POSITION DESCRIPTION

Date revised: 6.12.18

POSITION: Diabetes Clinical Nurse Consultant

AWARD/AGREEMENT: Nurses Award

CLASSIFICATION TITLE: Clinical Nurse Consultant (ZA7/ZA8)

DEPARTMENT/DIVISION: Alfred Specialty Medicine

ACCOUNTABLE TO: Nurse Manager - Diabetes Education

ALFRED HEALTH

Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and is also a major provider of specialist services to people across Victoria. The health service operates three outstanding facilities:

1. The Alfred is a major tertiary referral teaching hospital and provides a number of state-wide services.

2. Caulfield Hospital is a provider of a range of specialty services in the areas of community services, rehabilitation, aged care, residential care and aged mental health.

3. Sandringham Hospital has a strong focus on meeting the health needs of the local community.

Further information about Alfred Health is available at www.alfred.org.au

DEPARTMENT – Endocrinology and Diabetes – Diabetes Education – Alfred Health

POSITION SUMMARY

The Diabetes Clinical Nurse Consultant is a member of the Alfred Health Diabetes Education Team and will work closely with all teams throughout Alfred Health to contribute to the care of a patient group by leading on defined aspects of care.

The Diabetes Clinical Nurse Consultant will:

- Accept patient referrals to agreed criteria.
- Attempt to respond to internal inpatient referrals within 24 hours.
- Triage and respond to non-urgent referrals in a timely manner.
- Be a defined point of contact for patients/carers for defined episodes/pathways of care and provide clinical care, specialist nursing advice and psychosocial support.
• Provide assessment, advice, education and support to patients, their carers and other health care professionals as deemed appropriate.
• Practice clinically in agreed care settings according to approved evidence based, best practice protocols or guidance.
• Contribute to the smooth running of the designated service.
• Work across departmental boundaries.
• Contribute to the ongoing development of the designated service.
• Ensure that patients diagnosed with diabetes receive optimal management of their diabetes both as inpatients and outpatients across all sites of Alfred Health.
• Work collaboratively with the Diabetes Education team to update practice according to evidence based best practice recommendations.
• Aim to provide best practice care and support to Alfred Health patients who are referred to the Diabetes Education service.
• Participate in audits and use statistical analysis to identify insights and conclusions from complex data.

KEY RESPONSIBILITIES

1. **To ensure that all patients within Alfred Health, who are diagnosed with diabetes, receive optimal support for management of their blood glucose levels and diabetes management medication, while in our care.**

   **Key Performance Indicators:**

   • Ensuring a maximum number of patients meet their ideal HbA1c and other metabolic targets.
   • Responding to inpatient referrals within 24 hours (Mon – Fri) of referral while an inpatient.
   • Triaging referrals to support other services to meet their targets for enhanced patient care. (e.g. respond to Emergency department referrals within 4 hours of patient admission).
   • Reducing the number and frequency of incidents (RISKMAN) reported, relating to diabetes patient care, identifying patterns and high risk areas.
   • Assisting in increasing the knowledge base of ward nursing and medical staff about diabetes care of patients.
   • Supporting patients to achieve their goal of ‘optimal adjustment to living with diabetes’
   • Working with outpatients in clinics.

   **Strategies:**

   • Encourage regular monitoring of HbA1c, Lipids and other complication screening for all patients with diabetes.
   • Identify patients who do not meet ideal targets for these markers.
   • Liaise with nursing and medical staff to establish possible interventions to improve HbA1c and other biochemical markers.
   • Educate nursing/ medical staff about standards of practice and best practice in diabetes care.
   • Educate nursing/ medical staff with regard to diabetes medications available, dosage and side effects as appropriate.
   • Educate nursing/medical staff with regards to evidence based guidelines available (on PROMPT) to manage aspects of diabetes care. e.g. hypoglycaemia treatment.
   • Educate patients to monitor blood glucose levels and self-administer insulin
   • Educate patients about best practice care of their diabetes.
   • Be a point of contact for patients/carers for defined episodes/pathways of care and provide clinical care, specialist nursing advice and psychosocial support as appropriate.
   • Accept referrals to agreed criteria, and work in partnership with other professionals to deliver co-ordinated programmes of care effectively, referring patients to other practitioners as required.
   • Ensure patient understands their ongoing diabetes management needs and their follow up plan after discharge.
2. Provides consultation to clinical nurses, nurse managers, and other health professionals

