

Position Description



1. General Information

Position Title:	Group Manager Clinical Incidents and Outcomes
Division/Department:	Clinical Governance. Academic and Medical Services
Position Reports to:	Group Director Clinical Governance
Enterprise/Individual Agreement:	Individual Agreement
Classification/Grade:	Not Applicable
Location:	Pelaco Building
Employment Status:	Permanent Full-time
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	Quality Systems Administrator Not Applicable
Key Relationships - internal and external	Group Executives Directors of Medical Services Clinical Services Leadership Team Hospital/Divisional Executive Teams and Quality Teams Nurse Educators, Nursing Research Centre, Academic and Medical Services Department of Health and Human Services, Safer Care Victoria, Australian Council on Healthcare Standards, Australian Commission on Safety and Quality in HealthCare

2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

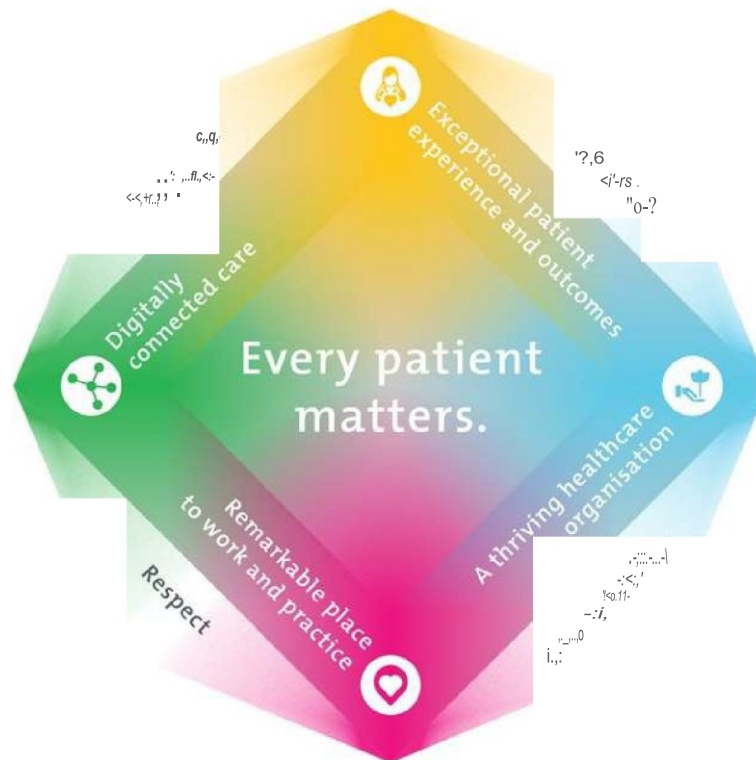
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Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.

Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.
A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.
Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.
Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

4. Purpose of the Position

The Group Manager Clinical Incidents and Risk provides leadership and operational support to hospital/divisional leaders and quality coordinators to ensure that safe and high quality patient care is consistently delivered, monitored and improved across all Epworth hospital divisions. Reporting to the Group Director, Clinical Governance, this position, as a member of the clinical governance team, is responsible for establishing and improving organisational relationships, systems and processes to support staff and doctors to deliver safe and effective care that results in optimal clinical outcomes. The role is specifically responsible for implementing and continuously improving Epworth Health's Clinical Incident management system, Open disclosure processes, and clinical risk management programs.

The position will also:

- Participate in the collation and analysis of patient safety, quality and risk data and information from internal and external sources including benchmark reports for analysis and dissemination to the hospital divisions and Executive
- Oversee the internal and external reporting of any patient safety information, ensuring Epworth Health meets its obligations.
- Work collaboratively with other members of the team to analyse clinical outcomes and link patient safety data with clinical indicators and support clinical improvement priorities across Epworth

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- Be an active leader and/ or member of clinical governance committees and projects, including representing Academic and Medical Services on committees and clinical service improvement activities
- Undertake data analysis and report writing, inclusive of Executive and Board level, and
- Undertake other duties as directed.

