



HSS Registered

Safety and Quality Coordinator

Health Salaried Officers Agreement: Level G8

Position Number: 602792

Safety, Quality and Consumer Engagement

East Metropolitan Health Service (EMHS)

Reporting Relationships

Executive Director, Safety, Quality & Consumer Engagement
HSO Class 2
Position No: 602769



Manager Safety, Quality & Consumer Engagement
HSO Level G10
Position No: 602808



This Position



Directly reporting to this position:

Title	Classification	FTE
• Nil		



Also reporting to this supervisor:

- Safety and Quality Officer; Level G7; 0.5 FTE.

Key Responsibilities

Coordinates safety, quality and clinical risk programs and improvement initiatives across EMHS, including the collation, analysis, interpretation and reporting of clinical safety and quality data at an Area Health Service level.

EMHS Vision and Values

Our Vision

*Healthy people, amazing care.
Koorda moort, moorditj kwabadak.*

Healthy people refers to the commitment we have as an organisation to ensure our staff, patients and the wider community have access to comprehensive healthcare services, in order to maintain healthy lives.

Amazing care reflects the sentiment of those consumers accessing our healthcare services from feedback provided to us. This common statement resonates with the health service, and reflects our intentions in our practice and work every day.

As a health service which celebrates diversity of culture and languages, it is also important that our vision is shared in the Noongar language.

Our Values

Our Values reflect the qualities that we demonstrate to each other and our community every day. Our staff make a difference every day to the patients, families and consumers they provide care, advice and support to. The EMHS values capture the shared responsibility that we uphold as most important, which are:

- **Kindness** – kindness is represented in the support that we give to one another. This is how we demonstrate genuine care and compassion to each and every person.
- **Excellence** – excellence is the result of always striving to do better. This is represented by constant improvements to the way in which we deliver our services, which results in a high performing health service.
- **Respect** – we demonstrate respect through our actions and behaviours. By showing each other respect, in turn we earn respect.
- **Integrity** – integrity is doing the right thing, knowing it is what we do when people aren't looking that is a true reflection of who we are.
- **Collaboration** – collaboration represents working together in partnership to achieve sustainable health care outcomes for our community with a shared understanding of our priorities.
- **Accountability** – together we have a shared responsibility for ensuring the best health care outcomes for our community. This is a reminder that it is not only our actions, but also the actions we do not do, for which we are accountable.

Brief Summary of Duties

- 1. Clinical Safety and Quality Coordination and Reporting Functions (50% breakdown)**
 - 1.1 Coordinates Area wide improvement activities and facilitates change to process and practice related to safety, quality and clinical risk initiatives and activities.
 - 1.2 Coordinates EMHS safety, quality and clinical risk programs at an Area level and provides support to the hospital/service based safety and quality teams across EMHS.
 - 1.3 Collates, analyses, interprets and reports clinical safety and quality data for the EMHS Safety and Quality Executive Committee (SQEC), Area Executive Group (AEG) and the Board.
 - 1.4 Works in collaboration with the Data and Digital Innovation Unit to develop and implement clinical safety and quality data reporting formats and dashboards pertinent to specific area, site and department requirements.
 - 1.5 Coordinates clinical safety and quality reporting requirements arising from the EMHS Operational Plan.
 - 1.6 Undertakes ad hoc data collation, extraction, analysis and reporting on clinical safety and quality issues as required by the EMHS SQEC AEG and the Board.
 - 1.7 Provides advice to the Executive Director Safety, Quality and Consumer Engagement in the development, monitoring and evaluation of initiatives associated with the collection, reporting and presentation of clinical safety and quality performance measures.
 - 1.8 Undertakes complex analysis of clinical incidents, clinical risks and clinical practice issues and provides reports and briefings to relevant stakeholders and committees.
 - 1.9 In consultation with key stakeholders assists in the development of clinical performance review and evaluation systems and processes to support clinical safety, quality programs.
 - 1.10 Contributes to the development of education and training programs relevant to the analysis of clinical safety and quality data and use of information systems to facilitate effective clinical governance.
 - 1.11 Provides data extracts to sites from clinical safety and quality data systems for local reporting and assists in the analysis and interpretation of the data.
- 2. Quality Improvement and Clinical Audit (20% breakdown)**
 - 2.1 At a Health Service Provider level, establishes and maintains the committee structure within Governance, Evidence, Knowledge and Outcomes (GEKO) clinical audit system, training area staff in its use and advising on audit methodology and analysis as required.
 - 2.2 Manages the design, conduct, analysis and reporting of Area wide level audits in relation to identified clinical safety and quality risks and issues.
 - 2.3 Supports the development, implementation and maintenance of clinical audit activities including but not limited to; clinician and patient reported outcomes measures.
- 3. Program Support (20% breakdown)**
 - 3.1 Undertakes literature reviews, research projects and analysis/interpretation of information using relevant databases and statistical packages.
 - 3.2 Participates in relevant committees, working groups or project reference / control groups as required.
 - 3.3 Provides appropriate and timely briefings for the Executive Director Safety, Quality and Consumer Engagement and, where required, other executive committee's and forums.
 - 3.4 Represents the area health service in local, area and state networking opportunities.
 - 3.5 Works collaboratively with sites and other health service providers in developing appropriate resources and materials for safety and quality initiatives.
 - 3.6 Represents EMHS on relevant safety and quality administration and business user groups (e.g. GEKO and Datix Clinical Incident management system (CIMS)).

4. EMHS Governance, Safety and Quality Requirements

- 4.1 Participates in the maintenance of a safe work environment
- 4.2 Actively participates in the Peak Performance program.
- 4.3 Supports the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 4.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 4.5 Performs duties in accordance with the EMHS Vision and Values, WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act and Government, WA Health, EMHS and Departmental / Program specific policies and procedures.

5. Undertakes other duties as directed.

Work Related Requirements

The following criteria should be read together with the Brief Summary of Duties and considered in the context of the EMHS Values.

Essential Selection Criteria

1. Considerable experience in a relevant health related role.
2. Knowledge and understanding of contemporary clinical safety, quality and risk management theory and practices.
3. Advanced conceptual and analytical skills in relation to clinical audit and data analysis in healthcare settings including the use of relevant computer programs, databases and analytical tools.
4. Advanced planning, interpretation and presentation skills including ability to write reports and present analysis and findings to diverse groups.
5. Highly developed interpersonal communication skills, including stakeholder consultation and negotiation skills and the ability to build sound working relationships with multidisciplinary teams.
6. Demonstrated experience in the application of effective change management strategies aimed at enhancing service delivery.

Desirable Selection Criteria

1. Tertiary/professional qualifications in a relevant discipline.
2. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Manager / Supervisor Name	Signature or	HE Number	Date
Dept. / Division Head Name	Signature or	HE Number	Date

As Occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Occupant Name	Signature or	HE Number	Date
Effective Date			

HSS Registration Details (to be completed by HSS)

Created on	Last Updated on
May 2016	January 2019