



POSITION DESCRIPTION

Position Title:	Critical Care HMO (PGY3+)
Commencement / Last Date Reviewed:	February 2021
Reviewed By:	Director Medical Services
EBA:	AMA VICTORIA- Victorian Public Health Sector- Doctors in Training Enterprise Agreement 2018-2021

ORGANISATIONAL STRUCTURE

Role / Team	Area	Direct Reports
Critical Care Resident	Medical – ICU / ED / Anaesthetic	Nil
EBA Classification	Reports To	Professional Accountability
Hospital Medical Officer Year 3+ HM13+	Clinical Director Intensive Care and Executive Director of Medical Services	NHW

Northeast Health Wangaratta (NHW) is a busy sub-regional integrated health service of 208 beds and is the major referral facility for the greater part of North East Victoria. NHW provides a wide range of acute specialist medical and surgical services. An emergency department, critical care unit (ICU, HDU, CCU), obstetrics and gynaecology, paediatrics and specialised aged care, medical oncology services, community rehabilitation, and inpatient, community, aged and psycho-geriatric mental health services. There is also a broad range of community health services and NHW auspices a number of other regional services in post-acute care, palliative care and infection control.

The duties of this position are to be performed with adherence to the purpose and values of Northeast Health Wangaratta's strategic plan and compliance with the Code of Behaviour for staff of Northeast Health Wangaratta.

OUR VISION

To Be Recognised Leaders in Rural Health Care

OUR VALUES

CARING EXCELLENCE

RESPECT

INTEGRITY

FAIRNESS



POSITION PURPOSE

The Critical Care (CC) Resident provides direct clinical services in NHW's Critical Care Services. The primary role is to improve care of patients in Emergency Department (ED), Intensive Care (ICU), Anaesthetics and Perioperative Care.

The CC Resident will provide clinical management and consultation service to all Critical Care patients either under direct supervision or supported over the telephone by respective Consultants. The CC Resident will engage in quality assurance activities within the Departments allocated.

This is a new position in 2021 and the position provides a foundation towards advancing into specialty training programs offered by the Australasian College for Emergency Medicine (ACEM), College of Intensive Care Medicine of Australia and New Zealand (CICM), Australian and New Zealand College of Anaesthetists (ANZCA), the Royal Australian College of General Practitioners (RACGP) and/or the Royal Australian College of Rural and Remote Medicine (ACRRM).

In 2021 there will be 6 Critical Positions available with rotations summarised below:

	Term 1 (3 Months)	Term 2 (3 Months)	Term 3 (3 Months)	Term 4 (3 Months)
1	Anaesthetics	ED	ICU	ED
2	ICU	ED	Anaesthetics	ED
3	ED	Anaesthetics	ED	ICU
4	ED	ICU	ED	Anaesthetics
5	ED	ED	ICU	ICU
6	ICU	ICU	ED	ED

NOTE: For positions 1-4 annual leave will be rostered during ED rotations.

About the Critical Care Unit(s):

- NHW is a sub-regional health service that serves a population of roughly 100,000.
- There are about 25,000 emergency department attendances, 19,000 admissions, 7,000 surgical procedures and nearly 700 deliveries annually. The Critical Care Unit is a combined Intensive Care, High Dependency and Coronary Care Unit that currently has 8 beds.
- The Critical Care Unit admits over 1,000 patients per year, of which about 8% are classified as Intensive Care (ICU), 20% Coronary Care (CCU) and the rest High Dependency (HDU) patients. On average there is one elective post-surgical admission daily.

Key Responsibilities and Duties:

- Responsible to the Director(s) and Term Supervisor(s) for the assessment, investigation, treatment and review of patients admitted to the Critical Care Departments for acute management.



- Be involved in day to day clinical management of ICU patients including transporting patient to and from X-ray/ theatre etc.
- Assist ED in management of critically unwell patients
- When on Duty, to be a member of Medical Emergency Team (MET) and respond to all such calls including code blues.
- Develop and apply a good working knowledge of the Critical Care Department KPIs and to help expedite patient access and flow through each Department. This includes department specific services and established work processes.
- Independently increase workload to match Critical Care Department(s) patient demand.
- Ensure patients/families are given adequate information about management decisions and follow-up plans
- Write comprehensive notes into the medical records or computer system as required for appropriate care provision
- Ensure the comprehensive and safe handover of all patients to another doctor at the end of shift
- Ensure effective discharge planning of patients including written communication and/or discharge summary provided at, or close to the time of, discharge and forwarded to all necessary Medical Practitioners.
- Ensure availability when rostered on duty & ensure that you are contactable at all times
- Arrange autopsies, death, cremation and other certificates as appropriate.
- Adhere to all policies, procedures and code of conduct of NHW