Key Performance Indicators:

- Influence nursing practice by participating in patient care advocacy issues directed toward improving practice and the quality of patient care
- Acts as a role model for professional practice by integrating all components of the professional role:
  - Clinical practice; collaboration; leadership; education; research/evaluation and quality.
- Assist the clinical nurse with clinical decision making, assessing, planning, implementing and evaluating nursing care and evaluates effectiveness.
- Evaluate patient care outcomes, identify populations at risk and propose solutions
- Liaise with community services, extended hospital services and other care teams in planning complex discharges and ongoing diabetes care.

Strategies:

- Attend family meetings / case conferences regarding patients as required.
- Departmental involvement with quality improvement projects.
- Take part in research projects within the department as required / developed.
- Evaluate all education programs delivered.
- Provide advice and guidance to nursing staff; be a resource regarding best practice diabetes care
- Evaluate care delivered to patients with diabetes and provide bespoke training in collaboration with Diabetes Education team
- Be available to Alfred Health staff via internal paging system.

3. Identify learning needs of patients and staff and to determine priorities for educational programs

Key Performance Indicators:

- Creates an atmosphere conducive to learning
- Develops educational programs based upon professional and institutional standards in consultation with and as allocated by the Diabetes Education Manager.
- Systematically evaluate own clinical practice and identifies pertinent nursing care problems for investigation and discuss with Diabetes Education Manager.
- Be a creative thinker in supporting people with diabetes to achieve independent self management.
- Liaise with family/support people to facilitate effective safe discharge planning.
- Be mindful that:
  - Knowledge and understanding (includes application of knowledge)
  - Self-determination (includes confidence and capacity for decision making)
  - Self-management (includes skills, practices and behaviours)
  - Psychological adjustment (includes well-being and quality of life).
are key areas which will support patients to achieve optimal adjustments to living with diabetes.

Strategies:

- Use reflective practice to evaluate own practice and department nursing practice.
- Where possible provide education in a quiet room.
- Provide appropriate education to patients and their families to promote health and encourage self-care. Assess health and psychosocial needs of individual patients, and provide care to meet these needs, through a process of shared decision making.
- Deliver expert nursing care to patients in agreed practice settings, working as part of nursing/interdisciplinary teams.
- Communicate with patients in ways which empower them to make informed choices about their health and health care.
- Act as advocate for individual patients and the client group.
• Use communication skills to impart information to patients and carers, and provide them with advice and emotional support in hospital/at home as appropriate.
• Maintain adequate patient documentation to AHPRA standards for all patients seen and advice given in any practice setting and contribute to clinical activity/data collection as required.

4. Is committed to ongoing learning, professional development and research

Key Performance Indicators:
• Evaluates current research findings in diabetes and determines efficacy in practice setting
• Conduct own research and submit for publication in consultation with Diabetes Team and Diabetes Education Manager.
• Assumes responsibility as a self-directed learner for own continuing professional education.
• Identifies professional development needs or seeks identification of needs to maintain expertise and keep current with health care trends and nursing practices
• Participates in clinical supervision as required

Strategies:
• Follow Australian Health Practitioner Regulation Agency (AHPRA) code of conduct.
• Follow Australian Diabetes Educator Association (ADEA) National Standards of Practice for Credentialled Diabetes Educators.
• Work within the Role and Scope of Practice for Credentialled Diabetes Educators in Australia.
• To collect data regarding patients seen and activities undertaken for entering into scheduling which can be used for audit and research purposes
• Attend state and national conferences where possible as part of continuing professional development
• Maintain AHPRA registration
• Maintain ADEA credentialing status.
• Complete all Alfred Health mandatory education at frequency required.
• Participate in audits and research opportunities appropriate to Diabetes education program.

KEY CAPABILITIES AND VALUES:

Quality and Risk Management
• Builds relationships with staff, peers and colleagues to facilitate interdisciplinary programs aimed at improving patient outcomes
• Implements and monitors key performance indicators
• Identifies opportunities for review of practice/patient care and initiates areas of best practice that enhance patient outcomes and improves practice
• Actively participates in service and/or program quality improvement activities in accordance with EQuIP Accreditation Guidelines.
• Reports, documents and addresses incidents and adverse events appropriately in consultation with Diabetes Education Manager.
• Addresses patient complaints in a timely manner, following up formally as required
• Participates in relevant safety training and is familiar with emergency procedures and understands individual roles in the event of emergency.

Patient Education and Support
• Collaborates with clinical staff, Nurse Managers, and relevant specialty units to identify learning needs of patients and determine priorities
• Responsible for educating patients and their families around the administration and management of insulin and self blood glucose monitoring
• Provides follow up phone support for patients in collaboration with Diabetes Team
• Utilises appropriate education tools to facilitate patient and family learning
• Consults with community advocacy and support groups to ensure that the consumers views are appropriately represented
• Supports consumer advocacy, involving consumers in activities to improve patient care services.

Leadership and Management

• Participates in the review and evaluation of policies
• Identifies opportunities for change and discusses with the Diabetes Education Manager.
• Evaluates research/audit findings in the relevant clinical specialty and implements practice change as appropriate
• Builds interdisciplinary cooperation and respect amongst staff

Staff Education and Professional Development

• Develops formal and informal educational programs to assist nursing staff to deliver quality patient care
• Participates in professional activities to advance knowledge and professional experience to improve health care delivery and patient outcomes
• Assumes responsibility for own continuing education
• Participates in an annual performance review

Values

Values consistent with those of Alfred Health which are:

• Caring and responding to our patients
• Encouraging and achieving excellence, continual learning and improvement
• Working in partnership and co-operation
• Being responsible and accountable for the services we provide
• Achievement through team work
• Treating people with integrity, in a friendly, trusting and respectful manner and environment.

QUALITY, SAFETY, RISK and IMPROVEMENT

Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives

• Follow organisational safety, quality & risk policies and guidelines
• Maintain a safe working environment for yourself, your colleagues and members of the public.
• Escalate concerns regarding safety, quality & risk to appropriate staff member, if unable to rectify yourself.
• Promote and participate in the evaluation and continuous improvement processes.
• Comply with principles of Patient Centred Care.
• Comply with Alfred Health mandatory continuing professional development requirements.
• Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.

OTHER REQUIREMENTS FOR ALL ALFRED HEALTH STAFF:

• Provide admin support staff working in (DEPT) with appropriate supervision, training and instruction in accordance with Alfred Health policies.
• Ensure compliance with relevant Alfred Health clinical and administrative policies and guidelines.
• Comply with relevant privacy legislation.
• Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Alfred Health.
• Comply with Alfred Health medication management and medication safety policies and guidelines.
• In this position you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.
• Research activities will be undertaken commensurate with the role.

**QUALIFICATIONS/EXPERIENCE REQUIRED**

**Essential**

- Division 1 Registered Nurse with current Registration with Australian Health Practitioner Regulation Agency (AHPRA) in Victoria
- Post-graduate Certificate in Diabetes Education
- A Demonstrated experience in diabetes assessment and management utilising a client-centred approach
- ADEA Credentialled Diabetes Educator (CDE) status or working towards credentialing
- Ability to work both autonomously and within interdisciplinary teams
- High level interpersonal and professional organisational skills
- High level of clinical competence, skills and knowledge
- Knowledge and understanding of government legislation, policies and risk management relative to Diabetes Education
- Excellent written and verbal communication skills
- IT competency
- Current Victorian Driver Licence
- Demonstrated ability to contribute to the development of policy and standards and operational procedures

**Desirable**

- Experience providing Diabetes Education in the acute care setting.
- Demonstrated leadership skills.
- An ability to use initiative and be pro-active when managing multiple responsibilities.
- Knowledge of office systems/software.
- Flexibility in working hours to allow for increase during times of annual leave.
- Knowledge/experience with continuous subcutaneous insulin infusion therapy.
- Knowledge/experience with interstitial blood glucose monitoring systems.
- Knowledge/experience with continuous glucose monitoring systems.
- Knowledge/experience with Gestational Diabetes management.
- Mentor qualification.

**Position Description authorised by:** Maria Logan, Clinical Services Director, Alfred Specialty Medicine.

**Position Description developed by:** Diana Blackburn, Diabetes Education Manager.

**Updated:** December 2018