

POSITION DESCRIPTION

Executive Director of Performance Improvement



Working at Northeast Health Wangaratta

At Northeast Health Wangaratta (NHW), we value our employees. We offer leadership, vision and an environment with a strong sense of teamwork, integrity, accountability, and respect. We are committed to providing staff with continuing education, research and professional development opportunities. This ensures that our people are part of a skilled and knowledgeable workforce, delivering exceptional high quality safe patient care. When you choose to work at NHW, you are committing to aligning everything you do with our values – **Fairness, Excellence, Respect, Kindness, Integrity and Courage.**

Position Details:

Position Title:	Executive Director of Performance Improvement
Who does this position report to:	Chief Executive Officer (CEO)
Does this position manage or supervise others:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Workplace Location:	All NHW sites and locations
Primary purpose of the position:	<p>The role of the Director of Performance Improvement is to develop and oversee the quality assurance and systems of the hospital, whilst ensuring the controls provide performance information for analysis for continuous improvement initiatives across NHW.</p> <p>This position is responsible for the maintenance of accreditation status and the development and embedding of systems, frameworks, programs and processes that support:</p> <ul style="list-style-type: none"> ▪ quality assurance process and systems ▪ quality controls and measures ▪ organisational improvement ▪ risk and compliance management ▪ patient safety ▪ consumer feedback and community engagement <p>Analysis and presentation of data to enable performance monitoring and improvement is an important responsibility of this position. Excellent interpersonal skills are required to influence and engage all stakeholders in their responsibilities to ensure the successful inclusion of quality & safety standards as an integral part of all services at NHW. Above average report writing skills are essential.</p>
Position Description reviewed:	November 2021

Key Accountabilities:

Organisational Improvement

1. Lead the organisations quality assurance process and systems; ensure controls, measures and analysis of data for continuous improvement
2. Encourage continuous quality improvement to meet strategic and operational objectives or other areas of identified need
3. Support and advise managers and staff on identifying, documenting, implementing and evaluating quality activities and specific projects (including clinical redesign)

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4.	Monitor completion of improvement actions identified as a result of patient feedback
5.	Provide reports on improvement activities on a monthly basis to the Quality & Safety and Clinical Review Committee
6.	Oversee, drive and support the various accreditation / external review processes across NHW
7.	Direct and monitor actions required to meet the NSQHS standards
8.	Inform executive, managers and staff of requirements and issues surrounding accreditation
9.	Develop action plans to meet recommendations from accreditation and external review processes
10.	Coordinate the collection and reporting of ACHS clinical indicators for benchmarking clinical performance
11.	Participate in the strategic and operational planning processes for NHW
Patient Safety	
12.	Oversee the Clinical Risk Management system at NHW
13.	Monitor all incidents reported on 'VHIMS' incident reporting system, in conjunction with the Clinical Risk Coordinator
14.	Initiate and coordinate the Root Cause Analysis process for sentinel or level 1 patient incident events
15.	Initiate clinical incident review for level 2 patient incidents
16.	Report on outcomes of ISR 1 & 2 patient incidents
17.	Organise and facilitate the monthly Medical Risk Management Committee focusing on mortality and clinical peer review to improve patient care
Consumer feedback and engagement	
18.	Manage all patient/customer complaints working within agreed target times
19.	Report on customer complaints and actions taken monthly
20.	In conjunction with Executive Directors, ensure consumers are adequately involved in the planning and provision of health services at Northeast Health Wangaratta
21.	Organise and facilitate the Community Advisory Committee
22.	Preparation and submission of the monthly database for use in the Victorian Health Experience Survey (VHES)
23.	Analysis and reporting of VHES results for Executive and managers
24.	Coordinate the post discharge phone calls made to patients and provide reports on feedback received
25.	Compile the bi monthly 'Health Focus' supplement for the Chronicle (local newspaper)
26.	Develop and facilitate the development, production and delivery of the annual Quality of Care report within designated time frames
Risk Management	
27.	Develop, implement and monitor the risk management framework at NHW, including policies and guidelines
28.	Maintain the organisation wide risk register and report monthly
29.	Ensure appropriate actions are taken by management to reduce risks across NHW
30.	Oversee the completion of the VMIA Risk Framework Quality Review when required
31.	Ensure legislative requirements are met for the services we provide
32.	Provide notification to the Victorian Managed Insurance Authority regarding potential legal claims
33.	Assist NHW's nominated lawyers through the provision of requested information