Educational Support:

- Participate in the educational programs of the department, including teaching of nursing staff, medical student and relevant junior medical officers.
- Participate in, encourage and foster research activity within the Department.
- Attend all education sessions as required
- Be aware of and compliant with VRGP/CICM/ACEM/ANZCA training requirements as required
- Participate in Mentoring process if required
- Active involvement in training programs for medical officers undertaking any other exams and professional development.
- Provide constructive and frequent feedback of department's teaching program and related issues.
- Attend annual fire safety, child protection, manual handling and any other mandatory training as directed
- Anticipate attendance at education programs jointly attended with other HMOs and/or Residents from NHW.

Learning Objective:

Patient Assessment

- Effectively elicit patient history, symptoms and signs relevant to a patient's presenting problem.
- Recognise and assess acutely ill, deteriorating or dying patients. Employ principles of medical triage and provide clinical care in order of priority.
- Identify acute illness in patients and assist transfer to acute services.
- Know the differential diagnosis relevant to the presenting problems and using information gained



through assessment, generate ranked problems and provisional diagnosis.

- Regularly re-evaluate the patient problem list and diagnoses.
- Identify and understand the investigations relevant to a patient's presenting problem, using investigation results appropriately to guide patient management.
- Recognize and utilise clear communication with patients, with awareness of cultural, religious and gender differences.
- Identify the criteria for referral and effectively access other health professionals in the patient assessment phase, seeking help at any time to meet the needs of patient safety.
- Provide senior clinical services in Critical Care under supervision of the Consultant
- Participate in the roster and on-call roster with support from the Consultant. Support from the Consultant may involve telephone advice or on-floor supervision as required depending on the clinical situation.

Patient Management

- Use the principles of evidence based practice and access relevant, current literature in formulating management decisions.
- Develop, implement and evaluate a plan of management, understanding the range of management plans available for common acute and chronic conditions including those listed in the Australian Curriculum Framework for Junior Doctors. To employ appropriate medical therapy techniques, understanding the actions, indications, contra-indications and adverse effects of medications.
- Employ sound decision making in the selecting of patients for particular procedures.
- Employ sound peri and post-operative patient management.
- Understand and apply the principles of informed consent, recognising that it may need to be obtained by a senior clinician.
- Understand clinical limitations and when to seek help from senior clinicians.
- Identify ambulatory and community services available to patients and employ these resources in effective discharge planning.
- Perform appropriate pathology ordering and investigation based on evidenced based practice and be able to correctly interpret the results.
- Develop an appreciation of which patients and types of conditions require hospital admission as opposed to those who may be best managed within an outpatient, community and other ambulatory settings.
- Complete an electronic discharge summary and send to the patients respective specialist discipline within one day of discharge.
- Understand the role of PETS/NETS and issues of inter-hospital patient transport.
- Refer cases to the coroner promptly.
- Facilitate the efficient running of the department when on duty by:
 - Monitoring of the department's performance, waiting times, emergency target performance and timely access to specialist care. Directing and supervising the Department to reach target performances.
 - Ensure close liaison and communication with both bed management and hospital administration to ensure the facilitation of timely transfer to an inpatient unit, intensive care unit or another Health Facility.
 - Comply with hospital / Local Health District / Ministry of Health policies and procedures



regarding the prescription of medications and order of tests.

- Supervise and commit to accurate documentation in and completion of medical records to reflect clinical decisions, tests, and procedures and discharge diagnoses.
- Comply with patient admission and discharge policies; including documentation, planning of admission/discharge, day of procedure admission, timely discharge. Supervision of junior staff, formal handover, communication between clinicians with deteriorating patients, and meet standards of care.
- When on call (if required), the practitioner must be within an accessible distance in order to respond to urgent precipitous events.
- Ensure appropriate arrangements are made for patients on discharge from hospital to maximise continuity of care and good health outcomes. Liaise with patient family and carers as appropriate.

Clinical Skills

- Demonstrate competency in basic life support techniques – airway management, ventilatory and circulatory support.
- Understanding of basic competence in advanced life support techniques, including advanced airway management. As experience is gained it is expected that you will be appropriately trained and experienced to demonstrate advanced life support techniques.
- Safely and competently perform common procedures as listed in the Australian Curriculum Framework for Junior Doctors, knowing the indications and contra-indications for these procedures.

