Position Description

Position Title | Nurse Coordinator – TrendCare

Service Group | Director of Nursing

Team | Professional Development/CCDM Group

Reports to | Associate Director of Nursing

Direct Reports | None

Authority Level | As per delegations authority

The Bay of Plenty District Health Board
The District Health Board’s fundamental purpose is to work within the resources allocated to it, to improve, promote and protect the health of the whole population within its district, and to promote the independence of people with disabilities.

Vision: Healthy, thriving communities.
Mission: Enabling communities to achieve
Our Values: Compassion, All-one-team, Responsive, Excellence

The Bay of Plenty District Health Board (BOPDHB) is committed to the Treaty of Waitangi principles of Partnership, Participation and Protection, and to meaningful engagement in decision-making with Tangata Whenua at strategic, operational and service levels.

Delivering this commitment is through: the implementation of our He Pou Oranga Tangata Whenua Determinants of Health framework: respect for and promotion of our Kawa and Tikanga Māori; ensuring cultural safety; seeking to eliminate disparities in health between Māori and Non Māori.

All staff have a part to play in this commitment.

Primary Purpose

The Nurse Coordinator, TrendCare is employed to provide coordination, management and evaluation of the patient acuity system to deliver quality outcomes for the end users and the organisation.

To work in partnership with Maori Health Gains and Development, Clinical Nurse and Midwife Managers (CN/MM) and other key stakeholders to enable optimum use of the patient acuity/workload system and alignment of staffing with patient needs. Effective use of TrendCare is an integral component of Care Capacity Demand Management (CCDM).
To promote quality, evidence based nursing practice through education and professional development of staff in accordance with the Bay of Plenty DHB:

- Strategic Health Services Plan
- Policies and protocols
- Nursing Scopes of Practice
- Nursing Practice Standards.
- Professional Development and Recognition Programme competency framework.

This is a designated senior nurse position

**Principal Accountabilities**

1. **TrendCare Coordination**

   - Ensure the maintenance and ongoing monitoring of the TrendCare patient acuity system
   - Ensure integrity of security levels
   - Coach and develop staff to effectively and efficiently use the system
   - Manages ongoing implementation as identified
   - Supports TrendCare champions
   - Coordinates the ongoing requirement for Inter-rater reliability within all TrendCare user areas
   - Collaborate with CN/MMs and Duty Nurse Managers on a daily basis on patient acuity/workload measures
   - Lead and coordinate the ongoing development of business rules and make necessary recommendations to Care Capacity User Group
   - Positively influences nursing workload management through support and enhancement of TrendCare system, process and reporting
   - Manages and monitors daily input of actualisations across TrendCare users, educate and reports on same
   - Supports CN/MMs achieve their accountability for meeting TrendCare KPIs within each service
   - Supports CN/MMs through the provision of robust reporting and advice on care capacity variance and management
   - Monitors and reports acuity and variance and supports effective CCDM activities
   - Supports the ongoing development of variance management processes within all services
   - Maintains professional, collegial relationships across the sector linking with the national Safe Staffing Healthy Workplaces unit, TrendCare coordinators and user groups
   - Manages ethical dilemmas in a supportive, collaborative manner
   - Incorporates Te Tiriti o Waitangi principles into education to contribute to the improvement of Maori health gains and address inequity
   - Provides and facilitates support to individual nurses to ensure education relevant to improve the use of TrendCare

**Key Performance Indicators**

- Key stakeholders confirm user satisfaction with availability and support
- Treaty partners confirm appropriate consultation and liaison
- All TrendCare reporting requirements are met for users, managers and Executive
2. Professional Development and Leadership

- Remains current with best practice in informatics and patient acuity systems
- Maintains and advances own professional development
- Maintains certifications and skills relevant to role
- Communicates effectively, positively and courteously role modelling effective conflict resolution
- Contributes to the development of nursing informatics and is a role model
- Advises on new legislation/guidelines related to nursing informatics and contributes to appropriate policy, guideline and protocol changes
- Assist/coach nurses and midwives to utilise data to inform planning and decision making
- Actively supports the ongoing improvement of CCDM across the organisation

Key Performance Indicators

- Evidence of contribution/development of clinical policies/guidelines/protocols
- Evidence of ongoing professional development
- Required certificated skills current
- Evidence of development and ongoing maintenance of professional portfolio
- Stakeholder feedback confirms successful working relationships

4. Management of the Environment

- Proactively maintains health and safety for clients and staff ensuring compliance with OSH requirements and Tikanga and Kawa guidelines
- Promotes and maintains infection control standards
- Actively manages clinical risk and contributes to quality and risk planning
- Contributes to relevant committees that manage organisational quality and risk
- Able to respond appropriately in an emergency.

