

Position Description

Employment Agreement:	NZNO
Position Title:	MedChart Nurse Specialist – 0.4 FTE Permanent
Service & Directorate:	Digital Operations
Location:	Dunedin
Reports to:	Digital Relationships Manager
Delegation Level:	N/A
Number of direct reports:	Nil
Date:	June 2022

Our Vision

Better Health, Better Lives, Whanau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing
We seek excellence through a culture of learning, enquiry, service and caring

Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
Looking after our people: We respect and support each other. Our hospitality and kindness foster better care.	Being sincere: We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	Best action: We are thoughtful, bring a positive attitude and are always looking to do things better.	As family: We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

Our statutory purpose

To improve, promote and protect the health of our population

- Promote the integration of health services across primary and secondary care services
- Seek the optimum arrangement for the most effective and efficient delivery of health services
- Promote effective care or support for those in need of personal health or disability support services
- Promote the inclusion and participation in society and the independence of people with disabilities
- Reduce health disparities by improving health outcomes for Maori and other population groups
- Foster community participation in health improvement and in planning for the provision of and changes to the provision of services
- Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

PURPOSE OF ROLE
MedChart (the electronic Prescribing & Administration medication management system) is a clinical tool that, along with change of clinical process, reduces risk and improves efficiency throughout the entire medication process. The system reduces adverse drug events and enables more efficient and cost-effective delivery of care from the prescriber, through clinical pharmacy review to medication administration by nursing staff.

Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies	
Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; does not misrepresent him/herself for personal gain.
Drive for results	Ensure maximum use and efficiency of clinical systems. Provide direct, hands-on education and support to staff in the use of technology in a manner, which promotes patient safety and confidentiality. Consistently strive to improve knowledge and skills in the development of clinical systems and processes. Provide system support to include on-call shifts as needed. The Informaticist consistently searches for system improvements, which allow clinicians to provide high quality care in the most efficient manner possible utilizing technology.
Manages Diversity	Excellent organizational, presentation communication skills and leadership skills. Ability to work effectively individually and as part of a collaborative team. Ability to work on several complex issues at the same time. Ability to collect, analyse and present data at various audience levels. Excellent customer service skills. Professionalism and an ability to manage stressful situations in a manner that is conducive to finding resolution.
Role Specific Competencies	
Listening	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
Informing	Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organization; provides individuals information so that they can make accurate decisions; is timely with information.
Priority Setting	Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks, creates focus.
Interpersonal Savvy	Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can defuse even high-tension situations comfortably.

KEY RELATIONSHIPS	
Within Southern	External to Southern
<ul style="list-style-type: none"> • Nurse Directors 	<ul style="list-style-type: none"> • South Island Regional / National Peers
<ul style="list-style-type: none"> • Charge Nurse Managers / Unit Managers 	<ul style="list-style-type: none"> • Timaru Hospital
<ul style="list-style-type: none"> • Medical staff 	<ul style="list-style-type: none"> • Rural Sites using MedChart

• Nurse Educators	•
• Digital Team	•
• Nursing staff	•

PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> Registered Nurse with current APC (NCNZ). Preferably a current user of ePA Preferably hold a relevant postgraduate qualification related to education and / or information technology. Have current Level 3 PDRP portfolio (or demonstrate ability to meet the evidential requirements for Level 3). 	<ul style="list-style-type: none"> Training Qualifications.
Experience	<ul style="list-style-type: none"> Knowledge and/or experience of education program development. Advanced computer literacy. Demonstrated leadership and people management ability. Ability to work collaboratively across a range of teams. Understanding of policies and regulations for healthcare in New Zealand. Understanding of current issues in clinical practice. Excellent communication skills. A systematic approach to all tasks, with tasks completed without close supervision. Demonstrated conflict resolution and change management skills. 	<ul style="list-style-type: none">
Knowledge and Skills	<ul style="list-style-type: none"> Good verbal and written skills including experience in formal business documentation. Ability to communicate effectively and adjust approach as required. Sound organisation, attention to detail and time management. Performs all assigned tasks without close supervision. Does not need assistance to resolve problems that have dealt with before. 	<ul style="list-style-type: none"> Excellent verbal and written skills including experience in formal business documentation. Excellent ability to communicate effectively and adjust approach as required. Excellent organisation, attention to detail and time management. Performs all assigned tasks without close supervision. Does not need assistance to resolve problems that have dealt with before.
Personal Qualities	<ul style="list-style-type: none"> Commitment and personal accountability. Excellent interpersonal skills, including ability to work effectively with people at all levels of the organisation. Acts with discretion, sensitivity and integrity at all times. Is adaptable and flexible – open to change (positive or negative). Maintains an exceptionally high level of confidentiality. 	

