

## POSITION DESCRIPTION

<b>Position:</b>	Consumer Participation and Experience Consultant
<b>Directorate</b>	Quality, Risk and Governance
<b>Division:</b>	Patient Safety and Improvement
<b>Business Unit:</b>	Patient Safety and Improvement
<b>Enterprise Agreement</b>	Dependent on Qualification
<b>Reports to:</b>	Risk Manager



### MILDURA BASE PUBLIC HOSPITAL

Mildura Base Public Hospital (MBPH) was established as a new entity in September 2020. From day one, MBPH has aspired to provide exceptional patient care and be a leading healthcare provider in the north west of Victoria, known for its high level of professionalism, quality care and community engagement and positive and aligned workplace culture.

MBPH employs over 900 staff and has 172 beds and 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.

### VISION

Mildura Base Public Hospital – providing exceptional care.

### PURPOSE

To improve health outcomes for our tri-state communities by creating partnerships, leading culture and building our team to deliver sustainable services.

### VALUES

All employees of the Mildura Base Public Hospital are required to uphold the HEART values of our organisation. For information on our **HEART** values and the expectations to uphold the values, please refer to page 7 of this document.

## STRATEGIC OBJECTIVES



## POSITION SUMMARY

As a key member of the Quality and Risk team will coordinate the management process regarding concerns, compliments, comments and complaints across MBPH ensuring best practice complaints management and effective data collection.

The position will also support the co-ordination, promotion and evaluation of consumer participation and patient experience across MBPH. High level objectives:

- Assist and/or coordinate the implementation of systems to support partnering with patients, carers, families, and consumers to improve the safety and quality of care including patient experience.
- Promote the use of systems and processes for partnering with consumers, with patients, carers, families, consumers, clinicians and other members of the workforce.
- Promote and facilitate patient, carer, family and consumer participation in service planning, designing care, service measurement and evaluation.

## KEY RESPONSIBILITIES AND DUTIES

### Primary point of contact for consumers

The Consumer Participation and Experience Consultant will be the primary point of contact for consumers and:

- Will act as a central point of contact to register their concerns, compliments, comments and complaints within the organisation
- Ensure that the consumers' privacy and confidentiality is maintained and complainants are aware of the complaint management process
- Will liaise and follow up with consumers to ensure the full details of concerns are known to MBPH
- Will appropriately direct any general enquiries received to relevant department managers
- Will be the ongoing primary contact for consumers with complex complaints
- Provide updates to complex complaint resolution throughout the investigation period, in a manner and timeframe agreeable to the complainant & MBPH
- Facilitate consumer and family meetings to assist with progression (further investigations and interviews) or resolution of complaints for the sharing of outcomes and findings.

### Investigation & resolution of concerns

- Support process of circumstantial investigation of complaints with relevant managerial staff.
- Review medical records and clinical systems to assist with investigations and developing a response to address complex issues or concerns raised by the consumer.
- Liaise directly with the Office of the CEO and act as primary point of coordination for complaints and concerns raised to the Office of the CEO.

- Supporting Heads of Department and Executive throughout the review of high impact complaint issues by scheduling meetings between relevant staff and/or any family members as requested.
- Contacting Heads of Department or Executive when a complex / high complexity complaint issue is received to ensure timely management and resolution.
- Preparation (within an appropriate timeframe) of response letters drawn from collective information/responses to complaint investigations that have been undertaken by managers.
- Liaise with all departments regarding issues arising from consumer contacts and to provide assistance with concerns, compliments, comments and complaints management.

### **Registration & Administration of Feedback**

- Facilitating receipt of concerns, compliments, comments and complaints made to the organisation through 'in-person' contact meetings or through electronic, phone or written communication as is appropriate to complexity and / or severity of the feedback received.
- Maintain complaint documentation in a secure location. Participate in staff development and training as required.
- Registration of feedback in the organisations electronic reporting database (VHIMS)
- Maintain accurate records, statistics and produce high quality reports.
- Coordinate the collection of MBPH complaint data, including analysis, reporting and KPI's of complaint management process and outcomes.
- Produce high quality reports for committees including but not limited to Comprehensive Care Committee, Performance Improvement and Measurement Committee, and Divisional committees as required.
- Monitor and report on compliance to complaint management procedures.

