



Policy Name: **After Hours Contact for Senior Managers**

File Name: 2.3.1

Policy No: 2.3.1

Issue Date: Feb 2016

Review Date: Feb 2019

AFTER HOURS CONTACT FOR SENIOR MANAGERS

POLICY

It is Bay of Plenty District Health Board's (BOPDHB) policy that a Senior Manager within the provider arm is on call at all times to support Duty Nurse Managers of hospitals or other BOPDHB staff requiring immediate advice or action.

PURPOSE

To support Duty Nurse Managers and staff at facilities operated by the BOPDHB provider in the following situations:

- Managing exceptional circumstances or complex situations or
- Where decisions have significant public perception risk, staff relations impact, clinical or financial implications or
- Where the Duty Nurse Manager or staff member reasonably feels the need for advice / support
- To assume the role of Incident Controller in a Major Incident.
- To notify the Chief Executive Officer (CEO) / Chief Operating Officer (COO) of a Major Incident and appraise updates regularly.

EXCLUSIONS

There are no exclusions.

STANDARDS TO BE MET

1. The Senior Manager on call for BOPDHB operated facilities will be available via home, cellphone or long-range pager at all times.
2. The Senior Manager on Call will be CIMS4 trained.
3. The Senior Manager on call is to be contacted by the Duty Nurse Manager or other staff member via Tauranga or Whakatane Hospital Telephony for major incidents or other significant events.
4. In the event that the Senior Manager on-call is not available locally and an on-site presence is required, a locally resident Senior Manager may be contacted.

ASSOCIATED DOCUMENTS

- Bay of Plenty District Health Board policy 6.2.3 Patient Flow and Bed Utilisation
- Bay of Plenty District Health Board policy 7.104.5 Safe Staffing
- Bay of Plenty District Health Board policy 5.2.1 Emergency Management

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Section Name: General Management	Version No: 5	
Policy Steward: Chief Operating Officer	Authorised by: Chief Executive Officer	