Professionalism

- Develop a clear understanding of the medico-legal responsibilities and indemnity issues as appropriate to rural practice.
- Refer medico-legal issues to the Consultant or Director of Medical Services for advice and direction
- Demonstrate a commitment to the principles of co-ordination of care and the provision of continuity of care.
- Work as a member of a team of professionals, understanding the role and expertise of each member of the team.
- Refine time management skills.
- Develop an appreciation for sharing knowledge and assisting others in the team to learn.
- Make the most of opportunities to become involved in research and educational bodies/committees.
- Learn to monitor your own health and welfare for your benefit and the benefit of patients, colleagues and family.
- Appreciate the particular need and difficulty in maintaining confidentiality in rural/remote communities.
- Demonstrate an awareness of the differing client needs with regards to resource availability especially in rural/remote communities.
- Demonstrate respect for patients, their families and carers.
- Demonstrate an awareness of cultural, ethical and religious beliefs as they may impact on patients and their families' wishes.



- Make such reports and issue certificates as are necessary by the nature of the appointment.
- Advise the Departmental Head and Nursing Supervisor and or Medical Workforce as early as possible when unable to attend to rostered duties because of sickness, accident or other event or if it is necessary to leave the hospital during a period of duty.
- Undertake such duties as the Departmental Head, DMS or Manager Medical Workforce may determine either by roster or from time to time as occasion may demand.

Communication

- Effective and timely communication with supervisors and staff involved in the patient's care, in regard to admission, discharge, management plans, diagnostic requests and consultations.
- Timely communication with other Medical Practitioners and other referring health care providers, especially on discharge or death of a patient.
- Provide clear and comprehensive handover information to senior clinicians, colleagues, nurses and allied health professionals in particular on very sick patients.
- Employ good communication strategies especially in dealing with difficult or vulnerable patients.
- Treat patients with respect and courtesy, maintaining privacy and confidentiality.
- Provide clear and honest information and respect patient treatment choices.
- Employ empathy and compassion in breaking bad news, with full understanding of the issues of loss and bereavement.
- Adopt behaviours that promote patient health and patient satisfaction with the health care service.
- Employ communication that ensures educated awareness for patients with different cultural and religious backgrounds.
- Become familiar with the requirements for presenting patient case histories and clinical details at the bedside during ward rounds concisely and with appropriate sensitivity to each patient's condition, needs and wishes.
- Become familiar with the requirements for presenting at unit and other meetings, as well as to other clinical staff when requesting consultations from or transfer to other units.
- Develop an understanding of the requirements for informed consent and be able to obtain informed consent.
- Able to document precisely, accurately and legibly information related to patient care.
- Work as part of and contribute to a multi-disciplinary team.
- Deal with matters of an urgent or sensitive nature.
- Exercise discretion and sensitivity, and maintain confidentiality.
- Demonstrate leadership within a team environment and actively contribute to team activities including meetings and decision making processes.
- Demonstrate an ability to initiate and undertake discussions with patients and their families regarding their hospitalisation, treatment and progress.

Challenges / Problem Solving

- Maintain a professional role and responsibility for patient care, in close liaison with supervising consultants.
- Work collaborate with other staff in a multi-disciplinary team.
- Maximise the efficient utilisation of the physical resources of the Health Service



- Responsible for supervision and teaching of more junior medical staff.

Administrative

- Participate in Departmental Meetings, M&M meetings, Grand Rounds, Divisional and Hospital Senior Staff meetings as required.
- Represent Department at hospital committee meetings as requested by the Clinical Director.
- Contribute to the administrative functions of the Department as requested by Clinical Director including development of policy and procedure, JMO rostering recruitment issues.
- Provide a minimum of four weeks request to the Clinical Director and Manger of Medical Workforce of planned/intended leave arrangements, ensuring any on-call commitments are covered by an appropriate colleague.
- Notify the Clinical Director or Director of Medical Services of any event likely to give rise to a medico-legal claim or complaint, and complete the appropriate Notification of Incident Form for TMF Claims.