### **Act as key contact for:**

The Feedback Coordinator will be a point of contact from MBPH to liaise with and provide updates, written responses and data submissions to the following external and regulatory bodies:

- External complaints commissioners, including but not limited to Health Services Complaints Commissioner, Mental Health Complaints Commissioner and Disabilities Services Complaints Commissioner.
- Safer Care Victoria complaints office
- Department of Health and Human Services
- Local Members of Parliament and Health Minister requests

Noting that contact with and response preparation will be undertaken in close consultation with relevant Executive Directors and the Chief Executive Officer. Clear communication and high level written skills are required to undertake this aspect of the role.

### **Education**

- Develop, facilitate and undertake education to staff to:
  - Raise awareness of complaints process
  - Assist staff to manage complaints in real time and deescalate concerns
- Participate in orientation of new employees to MBPH, in relation to Complaint Management Policy and Procedure and the Privacy and Confidentiality Policies.

### **Support Quality Improvement and accreditation processes**

- Assist with the development of recommendations for improvement in co-ordination with relevant Quality Consultant, Quality Coordinator and/or the Risk Manager relevant to learning's derived from complaint investigations.
- Ensure processes are in place to meet relevant accreditation standards, including but not limited to NSQHS and NDIS.

## Consumer Participation

- In consultation with the Quality Consultants, support business units to deliver on the priority actions, participation standards and Safer Care Victoria's (SCV) consumer participation framework, Partnering in Healthcare – for better care and outcomes, MBPH Strategic Plan, actions within National Safety and Quality Health Service (NSQHS) standards and other relevant standards
- Review organisational Patient Experience Surveys including Victorian Healthcare Experience Survey (VHES) and related surveys; ensures results are fed back to business and clinical units in an accessible format and opportunities for improvement are actioned.
- Supports Managers and Quality Consultants to develop action plans to address areas requiring improvement in patient experience and consumer participation. (eg through education, developing/revising relevant policies/protocols and patient brochures, focus groups, satisfaction surveys)
- Co-ordinates the development of Patient Stories across MBPH. This includes the development and review of patient story guides and tools as well as education and support to staff.
- Provide expert assistance in the development and review of MBPH policies and protocols relating to consumer participation and experience.

## Other tasks:

- Participate in team/departmental meetings and other organisational meetings as required.
- Other duties as determined by Director of Quality & Risk.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

## GENERAL RESPONSIBILITIES

Employees are required to comply with the **Victorian Government's Code of Conduct and MBPHs Heartbeat Guideline**. 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) in alignment with the MBPH Clinical Governance Framework. All employees are responsible for contributing to safe, effective, accountable and person-centred care by:

- Proactively identifying and reporting risks to minimise and mitigate them
- Operating within their scope of practice and seeking help when needed

Ensuring patient and consumer safety and quality of care is your highest priority.

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

## **KEY SELECTION CRITERIA**

### **Essential skills and attributes**

- Knowledge and experience in complaint handling and customer service would be advantageous.
- Strong customer service skills with the ability to speak and interact with consumers that are emotional and stressed.
- Experience in establishing data collection processes and ability to analyse data/results.
- Demonstrated ability to interact with the wide range of people, including consumers, staff including managers, executive directors and external stake holders.
- A demonstrated understanding of patient, carer and consumer participation in healthcare.
- Experience with project management with proven ability to plan, implement and evaluate specific projects.
- Excellent oral and written communication skills.
- Ability to meet deadlines, set schedules, set goals/objectives.
- Computer literacy, with proficiency in Microsoft Office (Word/Excel/PowerPoint).

### **Highly desirable skills and attributes**

- Relevant tertiary qualification in health, human services or community field.
- Experience in a consumer/community related role or position.
- Knowledge and experience in quality improvement.
- An awareness of National Safety and Quality Health Service Standards and Department of Health policy and guidelines relevant to patient, carer and consumer participation.

### **Personal attributes**

- High level of self-confidence.
- An ability to successfully relate and communicate with staff and consumers from varied backgrounds in a professional manner.
- A personal approach which is positive, enthusiastic, friendly and helpful.
- A willingness and ability to learn.
- Ability to give excellent customer service to both internal and external customers.
- Ability to work as part of a team, as well as 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.

**Working with Children Check:**

Mildura Base Public Hospital has a responsibility to provide a child safe environment. This position is a defined “child-related role” at Mildura Base Public Hospital. As such you must maintain a valid working with children check. In addition, you will be required to assist Mildura Base Public Hospital in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

**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.*

**ACKNOWLEDGEMENT BY EMPLOYEE**

I acknowledge having received and read the content of this position description (including but not limited to aspects of the role contained within) and understand the requirements of the position.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## Happy WE ARE POSITIVE

### As an organisation

We aspire to be happy in all our dealings with people. Everyday we strive to be the best version of ourselves, and we seek to continuously improve our organisation, ourselves and each other through personal and professional growth. We believe that happy people do their best work. We know that joy in our journey is invaluable to a sustainable and lasting success.

### Individually

- Use positive language in interactions with staff, patients and community
- Honour the work we do and choose candour, respect and kindness everyday
- Focus on the positive aspects of a situation, what is going well and what can be learned
- Share in moments of joy
- Welcome others to MBPH
- Bring an energy to work that is infectious to others
- Provide growth opportunities and effective feedback to staff to ensure they are supported to achieve their best



## Empathetic WE ARE CARING

### As an organisation

We put our patients first, and we listen and deal with their needs. We are compassionate people who make MBPH a place for healing, growth and success for patients, their families and our staff.

### Individually

- Make time to actively listen and understand one another
- Walk in others' shoes
- Consider an individual person's needs when making decisions and recommendations
- Treat others how I would like to be treated
- Recognise and support one another
- Make decisions based on patient's needs and in consultation with others involved in care



## Accountable WE ARE COMMITTED

### As an organisation

We take ownership of the actions and decisions made. We do the right thing in all our interactions. We reward based on great outcomes, and we are transparent in both our successes and failures. We use good judgement and everyday we make our patients' journey better.

### Individually

- Be courageous in challenging the process to get a better result
- Ensure the project is clear on roles, responsibilities and timeframes
- Be engaged throughout
- Keep a 'whole of life' picture
- Comply with Code of Conduct; company policies and procedures; industry standards and legislation
- Be responsible for monitoring the right way to do things.



## Respectful WE ARE OPEN TO OTHERS

### As an organisation

We build effective relationships and emphasise the importance of diversity and inclusion in our workplace. We recognise and value the views and the experiences our staff and patients bring to our organisation.

### Individually

- Show pride in our roles and our workplace
- Recognise and understanding the influence of a person's situation, background and beliefs and how they can be shown due respect
- Include all backgrounds – gender/ age/sex/abilities/race/religion/sexual orientation/culture
- Be aware of assumptions and biases when making decisions
- Take care of and sustain our workplace, equipment and environment
- Embrace awareness for other perspectives and experiences



## Team-based WE ARE ONE TEAM

### As an organisation

We do our best work when we collaborate within and across teams. Everyday we strive to be our best selves. We know that individual differences can strengthen teams and we trust and respect each others' contribution. We make sure we have the right people in the right jobs with the right tools, resources and equipment. And we know, no single person is bigger than the team.

### Individually

- Acknowledge contributions of team members
- Seek to understand the bigger picture, collaborate with others openly and honestly
- Lend a hand, always
- Encourage connections with relevant internal and external stakeholders to meet patients' needs
- Collaborate and share knowledge within and across teams
- Connect with exceptional industry leaders to build capabilities
- Recognise and foster talents in others

## LANGUAGE WE USE

"I choose..."  
"I care..."  
"I prefer..."  
"I will..."  
"I can..."  
"Is there a better way to do this?"  
"Can we explore that more so I can understand it better?"  
"We will...us...we can..."

## LANGUAGE WE DON'T USE

"I have to..."  
"I must..."  
"If only..."  
"Ah well, that is because of XYZ..."  
"Our processes do not let us do it"  
"Things have always been done this way"  
"Them and us"

## THINGS WE DON'T DO

- Negativity, sledging, rumours or gossip
- Unprofessional, inconsistent or showing lack pride in our work
- See only problems, block progress
- Wait for others to do the work
- Do nothing
- Find fault, see obstacles
- Victim mentality
- Lack of understanding for others' needs
- Emphasis on status, hierarchy, egos
- Ignore, disregard and show lack of appreciation for a person's situation, background and experience when making decisions and reacting to situations
- We will not waste others' time or keep people waiting
- Dismiss the efforts of others to achieve an outcome

