



HSS Registered

## Clinical Nurse Specialist – Emergency Department

Nurses and Midwives Agreement: SRN Level 3

Position Number: 105480

Emergency Department / Hospital Logistic and Acute Access Division  
Royal Perth Bentley Group / East Metropolitan Health Service (EMHS)

### Reporting Relationships

<p>Medical Co-Director MP Year 1-9 Position Number: 603381</p>	<p>Service Director Clinical Operations HSO Level G14 Position Number: 602503</p>	<p>Area Director of Nursing and Midwifery Services Position Number: 602920 (Professional Accountability)</p>
--	---	--



<p>Coordinator of Nursing RN SRN Level 7 Position Number: 110084</p>
--



<p>Nurse Unit Manager – Emergency Department RN SRN Level 4 Position Number: 602598</p>
---



<p><b>This Position</b></p>
-----------------------------



Directly reporting to this position:		
<b>Title</b>	<b>Classification</b>	<b>FTE</b>
• Nil		

<p>Also reporting to this supervisor:</p> <ul style="list-style-type: none"> <li>• Clinical Nurse, RN Level 2</li> <li>• Registered Nurse, RN Level 1</li> <li>• Enrolled Nurse, EN Level 1 - 4</li> <li>• Assistant in Nursing, AIN Year 1 - 3</li> </ul>
--

### Key Responsibilities:

The Clinical Nurse Specialist (CNS) is responsible for overseeing patient flow and contributing to the delivery of quality patient care within their area of specialty. Covering two distinct portfolios of clinical standards and patient flow, the CNS works collaboratively to improve and promote desired outcomes for patients through the development of standards of practice, implementation of changes to clinical practice, initiating research and quality improvement activities; and the provision of a consultation service within their area of expertise/assigned area to all customers within the Hospital and Health Service.

## 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.



Royal Perth Hospital staff share a strong sense of pride in the longstanding principles of Servio, Latin for 'to serve' which adorns our historic crest. The principles of this statement, adopted in 1937 bear testimony to the longstanding tradition of excellence in service that we strive to perpetuate into the future.

## Brief Summary of Duties (in order of importance)

### 1. Specific Duties

- 1.1 Provides senior nursing oversight and direction for all patient flow activities within the Emergency Department in collaboration with the Operations Hub and Emergency Consultant on duty, as required.
- 1.2 Responsible for the management and escalation of any patient flow issues within the Emergency Department that will impact service delivery, as required.
- 1.3 Ensures the delivery of exceptional and safe care within the department, acting as a clinical resource and support for nursing staff and as a delegate of the Nurse Unit Manager/Associate Nurse Unit Manager.

### 2. Leadership and Management

- 2.1 Responsible for facilitating and liaising with inpatient areas to lead and manage the provision of discharge planning for the health service.
- 2.2 Provides expert clinical leadership, consultancy and liaison service for a broad range of stakeholders, internal and external to health to assist with discharge planning within hospital/health service.
- 2.3 Facilitates the provision of advanced and complex patient care within the area of specialty at a Hospital and Health Service level; in collaboration with multi-disciplinary team members and external providers.
- 2.4 Negotiates in developing escalation plans with senior nurses, stakeholders and relevant service to assist in complex patient discharge planning.
- 2.5 Responsible for ensuring that professional and practice concerns are communicated in a timely manner to the senior nurse responsible for their service.
- 2.6 Develops and implements business plans and strategies to facilitate effective utilisation of allocated human, financial and physical resources consistent with clinical unit, service and corporate priorities. Ensure that all administrative functions are completed within the mandate of the position.
- 2.7 In consultation with other health providers, develops innovative timely strategies for complex problem solving for patient flow in the health service.