Quality & Innovation

- Participate in peer review and quality improvement activities and ward based workshops
- Involvement in clinical audits
- Assistance with the investigation and response to complaints and incident reports
- Participation in the formal QI activities of the hospital and department
- Assist Clinical Director as requested

People, Learning and Research

- Attend relevant weekly Medical staff education and training forum
- Attend monthly medical grand round
- Complete mid and end of term performance appraisal with your consultant, based on the Australian Curriculum Framework for Junior doctors. Return this assessment to the Medical Workforce Unit
- Review and update orientation and Rolling Handover (ROVER) Documentation relevant to each department
- Undertake other such duties as requested from time to time by the Clinical Director

Organisational Management

- Meet and maintain standards of regulatory compliance for administrative and clinical information records & systems within the Australian Legislation and Regulation, Victorian Legislation and Regulation (ie Public Record Office of Victoria) and NHW Policy and Procedure Framework.
- Comply with relevant Acts of Parliament, professional conduct, Local Health District Code of Conduct, OHS, EEO, and Bullying and Harassment and other policies and procedures.
- Use resources efficiently, minimising cost and wastage, and ensure waste products are disposed of in line with waste management guidelines
- Understand and comply with the general principles of the Occupational Health and Safety Act

Community & Partnerships



- Develop relationships and communicate effectively with General Practitioners in a timely manner
- Activate appropriate referrals, in consultation with other senior and junior medical staff to hospital or community agencies

QUALITY, SAFETY, RISK and IMPROVEMENT

- In partnership with the Clinical Director:
 - promote and monitor quality improvement activities and programs within the Critical Care Unit
 - continually measure and monitor trends of clinical outcomes and service performance over time
 - analyse measures, flag significant issues for attention, investigate underlying causes, and implement improvement strategies
 - focusing on systems issues and improvement rather than blaming individuals
 - communicating quality and safety issues to all levels of the service
 - encouraging risk reporting by staff
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the NHW workforce
- Contribute to organisational quality and safety initiatives
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.

OTHER REQUIREMENTS FOR ALL CLINICAL EMPLOYEES:

- Where relevant collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times
- Assist with the supervision of students where appropriate
- Understand and act in accordance with the NHW Code of Conduct, relevant college codes and ethics, values and relevant policies, procedures and guidelines
- Comply with the principles of Patient and Family Centred Care
- Promote NHW as a quality regional health care provider

EMPLOYEE OBLIGATIONS- COMMUNICATING FOR PATIENT SAFETY

It is an expectation of NHW that all Medical staff actively participate in initiatives to improve patient safety, and will do everything possible to ensure safe and effective communications. This includes supporting and undertaking effective clinical hand over and NHW patient safety and communications programs.



EMPLOYEE OBLIGATIONS- MEDICATION SAFETY

It is an expectation of NHW that all Medical staff actively participate in initiatives to improve medication usage and safety, and will do everything possible to ensure safe and effective medication prescribing, administration and usage. This includes clear completion of the National Inpatient Medication Chart for all inpatients, and clear and where possible PBS compliant prescribing for all patients consistent with the restrictions listed in the NHW medication formulary.

KEY PERFORMANCE INDICATORS:

- Registration is maintained and working within scope of practice
- Attendance and active participation at meetings as required
- 100% compliance with core competencies and training requirements
- Active participation in the Performance and Development review process

BEHAVIOURAL OUTCOMES

- Team player
 - Cooperates and works well with others in the pursuit of team goals
 - Collaborates and shares information
 - Shows consideration, concern and respect for the feelings and ideas of others
 - Accommodates and works well with the different working styles of others
 - Encourages resolution of conflict within the team
- Demonstrated ability to withstand conflicting priorities
 - Perseveres to achieve goals, even in the face of obstacles
 - Copes effectively with setbacks and disappointments
 - Remains calm and in control under pressure
 - Accepts constructive criticism in an objective manner
- Able to build relationships
 - Establishes and maintains relationships at all levels
 - Promotes harmony and consensus through diplomatic handling of disagreements
 - Forges useful partnerships with people across departments and services
 - Builds trust through consistent actions, values and communication
- Possesses appropriate communication, consultation and interpersonal skills
 - Collaborates and shares information
 - Ensures good working relationships exist with internal and external customers, external health providers, government departments and all stakeholders
- Customer service
 - Respects the cultural needs of others
 - Communicates effectively



- Treats patient's family and visitors with respect at all times
- Abides by all NHW values of integrity, compassion, excellence and respect

Performance Appraisal / Review

- Where a new employee is appointed to this position, a review of the appointment will occur prior to the end of the 6-month probationary period.
- A performance Development Review will be conducted on an annual basis.

Key Selection Criteria

Essential

- M.B.B.S. or equivalent
- Valid General Registration as a Medical Practitioner with AHPRA
- At least three years (PGY3) of clinical experience in Australian Health Service setting
- Demonstrated interest in pursuing specialty training in Intensive Care, Emergency Care, Anaesthetic Care or General Practice
- Advanced life support and emergency resuscitation skills with commensurate procedural skills.
- Mandatory employment requirements (eg. current Working with Children Check, National Police Check, Australian Citizen or holder of Valid Working Visa)
- Demonstrated commitment to rural / regional practice

Preferred

- Appropriate experience to practice as a senior HMO level
- Highly developed interpersonal and communication skills.
- Demonstrated ability to work in a complex clinical environment with excellent clinical skills and judgement and expertise.
- Demonstrated teamwork, time management and problem solving skills in the clinical setting, with excellent verbal and written communication skills.



