POSITION DESCRIPTION – Alfred Health

POSITION: Peri-operative Coordinator

AWARD/AGREEMENT: Nursing

CLASSIFICATION TITLE: RN Grade 4B

DEPARTMENT/UNIT: Patient Service Centre

CLINICAL PROGRAM: Surgical Services

DIVISION: Operations

ACCOUNTABLE TO: Patient Service Centre Manager

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, The Alfred, Caulfield, and Sandringham.

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

OUR PURPOSE

To improve the lives of our patients and their families, our communities and humanity.

OUR BELIEFS

Our staff are expected to demonstrate and uphold the beliefs of Alfred Health:

- Patients are the reason we are here – they are the focus of what we do
- How we do things is as important as what we do.
- Respect, support and compassion go hand in hand with knowledge, skills and wisdom. Safety and care of patients and staff are fundamental
- Excellence is the measure we work to everyday. Through research and education we set new standards for tomorrow.
- We work together. We all play vital roles in a team that achieves extraordinary results.
- We share ideas and demonstrate behaviours that inspire others to follow.
DEPARTMENT

The Patient Service Centre

The PSC sits within the Surgical Services Program of Alfred Health. This program delivers the majority of surgical services across all Alfred Health sites. Surgical Services consists of seventeen surgical units, anaesthesia and perioperative medicine, operating suite service, two elective surgical inpatient wards, a medical day unit, day of surgery admissions, day surgery and endoscopy service.

The PSC oversees the elective surgery waiting list, medical elective waiting list and preadmission clinic. This is across both The Alfred and Sandringham Hospital.

POSITION SUMMARY

The Peri-operative Coordinator supports the designated surgical unit/s and coordinates the patients care & journey. The coordinator is guided by protocols developed and authorised by the surgical units and the Department of Anaesthesia & Peri operative medicine and has a key role in ensuring that patients arrive on the day of surgery with all relevant documentation completed and a plan of care is in place. The coordinator works on a day to day basis with the surgical unit, liaises closely with the medical unit head and is part of the Patient Service Centre.

KEY DUTIES AND RESPONSIBILITIES

1. CARE CO-ORDINATION

   PRE-ADMISSION SERVICE

   ▪ Participate in the patient preadmission process including attending unit specific Outpatient clinics and Pre Admission Clinics, ensuring relevant pre-admission documentation is completed.

   ▪ Ensure the ‘Health questionnaire’ is completed and reviewed to determine the need for anaesthetic consultation or other interdisciplinary referrals, and coordinate relevant appointments.

   ▪ Ensure relevant pre-admission investigations and referrals are executed as per agreed protocols with Anaesthetic Department (as required) and Surgical Unit and triaged to the appropriate person, ensuring that the results of investigations and referrals is available to the surgical unit and broader multidisciplinary team as per agreed protocols and readily accessible on the day of admission.

   ▪ Ensure the summary screening tool is complete and available on the day of admission

   ▪ Determine patient's community service requirements post discharge and pre-empt this through flagging or booking the required services (electronic CAT Tool)

   CARE CONTINUUM

   ▪ In consultation with the surgical unit, develop protocols for the entire patient journey from Outpatients and consulting rooms to discharge.

   ▪ In conjunction with the patient and family initiate discharge planning process and liaise and consult with all disciplines regarding the patient care management plan, ensuring seamless communication with the admitting ward nurse manager (or delegate) on patient’s admission.

   ▪ Liaise with agencies such as HITH for the provision of services and ambulatory supports required by the patient.
• Identify and initiate remedial action in consultation with Head of Unit (if necessary) to system impediments that negatively impact on a patient’s progress and communicate issues appropriately.

• Identify patients with potential ongoing health care needs and facilitate appropriate referrals as required.