KEY RESULT AREAS:

Key Accountabilities:	Example of measures
<p>Professional responsibility: Deliverables</p>	
<ul style="list-style-type: none"> • Accepts responsibility for ensuring that his/her nursing practice and conduct meet the standards of the professional, ethical and relevant legislated requirements. • Demonstrates the ability to apply the principles of the Treaty of Waitangi to nursing practice. 	<ul style="list-style-type: none"> • Meets and maintains organisational mandatory requirements for nurses • Attains and maintains area specific mandatory requirements and key accountabilities • Engages in appraisal systems with manager • Professional Portfolio current– PDRP preferred Portfolio • APC
<p>Communication, Leadership & Interpersonal skills</p>	
<ul style="list-style-type: none"> • Create and maintain a productive working environment by acting as a role model, demonstrating commitment to Southern values. • Establish and maintain sound working relationships. • Participate in key projects to improve the effectiveness and efficiency of service delivery. • Speak and write clearly, conveying essential information without unnecessary complexity. • Network with peers in other districts to stay informed of issues / changes etc. • Support e-Medication implementations within other South Island Hospitals by sharing knowledge and experience as required. <p>Actively participate in the team driven patient focused approach to ePA</p>	
<p>Development, Delivery and Evaluation of the Electronic Prescribing and Administration (MedChart) education program</p>	
<ul style="list-style-type: none"> • Provide appropriate training (1:1, group, remote) to all staff who use or need to be familiar with MedChart, including but not limited to: <ul style="list-style-type: none"> ○ Nursing staff to meet identified competency levels ○ Other clinical staff, including pharmacy, SMOs and RMOs. ○ Nursing and medical students • Prepare, in collaboration with eMed team members, education material (paper & electronic) to ensure the safe use of electronic Prescribing and Administration, targeting specific employee groups and modes of delivery. • Lead the delivery of regular MedChart education sessions across a range of settings, including but not limited to MedChart Champion Study Days, MedChart Champion regular meetings, ward in-services. • Test program components align with requirements of appropriate professional bodies, eg NCNZ Domains of Practice for the RN and EN scopes. <p>Participate in the 24/7 roster to support Medchart use in the clinical environment.</p>	<ul style="list-style-type: none"> • You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. • You produce work that complies with Southern processes and reflects best practice. • Research undertaken is robust and well considered.
<p>To demonstrate effective interpersonal relationship skills</p>	
<ul style="list-style-type: none"> • Establishes, maintains and concludes therapeutic interpersonal relationships with patient. 	<ul style="list-style-type: none"> • Communicates in an appropriate and professional manner, verbal and written

<ul style="list-style-type: none"> • Practises nursing in a negotiated partnership with the patient and family/whanau where and when possible. • Communicates effectively with patients and family/whanau and members of the health care team. • Maintains privacy and confidentiality in accordance with HIP Code, Southern policies and procedures etc. • Behaves respectfully and with tolerance towards patients, colleagues and members of the wider healthcare team 	<ul style="list-style-type: none"> • Privacy Act, Informed Consent and Code of Rights adhered to • Abides by NCNZ Code of Conduct and Professional Boundaries guidelines
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To participate in inter-professional health care and quality improvement

<ul style="list-style-type: none"> • Collaborates and participates with colleagues and members of the health care team to facilitate and co-ordinate care. • Recognises and values the roles and skills of all members of the health care team in the delivery of care. • Initiates referrals to other members of the health care team in a timely manner. <p>When required, assists in formulating and reviewing nursing standards, procedures and guidelines.</p>	<ul style="list-style-type: none"> • Initiates timely referrals to other services in timely and thorough manner • Engages in team and MD meetings as appropriate • Engages in and initiates appropriate audit processes • Attends MDT meetings to progress patient through health care journey • Consistently participates and where appropriate co-ordinates multi-disciplinary team meetings and family conferences, representing the nursing perspective of patient needs, and enacting outcomes appropriately. • Appropriate representation eg. infection control, quality role, pressure injury • Participates in activities which monitor/audit delivery of quality patient care eg, certification processes, and current or retrospective nursing audits. • May be the ward/department representative on professional nursing and/or other committees. • Shares s knowledge and networks with nursing colleagues within and external to Southern. • Engages in submission processes • Develops and/or participates in activities which monitor and audit nursing practice and quality patient health outcomes.
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Quality and Risk

<ul style="list-style-type: none"> • Adherence to Southern’s Performance Excellence and Quality Improvement Strategy. • Regularly visit all MedChart areas, engaging with staff, monitoring system usage and processes and providing answers to questions and investigating issues. • Regularly check MedChart hardware to ensure it is fully functional and fit for purpose. Resolve issues or refer as appropriate. • Provide on the spot training or assistance to staff as required. • Up-skill staff on any system changes, upgrades or enhancements as required • Monitor Safety 1st and assist in the investigation of any incidents involving the system. • Monitor facets of the system, including but not limited to the pre-admission ward. • System testing as required. • Continually test the systems and processes to ensure program standards are met. • Maintain transparent audit systems and processes including maintenance of participant databases. • 	<ul style="list-style-type: none"> • Demonstrates competence in emergency procedures, e.g. fire, and CPR
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Personal Development	
<ul style="list-style-type: none"> • Active participation in local, regional and national networks as required. • Involvement in development, review and implementation of policy and procedure related to the program as required. • Demonstrated commitment to professional development through own ongoing learning and development. • Actively promote and disseminate information about the program. • Work in collaboration with colleagues within Southern to streamline program and associated processes. 	<ul style="list-style-type: none"> • Completes Fire, CPR training and updates regularly as required by Southern's policies and procedures. Identifies, takes appropriate action and promptly reports clinical, Occupational Safety & Health and security incidents • Evidence of assisting in the maintenance of Digital equipment (eg Laptops, Off-line charts) and where necessary, promptly reports unsafe or malfunctioning equipment • Health Informatics New Zealand (HINZ) Membership • Maintains standards for safety, hygiene and medico-legal requirements
Self Management	
<ul style="list-style-type: none"> • Manages own time adopting a disciplined approach to establishing and following priorities of work. • Exhibits self-confidence. • Engages in appraisal. • Demonstrate general analytical and functional ability, with the capacity to formulate suitable strategies, solve problems and make correct decisions. • Demonstrate personal resourcefulness and decisiveness. • Self directed learning and up-skilling of any areas of the system that are new or require clarity. • Be flexible and anticipate rather than respond to change. • Demonstrate sound problem resolution skills. <p>Exhibit self-confidence and a depth of knowledge.</p>	<ul style="list-style-type: none"> • Relationships are developed and maintained with own peer group for robust peer review and support.
Health and Safety	
<ul style="list-style-type: none"> • Southern is committed to achieving the highest level of health and safety for its staff. You are expected to take initiative and identify report and resolve issues that may cause harm to themselves or others in the organisation. As an employee of the Southern District Health Board, the health and safety of clients and colleagues, as well as your own, are your responsibility. You are expected to work safely at all times and to actively participate in health and safety programmes in your area. It is expected that you will report all accidents or potential hazards to your manager. 	<ul style="list-style-type: none"> • Meets and maintains organisational and area specific mandatory requirements. • Familiar with hazard register for area.
Treaty of Waitangi	
<p>Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.</p>	<ul style="list-style-type: none"> • <i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other. • <i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education.

	<ul style="list-style-type: none"> • <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.
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CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date