Inherent Requirements

NHW has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

RISK ASSESSMENT / JOB ANALYSIS

Northeast Health Wangaratta provides a safe working environment for staff as part of the process Risk Assessments have been carried out and this position could include some or all of the following.

(Please mark (e.g. X or ✓) to those that apply to this position)

Aspects of Normal Workplace	Frequency		
	Occasionally	Regularly	Continual
<u>Work Environment</u>			
• Work with the possibility of extended hours	✓	X	X
• Work in locations geographically separated from main facility	✓	X	X
• Working off site which may include clients homes	✓	X	X
• Clinical areas	X	X	✓
• Traveling or Driving in cars on a regular basis	✓	X	X
<u>Work Activity</u>			
• Manage demanding and changing workloads and competing priorities	X	✓	X
• Undertake administrative tasks including intensive computer keyboarding work, filing, writing, concentrating for long periods of time	X	✓	X
• Sitting at the computer for extended periods of time	X	✓	X
• Sitting in meetings for extended periods of time	✓	X	X
• Use of technology including photocopiers, telephones	X	✓	X
• Undertake manual handling of equipment	X	✓	X
• Patient Handling (<i>No Lift Program operates throughout NHW</i>)	X	✓	X
• Exposure to Substances (<i>Protective equipment & procedures in place to prevent contact</i>)	X	✓	X
<u>Work relationships</u>			
• Work in a team environment and at times independently	X	X	✓
• Interaction with staff from other disciplines and departments	X	X	✓
• Interacts with: <ul style="list-style-type: none"> • colleagues and other hospital staff, • members of the public • Patients and relatives 	X X X	X X X	✓ ✓ ✓
<u>Training</u> (Training completed at other hospital is recognised-please advise HMO Manager)			
• Workplace Health & Safety for Employees	Annually (via E3 Learning)		
• Emergency Procedures	Annually (via E3 Learning)		
• Manual Handling	Annually (via E3 Learning)		
• Fire Extinguisher Training	Annually (via E3 Learning)		
• Hand Hygiene	Annually (via E3 Learning)		
• Basic Life Support (can include ALS, EMST or equivalent)	Annually (via E3 Learning)		
• Aseptic Non Touch Technique (ANTT)	Annually (via E3 Learning)		



Standards of Behaviour

Above the line Our staff will always:

Below the line Our staff will not:

Caring

Show compassion to all people
 Demonstrate empathy and understanding
 Work as part of the team
 Mentor others
 Provide encouragement to others
 Care for others the way they would like to be cared for themselves

Be disrespectful
 Be self-centered
 Have inappropriate conversations with others
 Display rudeness

Excellence

Commit to the NHW Hardwiring Excellence expectations
 Have the courage to question what we do
 Persevere to do the best job they can
 Strive continuously to improve
 Be professional and enthusiastic
 Maintain customer focus

Give up
 Demonstrate a 'can't-do' attitude
 Accept mediocrity
 Be unreliable
 Pass the buck
 Ignore feedback given by patients or colleagues

Respect

Maintain confidentiality and privacy
 Listen to others and accept differences
 Be punctual
 Respond courteously
 Greet all people by saying hello, smiling and introducing themselves
 Be culturally informed and sensitive
 Respect diverse opinions

Be sarcastic
 Bully, harass or display aggression
 Be judgmental
 Withhold information
 Contribute to rumours
 Leave an untidy workplace

Integrity

Be open and honest
 Lead by example
 Be responsible and accountable for their own actions
 Stand up and take action
 Escalate issues or behaviors of concern

Be arrogant
 Be dishonest
 Be hypocritical
 Avoid responsibility
 Allow unacceptable behavior

Fairness

Demonstrate consistency
 Treat people equally
 Be considerate and understanding
 Be collaborative and collegiate

Discriminate against others
 Demonstrate favoritism and exclusion
 Refuse to assist others with their workload



I acknowledge:

4. That I will observe child safe principles and expectations for appropriate behavior toward and in the company of children.
5. That NHW has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information, refer to NHW Child Safety Standards procedure.
6. That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
7. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
8. I understand that the information provided is a general outline and may not encompass every aspect of the position.
9. NHW may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
10. I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: _____ /_____/_____

(Print Name)