### 3. Quality and Performance Innovation

- 3.1 Provides a leadership role, coordinating and implementing quality improvement activities, recognising National Safety and Quality Health Service Standards.
- 3.2 Develops relevant standards and policies, using an evidence based approach, developing innovative methods and techniques for effective practice and change, internal and external to the area of specialty.
- 3.3 Develops implements and evaluates educational and training programs within the health service, hospital and community needs.
- 3.4 Implementation, adherence and monitoring of Nursing Sensitive Indicators for area of responsibility.
- 3.5 Maintain awareness of unit's Key Performance Indicators (KPI) and actively assists and supports organisational targets.
- 3.6 Implements and maintains performance management systems which supports the ongoing development of staff where required.

#### **4. Research and Performance Innovation**

- 4.1 Researches issues of significance and maintains expert awareness of initiatives and innovations both internal and external to health service.
- 4.2 Serves as a resource and mentor of evidence based practice through role modelling and support of nursing practice changes
- 4.3 Monitors the internal and external environment and influences to ensure that nursing services are able to meet the changing needs of the health care industry.
- 4.4 Initiates and participates in/supports evidence based practice and research projects within the area of specialty.

#### **5. Communication**

- 5.1 Maintains open and collaborative communication with relevant key stakeholders demonstrating advanced written and verbal skills.
- 5.2 Maintains excellence in interpersonal skills to guide appropriate patient/client care and service delivery, ensuring the streamlining of care between patients, families and the multidisciplinary team.
- 5.3 Responsible for investigating and addressing incidents and patient complaints within the area of specialty ensuring compliance with legal requirements governing the health service.
- 5.4 Provides a public relations function for the area of specialty including where relevant investigation and management of ministerial enquiries and consumer complaints.

#### **6. Professional Accountability**

- 6.1 Complies with and demonstrates a positive commitment to the following legislation:
  - Nursing and Midwifery Board of Australia - Code of Conduct
  - Poisons Act
  - National Safety and Quality Health Service Standards

#### **7. EMHS Governance, Safety and Quality Requirements**

- 7.1 Ensures as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.
- 7.2 Actively participates in the Peak Performance program.
- 7.3 Supports the delivery of safe patient care and the consumers' experience including identifying, facilitating and participating in continuous safety and quality improvement activities, and ensuring services and practices align with the requirements of the National Safety and Quality Health Services Standards and other recognised health standards.
- 7.4 Completes mandatory training (including safety and quality training) as relevant to the role.
- 7.5 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.

#### **8. 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. Eligible for registration in the category of Registered Nurse by the Nursing and Midwifery Board of Australia,
2. Demonstrated significant knowledge, experience and leadership within an Emergency Department including departmental patient flow.
3. Demonstrated advanced interpersonal, communication (written/oral) and teamwork skills.
4. Demonstrated knowledge and application of human resource principles in nursing.
5. Demonstrated knowledge and application of quality improvement initiatives.
6. Demonstrated knowledge of research principles to support evidence based practice.
7. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health, and how these impact on employment and service delivery.

### Desirable Selection Criteria

1. Possession of or significant achievement towards a post graduate qualification in area of speciality.
2. Demonstrated computer literacy.

### Appointment Prerequisites

Appointment is subject to:

- Evidence of current registration by the Nursing and Midwifery Board of Australia must be provided prior to commencement.
- Working With Children (WWC) Check, compulsory check for people who carry out child-related work in Western Australia (where applicable)
- 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
Doris Lombardi		HE66772	29/06/2021
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	September 2021
------------	-----------------	----------------