**BOOKING FORMS**

• Assess all booking forms for appropriateness of booking – DO and DOSA, and identify appropriate hospital site suitability and equipment for inpatient management

• Utilise the booking form as a tool and ensure the coordination and management of the patients is recorded on the electronic database

• Ensure ICU / HDU bed requirements are identified at the time of booking or following anaesthetic assessment

**WAITING LIST, PROCEDURAL, INVESTIGATION AND THEATRE BOOKINGS**

• Under the direction of the Unit head (or delegate) coordinate the patient’s admission scheduled, including ensuring that patients are placed on the Waiting List, monitoring patient’s progress and ensuring relevant timelines are met.

• Review lists for the following week with Unit Head (or delegate) to confirm order of list and ensure communication of changes to patients and relevant departments.

• Monitor cancellations and ensure cancelled patients are re-booked in accordance with Alfred Health policy and Unit protocols

• Manage the surgical waiting list(s) to ensure information regarding the patient journey is documented on the relevant computer program(s)

• Ensure appropriate and accurate Ready for Admission list of patients for Alfred, Alfred Centre and Sandringham

• Review documentation / medical history for patients who have been deferred/cancelled to ensure status is unchanged and pre-admission details remain up-to-date

• Complete regular audits of the waiting list(s) to ensure that patients who remain on the Waiting List are progressing towards surgery and/or remain keen to proceed for surgery, and ensure clear documentation of this patient management is completed

• Ensure management of the waiting list(s) is in accordance with Alfred Health policy and unit protocols

**2. PATIENT AND FAMILY EDUCATION**

• Facilitate and / or provide patient and family education about admission, hospital episode and discharge

• Maintain communication with patients to provide accurate and timely information about their planned admission, their rights and responsibilities re their transport and escort arrangements, and any changes to their contact details

• Assist in the development of literature to educate and inform patients in the understanding their hospital / procedure and post discharge care
• Initiate, promote and participate in relevant projects for the education of patients
• Evaluate effectiveness of patient education programs
• Monitor and evaluate patient satisfaction with the Co-ordination process

3. NETWORK, PARTNERSHIPS – TEAMWORK

• Collaborate and communicate effectively with multidisciplinary team regarding individual patient’s needs to achieve desired outcomes
• Work with other surgical co-ordinators to achieve set elective surgery targets including attendance and participation at weekly surgical huddle.
• Maintain appropriate communication with relevant stakeholders eg GPs, medical secretaries and community resources
• Ensure effective communication and information is maintained by attending and participating in weekly team meetings and audits
• Participate in project teams / committees as required.
• Act as a resource and role model for clinical excellence in the delivery of patient care

4. PROFESSIONAL DEVELOPMENT

• Accepts responsibility for continuing own professional development by participating in the Performance Management Program and identifying needs or seeking direction in identifying needs to maintain expertise and currency with health care trends and nursing practices
• Participates in the development and review of policies and procedures for the practice setting
• Attend relevant external / internal seminars to keep informed of current trends and developments
• Participate in continuing education activities, committees and professional and special interest groups
• Promote and provide an environment that ensures professional practice – Evidence Based Guidelines
• Participate in professional, community or government organisations to improve knowledge and/or improve health care delivery to consumers
• Assume responsibility as a self-directed professional for continuing education

KEY CAPABILITIES

• Critical thinking skills
• Strong interpersonal and communication skills
• Possess sound analytical, judgement and problem solving skills

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
• 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
• Significant experience in acute surgical nursing
• Demonstrated understanding and experience with the multidisciplinary management of the surgical patients, including a demonstrated understanding of pre-admission, admission and discharge principles
  ▪ Demonstrated ability to develop, plan, promote and market care concepts
  ▪ Computer Literacy
  ▪ Current registration with the appropriate professional body (AHPRA)
  ▪ Ability to work autonomously

Desirable
• Possess or working towards Post graduate qualification
• ANUM experience
• High level of surgical knowledge and skills

Position Description authorised by: Manager Patient Service Centre  Date: 26/03/2019