Key Performance Indicators

- Evidence of risks identified and action taken

5. Continuous Quality Improvement/Research

- Leads and encourages continuous quality improvement activities, involving staff where appropriate
- Develop audit and quality improvement activities related to information management including TrendCare and make recommendations for improvements
- Report system issues to Information Services
- Participate in any relevant electronic system upgrades and maintenance including systematic training and demonstrations of new features relevant to services
- Participate in benchmarking activities
- Identifies user issues and errors
- Coordinates data quality improvement through user training and working in partnership with TrendCare Systems to develop interfaces to other systems and reduce duplication of data entry
- Leads the development of relevant protocols/guidelines as appropriate
- Identifies and leads/supports relevant research initiatives
Key Performance Indicators

- Evidence of quality improvements implemented
- Evidence of audits identified and completed
- Evidence of active contribution to identified committee

A function of BOPDHB is to provide a 24-hour service. This may at times necessitate you being required to change duties or transfer to another ward or department to ensure adequate coverage.

This position description is not exhaustive and the incumbent may be requested to perform any reasonable task within the scope of the position as requested by the Line Manager.

This position description will be reviewed from time to time in consultation with the incumbent.

The key performance indicators are a guide only and the relevant indicators should be agreed at annual performance appraisal.

Key Relationships

<table>
<thead>
<tr>
<th>Internal</th>
<th>External</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nurse and Midwife Leaders</td>
<td>Safe Staffing Healthy Workplaces Unit</td>
</tr>
<tr>
<td>Clinical Nurse and Midwife Managers</td>
<td>TrendCare Systems</td>
</tr>
<tr>
<td>Nurse and Midwife Educators</td>
<td>TrendCare Coordinators</td>
</tr>
<tr>
<td>Nursing and midwifery staff</td>
<td>HINZ</td>
</tr>
<tr>
<td>Allied Health Professionals</td>
<td></td>
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<tr>
<td>Maori Health Gains and Development</td>
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</table>

Success Profile

**CARE Values - Manaakitanga Who am I?**

- Caring, empathetic, open and supportive
- Respect each individual, polite and non-judgemental
- Able to build a rapport, actively listen and show understanding and make a difference
- An effective communicator, work as a team member, professional, calm, willing and patient focused
- Share knowledge, develop self and others, will speak up about practice issues and give/receive constructive feedback
- Self-aware, consistent, confident, flexible, pay attention to detail and plan ahead

**Experience – What have I done?**

- Significant clinical experience
- Education experience desirable
- Experience in teaching, presentations and group facilitation
- Clinical leadership
- Financial management experience desirable
- Data analysis
- TrendCare user
- Project management

Nurse Coordinator TrendCare
Director of Nursing
021118
<table>
<thead>
<tr>
<th>Competencies – What am I capable of?</th>
<th>Knowledge – What do I know?</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Able to demonstrate a commitment to quality</td>
<td>• Registered Nurse or Midwife with current practising certificate</td>
</tr>
<tr>
<td>• Adaptable and embrace change</td>
<td>• Post graduate certificate</td>
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<td>• Showing a professional demeanour and high level of personal integrity</td>
<td>• Health equity for Maori</td>
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<td>• Well-developed problem solving and critical thinking skills</td>
<td>• Achieved PDRP expert level or equivalent</td>
</tr>
<tr>
<td>• Can utilise well-developed written and verbal communication skills</td>
<td>• Computer and informatics confident</td>
</tr>
<tr>
<td>• Demonstrating the application of Te Tiriti o Waitangi in practice</td>
<td>• Coaching</td>
</tr>
<tr>
<td>• Providing a culturally safe environment for clients and whanau</td>
<td>• Care Capacity Demand Management</td>
</tr>
<tr>
<td>• The ability to prioritise a varied workload</td>
<td>• IHI model for improvement</td>
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<tr>
<td>• Ability to work within a multi-disciplinary team</td>
<td></td>
</tr>
<tr>
<td>• Ability to work within timeframes and to be self-directed</td>
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<tr>
<td>• Professional demeanour and high level of personal integrity</td>
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</table>

You agree to demonstrate flexibility and a willingness to perform a variety of tasks to promote and support BOPDHB initiatives.

You are required to meet the Health and Safety at Work Act 2015 requirements as set out in the BOPDHB Health and Safety policies and protocols. This includes completing successfully any health and safety training provided by the BOPDHB.

You are required to maintain a standard of health which will allow for the performance of all duties and functions of the position. All BOPDHB sites are smokefree environments.

**Health Practitioners Competence Assurance Act 2003**
1. You are required to maintain your current competency based practicing certificate.
2. You must notify your Manager of any changes to scope or conditions on practice (determined by Regulatory Authority).
3. You must complete the requirements of any competency programme.
4. You must notify your employer of concerns relating to the risk of harm to the public of another health practitioner practicing below the required standard of competence.
5. Know the provisions of the HPCA Act as the governing legislation.

**Vulnerable Children Act 2014**
Due to this position having contact with children and the BOPDHB’s commitment to child protection, you will be subject to ‘safety checks’ under the Vulnerable Children Act at the time of hire and thereafter as per the relevant legislation.

Nurse Coordinator TrendCare
Director of Nursing
021118
Position Holders Declaration
I certify that I have read, understand, and agree to this position description.

Name: __________________________________________________

Signature: ________________________________________________

Date: ____________________________________________________
### Attitudes and behaviours
**We want to see**

<table>
<thead>
<tr>
<th>Compassion</th>
<th>Outcome</th>
<th>Attitudes and behaviours</th>
<th>We don’t want to see</th>
</tr>
</thead>
<tbody>
<tr>
<td>C</td>
<td>Everyone comes into contact with will feel...</td>
<td>Cared for and respected</td>
<td>Is rude, bullies, intimidates or humiliates. Creates anxiety. Doesn’t act if someone’s dignity is suffering.</td>
</tr>
<tr>
<td></td>
<td>Clear about what’s happening</td>
<td>Treated with respect and cultural sensitivity</td>
<td>Disrespectful, judgmental, makes assumptions about people. Gossips or talks behind people’s backs. Rough behaviour.</td>
</tr>
<tr>
<td></td>
<td>Listened to</td>
<td>Valued and engaged</td>
<td>Criticises people’s efforts, takes people for granted, makes people feel undervalued, belittled or inadequate.</td>
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<tr>
<td></td>
<td>Involved in a partnership model</td>
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### All-one-team

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<thead>
<tr>
<th>Shares knowledge and information openly and honestly, clearly explains and updates people on what’s happening. Takes time to listen to others, is interested in their views. Invites people to ask questions and share concerns or ideas. Involves patients, whānau and colleagues as equal partners. Builds teams and relationships to achieve the best outcomes.</th>
<th>Outcome</th>
<th>Attitudes and behaviours</th>
<th>We don’t want to see</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clear about what’s happening</td>
<td>Listened to</td>
<td>Involved in a partnership model</td>
<td>Withholds knowledge and information, leaves people confused or in the dark.</td>
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<td>Doesn’t listen, talks over people, dismisses or puts people down, makes decisions without consultation.</td>
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<td>Doesn’t trust or involve people in things that affect them. Excludes, trusts, micro manages.</td>
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### Responsive

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<tr>
<th>Friendly, polite, approachable, warm. Introduces themselves. Creates a happy environment. Smiles when appropriate. Shows kindness. Is attentive to people’s needs, supportive, helpful and willing. Often goes the extra mile for people. Respects people’s time. Plans ahead and co-operates so things run smoothly. Looks for efficient ways of doing things.</th>
<th>Outcome</th>
<th>Attitudes and behaviours</th>
<th>We don’t want to see</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positively welcomed</td>
<td>Supported, so they would want to be cared for or work here</td>
<td>We are flexible and efficient, and use resources wisely</td>
<td>Ignores people, snappy or aggressive tone of voice or behaviours, ‘rushing’ and saying “I’m too busy”.</td>
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<td></td>
<td>Passes the buck, says “it’s not my job”, unsupportive, does not take responsibility and leaves work for others.</td>
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<td>Often late. Leaves people waiting unnecessarily or puts people under pressure with unrealistic timeframes.</td>
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### Excellence

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<tr>
<th>Outcome</th>
<th>Attitudes and behaviours</th>
<th>We don’t want to see</th>
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<tbody>
<tr>
<td>Part of a positive culture of high achievement</td>
<td>Things are always improving</td>
<td>Safe</td>
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<td>We are role models who are open to feedback</td>
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**Bay of Plenty District Health Board**

**Hauora a Toi**

**July 2017**