5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<i>Leadership and culture</i>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<i>Consumer Partnerships</i>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<i>Effective Workforce</i>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<i>Clinical Safety and Effectiveness</i>	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<i>Risk Management</i>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies

6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
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<p>Leadership, Stakeholder engagement and culture</p> <ul style="list-style-type: none">• Develop strong and effective working relationships with the Academic and Medical Services team, Directors of Medical Services, the Clinical Services team, hospital/divisional staff and the Executive• Support and foster clinical engagement in safety and quality activities• Lead a culture in which patient safety, quality and harm minimisation is embedded in the day to day work of managers, doctors and staff	<ul style="list-style-type: none">• Clinical Governance Framework is embedded across all levels of Epworth• Oversight of all patient safety governance systems and an agreed committee structure is fully integrated into the Epworth clinical governance structure• Oversight of all Clinical Risk and Incident governance systems and an agreed committee structure is fully integrated into the Epworth clinical governance structure• Activities within the Leadership and Culture domain of the Clinical Governance framework are identified, implemented, and
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<ul style="list-style-type: none"> • Ensure effective communication regarding organisational, strategic and divisional priorities and initiatives • Model expected behaviours and collaboration both within the team and across the organisation • Contribute to a performance based, collaborative culture to foster professional development and continuous improvement across Epworth • Work closely with the Academic and Medical Services and Clinical Services Directors to ensure that there is a comprehensive and integrated approach to safety, quality experience and risk management within the clinical governance strategy • Work closely with the Directors of Clinical Services, Directors of Medical Services and divisional/hospital Quality Coordinators to implement the Epworth Health standardised approach to adverse /sentinel events, incident management, root cause analysis (RCA), open disclosure and in depth case reviews including Serious Adverse Patient Safety Events (SAPSEs), Statutory Duty of Candour (SDC) and Clinical Risk Management 	<p>monitored, with progress regularly reported though to executive and board committees</p> <ul style="list-style-type: none"> • Evidence of quality improvement initiatives and outcomes positively impacting patient experience and outcomes • Consistent utilisation and application of clinical governance systems and processes •
<p>Safety and Quality improvement</p> <ul style="list-style-type: none"> • In conjunction with Academic and Medical Services team and the Clinical Services team, hospital/divisional staff and the Executive, implement the Epworth clinical governance strategy to support the safety, quality, risk and clinical effectiveness components of the clinical governance framework • In conjunction with clinical and other analytics team members, participate in the collection, analysis and reporting of clinical outcomes data and management of internal and external benchmark reports . • Provide leadership, direction and support in the management of hospital/divisional and group: <ul style="list-style-type: none"> o Safety and quality programs including implementation of NSQHCS version 2 o Serious Adverse Patient Safety Events/ sentinel events and incident management, 	<ul style="list-style-type: none"> • Standardisation of patient safety clinical governance practice across Epworth Healthcare • Standardisation of clinical risk management and evidence based practice across Epworth Healthcare • Safety and quality clinical performance indicators reviewed and revised • In depth case reviews and root cause analyses effectively completed within agreed timeframes • Actions to address adverse safety performance are identified and support for their implementation is provided. • Safety and quality clinical performance indicators and tools are developed and implemented • Consumers/ patients are involved in analysis of safety and quality performance data and improvement activities • Group Executive regularly informed about safety and quality indicators, key risks and sentinel events

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<ul style="list-style-type: none"> o Statutory Duty of Candour and open disclosure o Clinical Risk management o Mortality and morbidity review programs • Ensure organisation wide patient safety systems and processes are consistent with best practice and build workforce capability in the consistent utilisation of these systems • Participate in the development, implementation and evaluation of safety and quality performance indicators in consultation with divisional and group representatives • Establish and maintain visible and transparent systems and processes to monitor, report and evaluate safety and quality care across Epworth for designated areas of responsibility • Advocate for patient safety and quality of care as a key aspect of clinical and managerial decision making • Participate in reporting to EDAMS/CMO and Executive on key trends and compliance requirements to improve safety and quality of care 	<ul style="list-style-type: none"> • Relevant policies & protocols reflecting best practice developed and embedded into practice • Relevant policies & protocols reflecting best practice developed and embedded into practice Safety and quality clinical performance indicators reviewed and revised •
<p>Accreditation</p> <ul style="list-style-type: none"> • In conjunction with the Academic and Medical Services team and the Clinical Services team, lead and engage staff in the National Standards work program across Epworth to ensure that the group is meeting the expected standards • Monitor and report achievements against recommendations and escalate deficiencies to appropriate Executive/ Committee to resolve 	<ul style="list-style-type: none"> • Structures, systems, processes, and reporting lines in place to meet requirement of NSQHS second edition 2 • Actions to address recommendations and suggestions from accrediting bodies are implemented and finalised.
<p>Risk Management</p> <ul style="list-style-type: none"> • Review and improve systems and processes to enable clinical risk identification, mitigation, investigation, and reduction • Ensure that divisional management teams are supported to identify, mitigate and reduce divisional risks • Ensure that information, reports and recommendations regarding clinical safety, quality and governance systems are provided according to reporting schedules and escalated if required 	<ul style="list-style-type: none"> • Trended data from patient safety events informs the clinical risk profile. • Clinical risks on the Enterprise Risk register are regularly reviewed and updated • Education modules designed and delivered to improve workforce capability to manage clinical risk assessment and mitigation activities and apply evidence based practice systems • Emerging clinical risks are identified through safety and quality performance data and rigorously assessed