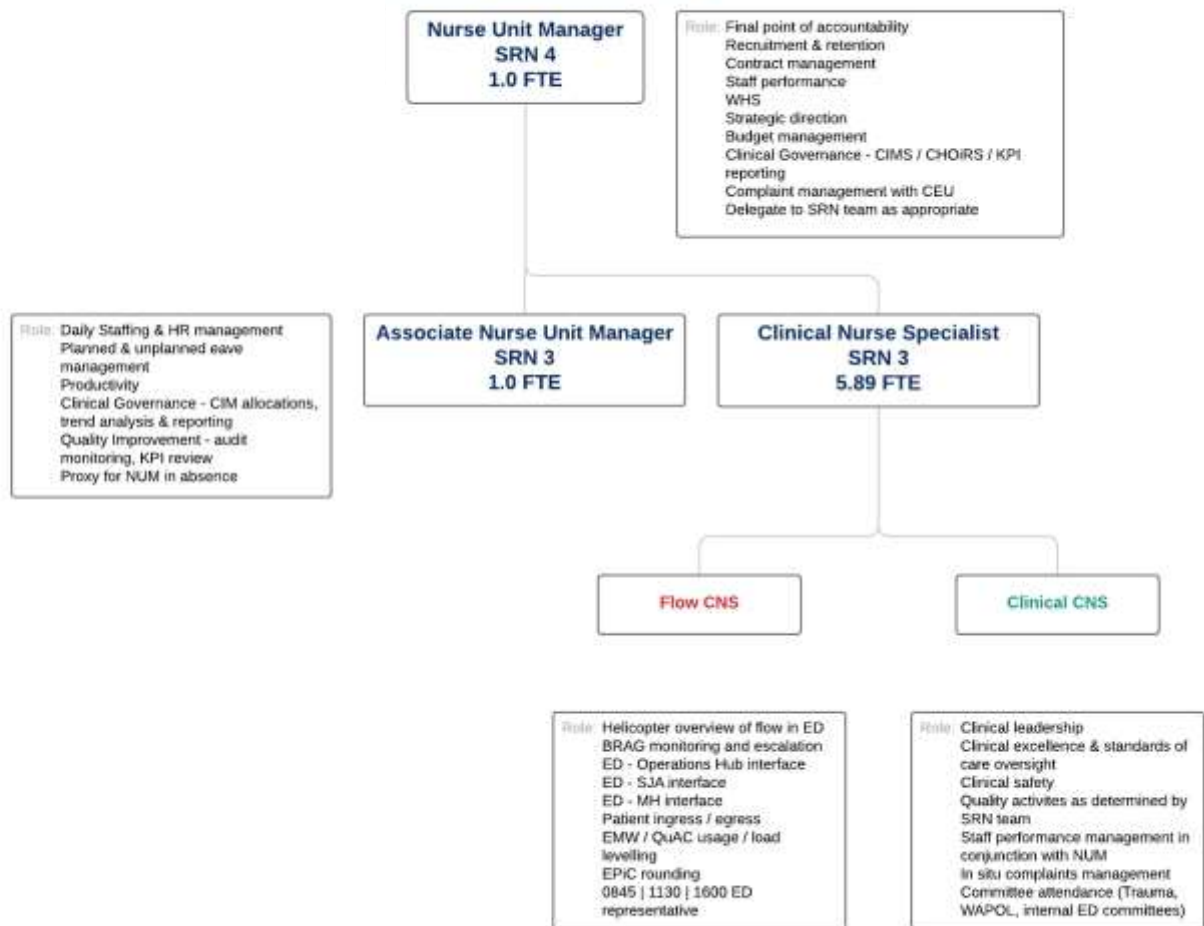


# Royal Perth Hospital Emergency Department (RPH ED)

## Clinical Nurse Specialist (CNS) – Position #105490

### Duties Statement

#### Royal Perth Hospital - Emergency Department Senior Registered Nurse Profile





## Flow CNS

### Hours of Operation

- 0700 hrs – 2330 hrs
- No crossover

### Responsibilities

### Leadership and Management

- Helicopter oversight of flow in ED across all pods
  - Monitoring capacity and demand dashboard
- West Australia Emergency Access Time (WEAT) timeline
- Patient ingress and egress
  - Identification of patients for transit lounge
  - Appropriate utilisation of CARPS/logger - prioritisation and urgency
- St John's Ambulance (SJA) – ED interface
  - Hospital Liaison Manager (SJA HLM) point of contact
  - Ambulance distribution monitoring
  - Hot swaps
  - Monitoring of off-stretcher times with SJA
  - SJA – Waiting Room decanting
  - SJA double-ups

