate resources and projects

### Key skills and experience

1. Relevant tertiary qualifications or equivalent experience in a quality related positions
2. Excellent verbal and interpersonal skills and an ability to negotiate and liaise with senior management, health professionals and external agencies.
3. Demonstrated commitment to quality management
4. Computer literacy with understanding of databases, data acquisition, collation and presentation
5. Demonstrated knowledge, skills and experience in project management
6. Excellent time management and organisational skills and capacity to deliver high quality projects within agreed timeframes.
7. Excellent skills in use of MS Office applications.
8. Demonstrated ability to work autonomously and as a member of a team

### Attachments

(your local health service) Organisation Chart	<input type="checkbox"/> Yes <input type="checkbox"/> No
(your departments) Organisational Chart	<input type="checkbox"/> Yes <input type="checkbox"/> No

### Certification

We have read the above position description and are satisfied it accurately describes the position.

<b>Position Holder's Name</b>	
<b>Signature</b>	
<b>Date</b>	
<b>Manager's Name</b>	
<b>Signature</b>	
<b>Date</b>	

## Org Charts