<p>Customer Service</p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> • Role model and actively promote a culture of high quality patient care • Provide excellent, helpful service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet customers promptly and courteously • Actively seek to understand patients' and their family's expectations and issues, using multiple strategies • Uses data (such as patient experience feedback) to identify opportunities for improvement in internal processes and systems that directly impact patient care and customer service • Responds quickly and proactively escalate concerns when necessary • Role model and actively promote a culture of high-quality patient care and experience by ensuring that solutions, practices and procedures (such as leader rounding) are carried out with empathy and compassion 	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets • Completes leader rounding at agreed frequency • Issues are escalated to the manager and resolved in a timely manner
<p>Safety and Wellbeing</p> <p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.</p> <ul style="list-style-type: none"> • All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised. 	<ul style="list-style-type: none"> • Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures • Ensure all hazards, incidents and injuries are reported in Riskman within 24 hours • Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes

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<p>Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</p> <ul style="list-style-type: none"> • Integrate and review OHS performance in staff PDPs • Ensure all direct reports are held accountable for safety performance and actions 	<ul style="list-style-type: none"> • Mandatory training completed at agreed frequency
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7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Registered Clinician with Australian Health Practitioner Regulation Agency (AHPRA) or eligible for membership of Professional Association for non-registered allied health professions <p>Desirable</p> <ul style="list-style-type: none"> • Relevant post graduate qualifications in leadership, quality management or related discipline
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> • Experience in leading patient safety systems, processes and programs across multiple hospital sites including incident investigation, open disclosure and mortality and morbidity review. • Demonstrated ability in the development, implementation and evaluation of safety and quality improvement programs in healthcare • Proven ability to engage and influence stakeholders in utilisation of clinical governance systems and processes. • Leadership in accreditation systems and processes <p>Desirable</p> <ul style="list-style-type: none"> • Demonstrated ability to work under pressure to accommodate

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<p>Required Knowledge & Skills</p>	<p>Essential</p> <ul style="list-style-type: none"> • Demonstrated ability to manage competing demands, meet deadlines and respond to change • Highly developed report writing skills, including business cases, executive briefing papers and project plans • Strong organisational and systems thinking skills and attention to detail • Excellent oral and written communication, interpersonal and consultation skills including strong influencing, negotiating and engagement skills with leaders and teams across all levels of the organisation • A comprehensive knowledge of clinical governance, quality improvement methodologies, Australian healthcare industry relevant legislation, industry codes of practice, National Safety and Quality Healthcare Standards (NSQHS) and organisational policy and procedure • Knowledge of and commitment to clinical risk management, best practice and continuous quality improvement • Demonstrated ability to collect and analyse data and prepare reports for a variety of audiences • Awareness of current and emerging trends in improving safety and quality of patient care • Data analysis and process improvement skills <p>Desirable</p> <ul style="list-style-type: none"> • Demonstrated project planning and implementation skills including the ability to work toward specific targets and deadline
<p>Personal Attributes & Values</p> <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours</p> <ul style="list-style-type: none"> • Compassion • Accountability • Respect • Excellence 	<p>Essential</p> <ul style="list-style-type: none"> • Strong commitment to improving safety and quality of care and patient experience • Consultative style with the ability to influence at senior management level and act as a role model for professional leadership • Service and results oriented • Self-motivated and directed • Capacity to build effective and respectful relationships, influence and affect change • Ability to communicate with and work effectively with all levels of organisational staff • Professional work ethic • Commitment to working within the Epworth HealthCare values and behaviours

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
5 December 2022	11 October 2024	Scott Swanwick Group Director, Clinical Governance

8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature:

Print Name:

Date:
