



Position Description

Position Title:	Quality Manager Clinical
Reports To:	Primary & Community Care Workforce Leader
Business Area:	Whangarei/Northland
Direct Reports:	1
Location:	Whangarei, Mid North & Far North

Overview

The purpose of Mahitahi Hauora is to support a primary healthcare system that sustains equitable, self-determined wellbeing, and ensures every person has an opportunity to live a long and healthy life. The successful delivery of the vision for Mahitahi Hauora requires all roles across the health system to work in collaboration and partnership with people, communities, Māori and other providers. We want to improve patient outcomes through more integrated care at a locality level. The aim is also to deliver more effective care more efficiently to more people, by coordinating the use of workforces, facilities and other resources across the sector and strengthening the quality of team work between health and social care providers.

Position Purpose

This role is responsible for ensuring quality improvement and quality assurance across General Practices and Māori Health Providers so that services are safe, effective, grounded in best practice and resource efficient. The role will work closely with the Mahitahi Medical Directors and Network Locality Leaders to deliver on the organisation's Quality Plan across all providers. The role is responsible for leading and supporting in collaboration with the Whanau & Consumer Experience team, the continuous quality improvement in General Practices to ensure they achieve and maintain the quality standards required by the Royal New Zealand College of General Practitioners.

This role will also lead and provide clinical quality assurance support across identified key focus areas in primary care for Northland.

Key Functions:

- Lead the development and delivery of the Mahitahi Clinical Quality Plan
- Lead continuous clinical quality improvement across primary care in Northland in working collaboratively with Network Leaders, General Practices, Maori Health Providers, and Mahitahi Hauora teams.
- Manage all Clinical related complaints ensuring appropriate re-direction and process and prompt resolve.
- Lead the quality improvement projects for the identified key focus areas in primary care for Northland.

- Manage the Clinical Quality Risk Register ensuring all risks are identified and managed appropriately.
- Ensure Emergency Planning is fit for purpose, liaise with the NDHB in Emergency and Incident management

Nature and Scope of Responsibilities

Key Accountabilities	Standards/Achievements
Lead Clinical Quality Governance and Oversight.	<ul style="list-style-type: none"> • Develop and lead the implementation of a Quality Plan that is fit for purpose for Mahitahi clinical teams and primary care provider teams. • Oversee and operationalise clinical quality recommendations from governance committees using a Quality Improvement approach. • Build relationships with the Locality Network Leaders, Equity Lead and others to ensure Mahitahi clinical staff are operating according to best practice and evidence-based approaches and are meeting contractual standards. • Provide clinical quality oversight as an active member of the Medicines Management Group, ensuring best practice and quality focus in managing and reviewing standing orders. • Provide a quality lens and oversight when required to guide the Policy Coordinator in relation to clinical policy development and maintenance.
Clinical Quality Framework and General Practice/Provider Support.	<ul style="list-style-type: none"> • Develop, implement and manage an appropriate Clinical Quality Framework, and toolkit for Mahitahi Primary Care providers ensuring methodologies and guidelines are used. • Ensure application of an equity lens on all aspects of clinical quality improvements or initiatives. • Lead the implementation of a quality culture across all clinical programmes and service delivery for Northland primary healthcare ensuring all providers and clinicians are working at best and within scope of practice. • Lead and support continuous quality improvement in General Practices to achieve the RNZCGP Quality Standards, (Foundation Standard certification or

	<p>Cornerstone accreditation), and monitor progress, and ensure scope of practice.</p> <ul style="list-style-type: none"> • Identify barriers to achieving standards and work with practices to overcome these barriers. • Provide exception reporting to NDHB for practices that do not achieve standards so that exemptions to PHOSA can be put in place. • Identify and evaluate the Audit Standards required of practices and Clinicians. If Clinical Audits are required establish a Clinical Audit Programme in conjunction with the Medical Directors, to implement clinical audits ensuring these are undertaken and reported on in a timely manner. • Oversee General Practice compliance with running the quarterly national Patient Experience Survey. Work with Whanau & Consumer Experience Leader to help General Practices use survey results to identify areas for improvement, and support implementation of new quality initiatives. • Identify education opportunities that may enable clinical staff to meet required quality standards. • Ensure that providers have Business Continuity Plans in place that are fit for purpose, enable continued clinical service delivery and align with Mahitahi Hauora emergency plans.
<p>Lead Quality Improvement Projects for Identified Key Focus areas.</p>	<ul style="list-style-type: none"> • Lead the development and implementation of Quality projects for identified key focus areas each year including: <ul style="list-style-type: none"> • Develop a project plan that will improve the quality of the management of the identified focus area, (ie 2019/20 focus area is CVD and Diabetes management and Vaccination rates). • Work collaboratively with the Locality Network leaders and teams in the implementation of the Quality project plans. • Identify and engage Quality Improvement Champions across Northland primary care providers, General Practice, MDT's, Maori health providers, to assist in the development of the plan and the delivery

	<p>of the quality improvements identified for the focus areas.</p> <ul style="list-style-type: none"> Collectively with the Locality Network Leads and Clinical Teams identify potential future key focus areas that may align with the strategic priorities of Mahitahi Hauora.
<p>Clinical Risk, Incident and Complaint Management</p>	<p>Risk</p> <ul style="list-style-type: none"> Provide information and clinical risk awareness to the CEO, PHE Board, Northland Clinical Governance Forum, and other groups as required. Regularly identify and evaluate complaint and incident trends, new regulations and guidance, and clinical risks within the health sector. Liaise with Medical Directors to disseminate information and manage risks to primary care in a timely manner. Ensure the Clinical Risk register using Daptiv software is continuously updated and regularly reported. <p>Incident Management</p> <ul style="list-style-type: none"> Work collaboratively with senior Leadership to ensure the ongoing Emergency management plans and systems for Mahitahi Hauora are fit for purpose and work actively with General Practice to ensure service delivery and coverage. Liaise with the NDHB with their Emergency Management. Gain and maintain CIMS training. <p>Complaints</p> <ul style="list-style-type: none"> Manage all clinical complaints against Mahitahi Hauora and primary care providers, ensuring prompt resolution and effective outcomes are achieved. Liaise where appropriate with the Privacy Commissioner or related personnel. Manage a Complaints and Incident Management System and provide regular reports to the CEO, Board, Northland Clinical Governance Forum and other groups as appropriate/required.

	<ul style="list-style-type: none"> • Lead the communication with providers regarding any complaints and advise on quality improvement initiatives to mitigate future complaints. • Provide support and guidance to primary care providers as required, to enable them to manage or mitigate their complaints and incidents. • Lead and support the administration and documentation of complaints and maintenance of the Complaints and Incident Management System.
System Level Measures	<ul style="list-style-type: none"> • Lead development and implementation of the Patient Experience System Level Measure across Northland, ensuring plans are current and reporting is timely. • Lead and coordinate a SLM Patient Experience group (including NDHB Quality Lead(s), the Policy Development and Coordination Lead, and practice facilitation staff) to regularly meet and contribute to plans and reports. • Support the Policy Development and Coordination Lead with her responsibilities as SLM coordinator, to ensure obligations are met.
Relationships	<ul style="list-style-type: none"> • Develop and manage key relationships locally and nationally. • Develop and maintain positive relationships with all internal and external stakeholders of Mahitahi Hauora. • Manage team performance and conduct regular meetings and reviews of position requirements and related objectives. • Encourage and develop team motivation and engagement.
Organisational	<ul style="list-style-type: none"> • Have a good understanding of and comfortability in communicating the vision and strategic priorities of Mahitahi Hauora. • Work as a contributing team member of Mahitahi Hauora to achieve team and organisational service requirements. • Maintain client confidentiality at all times, ensuring clients' rights, privacy, and confidential information are safeguarded. • Understand the principles of the Privacy Act 1993, the Health Information Privacy Code (1994), and the Children's Act 2014, and the information sharing

	<p>principles of the Oranga Tamariki Act (1989) and the Family Violence Act (2018)</p> <ul style="list-style-type: none"> • Recognise individual responsibility for workplace Health & Safety under the Health and Safety at work Act 2015 (HSWA 2015). • Implements organisational policies and procedures, legislation and guidelines as appropriate. • Uphold Te Tiriti o Waitangi and equity as key foundations when planning, implementing and evaluating our work.
--	---

Variation of Duties

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in anyway the scope or functions of this position. Duties and responsibilities can be amended from time to time, either by additional, deletion, or straight amendment by the CEO to meet any changing conditions. Any variation to duties will be discussed.

Employee Name:

Employee Signature:

Date:.....

Managers Name:

Manager Signature:

Date:.....

Person Specification:

Education and Qualifications	
<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> • A Clinical related professional qualification • Advanced Computer literacy skills, e.g. Microsoft Office programmes. • Current and Un-encumbered Drivers Licence (Minimum of Restricted Licence) 	<ul style="list-style-type: none"> • Post graduate qualification in Quality management • Qualification in Auditing • Project management skills and/or qualification
Experience	
<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> • Experience in the development and implementation of a range of quality improvement strategies and quality auditing • Recent work experience in the Health Sector, with an understanding of Health Sector operations and issues. • Proven ability to manage change processes constructively • Advanced staff management skills • Proven computer skills and knowledge of office equipment • Demonstrated accuracy in report writing • A confident communicator with excellent spoken and written English 	<ul style="list-style-type: none"> • In depth understanding of and experience within the framework of the primary healthcare strategy • Experience of working with ‘high needs’ groups within community settings • Experience in delivering education and workshops
A commitment to development in competency of:	
<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> • The Treaty of Waitangi and it’s application to the health setting. • Tikanga, Māori protocols and Te Reo Māori • The application of Whanau Ora Outcomes Framework within Primary Care Settings • Privacy Act (1993) and Health Information Privacy Code (1994). 	<ul style="list-style-type: none"> • Health and Safety at Work Act 2015(HSWA) Health and Disability Commissioner (Code of Health and Disability Services Consumers’ Rights) Regulations (1996). • New Zealand Council of Healthcare Standards.

Skills & Personal Attributes

Skills

- Strong communication skills, both written and verbal
- Highly developed skills in facilitation, negotiation, influencing, leadership and change management
- Strong interpersonal and relationship building skills
- Able to handle confidential or controversial information with sensitivity, discretion and professionalism, understanding that all such knowledge remains confidential to the organisation and used only for the purpose originally collected.
- Excellent organising and time management skills, and ability to prioritise and manage conflicting demands without compromising quality and flexibility, even in times of pressure
- Strong decision making ability and ability to meet deadlines
- Knowledge & proficiency with Microsoft Office applications, particularly Word, Outlook and Excel

Personal Attributes

- Ability to maintain a high level of confidentiality and non-judgement respecting each individual's right to privacy.
- Attention to detail and accuracy.
- Ability to exercise wisdom and initiative.
- Punctuality and reliability.
- Flexibility to cope with changing demands.
- A professional attitude displaying personal integrity and honesty.
- An ability to work with a range of individuals, demonstrating tact, a calm & caring nature.
- Open to learning opportunities and enhancing skills and knowledge relevant to the role.