

POSITION DESCRIPTION

Position:	Quality Consultant
Division:	Quality & Risk
Unit:	Quality and Innovation
Enterprise Agreement	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016-2020
Reports to:	Quality Coordinator

MILDURA BASE PUBLIC HOSPITAL

Mildura Base Public Hospital (MBPH) was established as a new entity in September 2020. MBPH is a leading healthcare provider in the north west of Victoria, known for its high level of professionalism, quality care and community engagement.

MBPH provides a range of acute services in emergency, maternity, intensive care, rehabilitation, community services, psychiatric in and out patient care, palliative care, renal dialysis and chemotherapy service to the people of North West Victoria. The hospital also provides medical imaging and pathology services.

MBPH is proud to be affiliated with Monash and La Trobe Universities for the provision of undergraduate and postgraduate Medical, Nursing and Allied Health education. Affiliations also exist with other universities for clinical placement and training.




VISION





Your Hospital – We care.

MISSION

Improving the health and wellbeing of our community by providing quality health services, with care, compassion and skill.

VALUES

 Responsiveness	Responsiveness: Providing frank, timely advice to the Government; high quality services to the Victorian community; and by identifying and promoting best practice.
 Integrity	Integrity: Being honest, open and transparent; acting responsibly; reporting improper conduct; and striving to earn and sustain public trust of a high level.
 Impartiality	Impartiality: Making decisions and providing advice on merit and without bias, favouritism or self-interest; objectively considering all relevant facts and fair criteria.

 Accountability	<p>Accountability: Working to clear objectives in a transparent manner and accepting responsibility for decisions and actions.</p>
 Respect	<p>Respect: Treating others fairly and objectively; ensuring freedom from discrimination, harassment and bullying.</p>
 Leadership	<p>Leadership: Actively implementing, promoting and supporting these values. Leadership is about positive influence, inspiring and empowering others.</p>
 Human Rights	<p>Human Rights: Making decisions and providing advice consistent with human rights; and actively implementing, promoting and supporting human rights.</p>

POSITION SUMMARY

All staff at MBPH should have, or aspire, to, the personal qualities, knowledge and skills as described in the Victorian Public Service Code of Conduct.

The purpose of this position is to improve consumer healthcare and minimise risk by facilitating and advising upon continuous quality improvement processes within the MBPH governance framework. Supporting the organisation and its departments to meet and address all components of relevant accreditation standards.

KEY RESPONSIBILITIES AND DUTIES

Continuous Quality Improvement

- Act as a key contact, advisor and change agent for continuous quality improvement
- Provide support and guidance to Quality Representatives and Quality Working Groups
- Liaise with and assist departmental managers to support Continuous Quality Improvement activities
- Oversee and monitoring of QIS submissions
- In conjunction with other quality consultants maintain an audit program that ensures key patient safety processes are monitored. This includes the development of audits and audit schedule, review of results and reporting together with any supporting documentation
- Working with the assistance of the Quality team, prepare and maintain accurate records, statistics and reports as required by the division
- Attend and participate in governance committees and other meetings as delegated
- Assist with establishing relevant KPI's and targets related to quality improvement activity and compliance with relevant standards and legislative requirements
- Monitor, measure, analyse and report on trends in service provision and quality improvements relating to quality improvement activity and compliance with relevant standards and legislative requirements
- Support staff with data collection, analysis and improvement activities
- Review existing quality systems and make recommendations for improvement
- Identify 'systemic' improvements, develop processes in consultation with management staff and assist with implementation of improvements
- Support Policy, Protocol and Guideline development and maintenance
- Liaison with Educators on opportunities for improvement identified in audits/other areas.

Risk Management

- In consultation with the Risk Team, analyse risks in relation to incidents, complaints and clinical review and provide feedback on corrective and preventive actions
- Review incidents and liaise with MBPH departments as required to action identified concerns
- Participation and assistance in actions at relevant Divisional Risk Management Committees
- Participate when required in relevant incident investigations including, mortality and morbidity review, clinical review, sentinel event, significant event or Root Cause Analysis investigations
- Liaise with the Patient Feedback Co-ordinator (as required) in relation to responding to complaints.

Accreditation

- Attendance at relevant meetings to provide overview on quality activities and accreditation
- Assist with the facilitation, implementation and maintenance of relevant accreditation processes. This includes attendance at accreditation meetings and gathering and collating evidence
- Provision of resources, support and training for staff about accreditation requirements.

PROMPT

- Primary clinical oversight of policy and procedures management on PROMPT at MBPH

Other

- Report to and attendance at relevant stream meetings
- Participation in departmental meetings
- Participation in personal and other staff development and training as required
- Other duties as determined by the Line manager or Director of Quality & Risk.

GENERAL RESPONSIBILITIES

Employees are required to comply with the **Victorian Government's Code of Conduct**. All staff must ensure they comply with **policies, procedures** and standard ways of work practices when carrying out their work.

Employees are responsible to take reasonable care of their own **health and safety** and the safety of others, to cooperate with the group's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. All staff must adhere to the policies and procedures as set out in the hospital's **infection control** manuals.

All information concerning Mildura Base Public Hospital, its patients, clients, residents and staff should remain strictly **confidential**. Any unauthorised disclosure of such information may result in disciplinary action. As a Mildura Base Public Hospital employee you have a responsibility to participate in and commit to ongoing **quality improvement** activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Any breach in compliance to any of the above general responsibilities may result in disciplinary action.

KEY SELECTION CRITERIA

Qualifications / Certificates

- A degree in a health related science or quality assurance would be advantageous

Specialist Expertise

- A strong understanding of patient centred care and a commitment to patient safety

- Ability to analyse and interpret data from a variety of sources and develop clear reports and plans
- Sound knowledge of all relevant accreditation frameworks and expected outcomes, including but not limited to:
 - National Safety and Quality Health Service Standards (NSQHS)
 - AS/NZS ISO 9001:2015 Quality management system standard
 - Human Services Standards, Victoria
- An awareness of the AS/NZS ISO 31000:2009 Risk management standard.
- Ability to meet deadlines, set schedules, set goals/objectives.
- Proven ability to plan, implement and evaluate specific projects

Personal Qualities, Knowledge and Skills

- Excellent verbal and written communication skills. Including the ability to engage with staff at all levels with a healthcare organisation.
- Computer literacy, with proficiency in Microsoft Office (Word/Excel/PowerPoint) and the ability to learn software programs.
- Demonstrated ability to establish and maintain effective interpersonal relationships with a wide range of people and groups
- A personal approach which is positive, enthusiastic, friendly and helpful
- A willingness and ability to learn
- Ability to work as part of a team, as well as being able to work independently
- Flexibility to operate in an environment of change and continuous improvement.

MANDATORY REQUIREMENTS

National Police Record Check:

A current and satisfactory National Police Record Check must be presented to the Division of People and Culture by all new staff prior to commencement at Mildura Base Public Hospital.

Immunisation Requirements

As part of your employment conditions, you will be asked to provide documented evidence of healthcare worker immunisation or immunity to communicable vaccine-preventable diseases prior to commencing employment with MBPH. If you do not provide satisfactory evidence that you have the required immunisation and you have commenced employment, consideration will be given to your ongoing employment and termination may result.

Drivers Licence

A current Victorian driver's licence is required for this position

All Mildura Base Public Hospital sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Mildura Base Public Hospital's discretion and activities may be added, removed or amended at any time.