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34. Oversee the document management system (PROMPT) in use at NHW to ensure policies, procedures and protocols available to staff are current, appropriate and user friendly

35. Other tasks as directed

Key Relationships:

Internal	External
1. Executive Leadership Team	1. Accreditation bodies
2. Board of Directors	2. Victorian Managers Insurance Authority
3. All NHW Staff	3. Nominated hospital solicitors
	4. Patients and Visitors

Key Selection Criteria:

1. Tertiary qualifications appropriately related discipline
2. Experience in relevant a senior health management position
3. Clinical experience and knowledge
4. Extensive contemporary knowledge of quality systems and risk management
5. Exceptional communication and presentation skills with an executive report writing capability
6. Proven change management and project management skills to strategically lead change whilst applying effective culture leadership principles
7. Substantial leadership experience relevant to the role including effective management of multidisciplinary teams and individuals, ensuring planning and delivery of goals and objectives. Experience in the Health Sector is essential.
8. A sound understanding of good governance, together with sound business planning, organisational, financial, high level report writing, and administrative skills
9. Exceptional interpersonal skills to positively build effective working relationships, influence others and drive engagement across the team and organisation

In addition to the above, all staff must have an remain current for continued employment, the following:

1. Covid-19 Vaccination
2. Current Class C Driver's Licence
3. A current National Police Check (renewed every 3 years)
4. A current Employer Working with Children Check (renewed every 5 years)

Immunisation:

It is a condition of appointment that all employees comply with our immunisation requirements during employment. This position is classified as Category C. Covid-19 Vaccination and yearly Flu Vaccination required.

Diversity:

We encourage you to bring your 'whole self to work'. NHW is a safe and inclusive workplace. We value the visible and invisible qualities that make you who you are. We expect our workforce to align with our diversity expectations and programs. Working at NHW means you are on board with our journey, you will show respect, understanding and kindness to other regardless of ethnicity, sexuality, identity or any other protected attribute. We particularly acknowledge the traditional custodians of our land and pay our respects to elders past, present and emerging.

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Mandatory Training:

It is a condition of appointment that all employees complete Mandatory Training and Clinical Competencies as required upon commencement, annually and in accordance with timelines specified in relevant health service policies and procedures.

Performance & Accountability:

A review of performance shall be undertaken within six months following commencement and annually thereafter. There is an expectation that staff will assume responsibility for completion of any learning requirements advised by the organisation.

Quality and Risk Management:

In order to help ensure continued employee, patient safety and quality of care:

- Understanding individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines at NHW
- Comply with requirements of the National Safety and Quality Health Service Standards, Aged Care Quality Standards and other relevant standards, regulations and legislative requirements.
- Contribute to organisational quality and safety initiatives and participate in the development and review of policies and procedures as appropriate
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Maintain a safe working environment at all times
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and our workforce

Staff are required to abide by the Code of Conduct for NHW.

Occupational Health & Safety and Wellbeing:

The safety, health and wellbeing of employees is a priority for NHW and I recognise the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals. I commit to:

- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation
- Reporting through the incident management system any near misses or incidents as they occur
- Not place others at risk by any act or omission
- Not wilfully or recklessly interfere with safety equipment
- Partaking in the promotion of the health and wellbeing of employees
- Contributing to an inclusive and health promoting environment
- Promoting our values and vision

An organisational culture that promotes positive mental health and wellbeing through supportive leadership, employee participation and shared decision making.

Policies & Procedures:

Whilst the policies and procedures do not form part of your employment contract it is expected that you will comply with NHW's policies, procedures and reasonable instructions at all times during the course of your employment.

Confidentiality:

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of NHW. Staff must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities staff must agree to preserve the confidential nature of this information. Failure to comply with this agreement may result in disciplinary action and may include termination of employment.

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Declaration:

As the incumbent of this position, I acknowledge that I have read this Position Description, understand its contents and agree to work in accordance with the contents therein. I understand that other duties may be directed from time to time.

I understand and accept that I must comply with the policies and procedures applicable to NHW. I also agree to strictly observe the NHW Code of Conduct and policy on confidentiality of commercial and patient information or such sensitive information that I may come across in the course of my employment.

Name:

Signature:

Date:

POSITION DESCRIPTION – Jobs Demands Checklist

Director of Performance Improvement



The purpose of this section is to describe the physical and psychological risk factors associated with the job. Applicants must review this form to ensure they can comply with these requirements and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the position.

Position:	Director of Performance Improvement
Department / Unit:	Executive Leadership Team
Workplace Location:	Green Street Campus

Frequency Definitions:

I Infrequent - intermittent activity exists for a short time on a very infrequent basis	C Constant - activity exists for more than 2/3 or the time when performing the job
O Occasional - activity exists up to 1/3 of the time when performing the job	R Repetitive - activity involved repetitive movements
F Frequent - activity exists between 1/3 and 2/3 of the time when performing the job	N Not Applicable - activity is not required to perform the job

Demands	Description	Frequency					
		I	O	F	C	R	N
Physical Demands:							
Sitting	Remaining in a seated position to perform tasks					X	
Standing	Remaining standing without moving about to perform tasks			X			
Walking	Floor type: even / uneven / slippery, indoors / outdoors, slopes			X			
Running	Floor type: even / uneven / slippery, indoors / outdoors, slopes						X
Bend / Lean Forward from Waist	Forward bending from the waist to perform tasks	X					
Trunk Twisting	Turning from the waist while sitting or standing to perform tasks	X					
Kneeling	Remaining in a kneeling posture to perform tasks	X					
Squatting / Crouching	Adopting a squatting or crouching posture to perform tasks	X					
Leg / Foot Movement	Use of leg and / or foot to operate machinery	X					
Climbing (stairs / ladders)	Ascend / descend stairs, ladders and steps	X					
Lifting / Carrying	Light lifting and carrying (0 - 9 kg)	X					
	Moderate lifting and carrying (10 – 15 kg)	X					
	Heavy lifting and carrying (16 kg and above)						X
Reaching	Arms fully extended forward or raised above shoulder	X					
Pushing / Pulling / Restraining	Using force to hold / restrain or move objects toward or away from the body	X					
Head / Neck Postures	Holding head in a position other than neutral (facing forward)	X					
Hand & Arm Movements	Repetitive movements of hands and arms	X					
Grasping / Fine Manipulation	Gripping, holding, clasping with fingers or hands	X					
Work At Heights	Using ladders, footstools, scaffolding, or other objects to perform work	X					

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Driving	Operating any motor powered vehicle	X						
Sensory Demands:								
Sight	Use of sight is an integral part of work performance, eg: Viewing of X-Rays, computer screens, etc						X	
Hearing	Use of hearing is an integral part of work performance, eg: Telephone enquiries		X					
Smell	Use of smell is an integral part of work performance, eg: Working with chemicals							X
Taste	Use of taste is an integral part of work performance, eg: Food preparation							X
Touch	Use of touch is an integral part of work performance	X						
Psychosocial Demands:								
Distressed People	Eg: Emergency or grief situations.		X					
Aggressive & Uncooperative People	Eg: Drug / alcohol, dementia, mental illness.		X					
Unpredictable People	Eg: Dementia, mental illness, head injuries.		X					
Environmental Demands:								
Dust	Exposure to atmospheric dust.	X						
Gases	Working with explosive or flammable gases requiring precautionary measures.							X
Fumes	Exposure to noxious or toxic fumes.							X
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE.							X
Hazardous Substances	Eg: Dry chemicals, glues.							X
Noise	Environmental / background noise necessitates people raise their voice to be heard.	X						
Inadequate Lighting	Risk of trips, falls or eyestrain.	X						
Sunlight	Risk or sunburn exists from spending more than 10 minutes per day in sunlight.	X						
Slippery or Uneven Surfaces	Greasy or wet floor surfaces, ramps, uneven ground.	X						
Inadequate Housekeeping	Obstructions to walkways and work areas cause trips and falls.	X						
Biological Hazards	Eg: Exposure to body fluids, bacteria, infectious diseases.							X
The area below is for any special comments or notes on significant physical or other demands required to perform this job:								
Nil								