### Communication

- ED to Operations Hub Interface
- Solution finding for patient allocation to wards (e.g. no Acute Medical Unit (AMU) beds, respiratory availability for pneumonia)
- Emergency Physician in Charge (EPiC)/ Emergency Registrar in Charge (ERiC) - CNS interface
  - Rounding
  - Load levelling
  - Appropriate utilisation of Quick Assessment and Care (QuAC)
  - Escalation of clinical issues for EPiC resolution (ED internal, inpatient teams)
- Monitoring and updating Enterprise Bed Management (EBM) for accurate booking slip information to ensure efficient admission to wards
- Hospital wide ED overcrowding alert
- ED point of contact with Mental Health (MH) patient flow

### Quality and Performance, Governance

- Monitor, update and implement ED “Black, Red, Amber, Green” (BRAG) actions
  - Escalation to Operations Hub, Executive
  - Enacting and overseeing ED Code Yellow in collaboration with Executive
- Ward contact for admission issues
- Emergency Medicine Ward (EMW) usage governance (e.g. EMW is full)
- ED representation at 0845 hrs, 1130 hrs, 1600 hrs meetings 7 days a week
- Monitoring of direct admissions to avoid unnecessary ED presentation
- Oversight and intervention of Nursing Pod Leader performance

## Clinical CNS

### Hours of Operation

- 0700 hrs – 2130 hrs
- Crossover between 1300 hrs – 1530 hrs
  - Assist with Flow CNS meal breaks and in times of ED surge

### Responsibilities

### Leadership and Management

- Clinical leadership
  - Assist with acuity management in ED (e.g. multiple codes)
  - Code BROWN management in ED (disaster planning)
- Excellence and standards of care provided to patients
  - Aligning to College of Emergency Australia (CENA) standards
  - Aligning to policy
  - Breached patients – appropriate care planned (pressure area care, Behaviour Observation Forms etc)
  - Adherence to bedside handover
  - Medication incident reviews
  - Lead ED Education teams
    - Peak Performance management
- Clinical safety
  - Clinical updates
  - Lead safety huddle
  - Lead morning and night staff handover
  - Hot debriefs / TimeOuts
- ED Senior Registered Nurse (SRN) Code black responder
- Carry Medical Emergency Team (MET) page
- Patient reviews
  - Intensive Care Unit (ICU) transfers to EMW
  - Clinical problem solving to expediate flow for admission (e.g. clinical complexity, deterioration, referral to Safety Afterhours For Everyone (SAFE))
  - Facilitate safe transfer of patients with complex clinical needs

### Quality, Research and Performance

- Quality and Key Performance Indicator (KPI) monitoring
  - ED related audit completion
  - Senior staff investigation of Clinical Incidents
  - Monitoring of clinical risk trending in ED
  - Escalation of issues to Nurse Unit Manager
  - Undertaking quality improvement projects
  - Policy review as required by Associate NUM/NUM
- Timely complaint management response
  - Lost property
  - Clinical issues – de-escalation “first 5 minutes”
- Staff clinical performance management



- Referral to NUM as appropriate
- Clinical staffing management
  - Specifically, assessment of companion/psychiatric patient special usage

**Communication, Professional Accountability and Governance**

- Representation at hospital committee meetings
  - Trauma
  - Accreditation
  - Police network etc.
  - Breach
- Lead ED Nursing interest groups
  - Assessment Working Party
  - Critical Care Working Party
  - EMW Working Party
  - Medication Safety Working Party
  - Triage Working Party

This document is read in conjunction with the Clinical Nurse Specialist Emergency Department, Level 3 Job Description Form.

**PRACTICE STATEMENT ENDORSED BY:**

<b>The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.</b>		
Hayley Makuch	HE84915	September 2021
<b>Manager / Supervisor</b>	<b>Signature or HE number</b>	<b>Date</b>
<b>As Occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.</b>		
<b>Occupant Name</b>	<b>Signature or HE number</b>	<b>Date</b>