

Position Description



1. General Information

Position Title:	Registered Nurse/Enrolled Endorsed Nurse Clinical Pre-Admissions
Division/Department:	Patient Services Centre
Position Reports to:	Patient services Centre ANUM & NUM
Enterprise/Individual Agreement:	Epworth Healthcare Nurses Enterprise Agreement
Classification/Grade:	RN Grade 2 year 1-10, EEN Grade 1 year 1-6
Location:	Richmond
Employment Status:	Full Time/Part Time
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	N/A
Key Relationships - internal and external	Patients, inclusive of family member(s) & visitors VMO's and medical staff Multi-disciplinary team colleagues Internal service providers i.e. pathology, patient transport, radiology

2. Overview of Epworth HealthCare

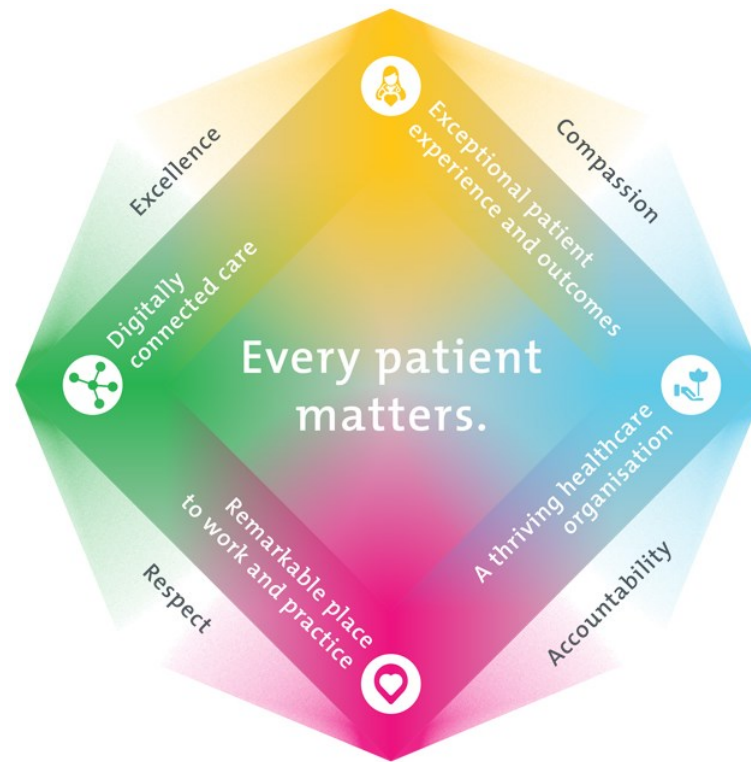
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our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

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 primary function of the RN/EEN in Clinical Pre-Admissions is to provide a comprehensive screening of the patient in relation to their care prior to their elective admission to Epworth and excellent customer service, while working in conjunction with other Epworth staff, patients, visitors, relatives and medical staff. It is expected the RN/EEN will work within their scope of practice and demonstrate advanced skills in Assessment, Planning, Practice and Evaluation in the provision of care to clients and their significant others.

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-centered 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/carer's 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
<ul style="list-style-type: none"> Practice in accordance with Nursing and Midwifery Board of Australia (NMBA) National Competency Standards for Registered Nurses Practice in accordance with the National Safety and Quality Health Service (NSQHS) Standards Practice in accordance with legislative and common law requirements Actively participate in a team nursing model of care Utilises a reflective, critical thinking and evidence-based approach to the clinical care of patients Encourages patients and family members participation in all stages of care continuum Performs effective admission processes in accordance with organisation KPI Timely reporting of outcomes of nursing interventions to the Nurse Unit Manager. Demonstrate empathy and compassion to patients and their family, colleagues and VMOs. Respect and uphold the dignity and rights of consumers, relatives, carers, colleagues and members of the community Maintain patient confidentiality as prescribed by the relevant Acts and organisational policies and protocols Practices in accordance with Infection Control Standards 	<ul style="list-style-type: none"> Compliance with mandatory and unit specific competencies every 12 months or as prescribed Compliance with NMBA National Competency Standards for Registered Nurses Compliance with NSQHS Compliance with legislative and common law requirements Sound relationships developed and maintained with customers Compliance with Information Privacy Act (2000) and the Health Records Act (2000) Compliance with EEO & Social Media Policies and Protocols of Epworth HealthCare
<p>Coordinating the provision of patient centred care</p> <ul style="list-style-type: none"> Ensure Comprehensive assessment of clients before admission by completing MR9U and ARA Screening tool. Plan of patient centred care based on client's needs, goals, wishes and values with referral to all multidisciplinary staff depending on requirement. 	<ul style="list-style-type: none"> KPI Compliance- Pre-admit 100% patients Adhere to all Epworth policies and procedures.

<ul style="list-style-type: none"> • Communication with VMO's, Doctors rooms, Anaesthetists, IPAC, Dieticians, Pastoral care, Physiotherapist's, DMS, Bookings team, Bed allocator, Hospital Coordinator, social work, NUMS's, Theatre managers to escalate any health-related issues prior to patient admission. • Work in the Discharge Lounge (DCL)) for allocated shifts or to cover meal breaks as per daily Roster and per Operational requirements. 	<ul style="list-style-type: none"> • Complete training in Discharge Lounge department and follow the shift requirements of the role when allocated to this area • Ensure all DCL equipment is checked as per instructions and escalate any issues to the ANUM or relevant manager.
<p>Team effectiveness</p> <ul style="list-style-type: none"> • Establish positive relationship with peers, ANUM's and all members of the Patient services team. • Meet set KPI's as outlined by the Patient Service Centre Nurse Unit Manager. • Prioritise daily tasks within the role to ensure the effectiveness of the Patient Services Centre. • Contribution to department efficiency by effective utilisation of time and resources. • Training of new/casual staff within the department. 	<ul style="list-style-type: none"> • Attends and actively participates in department and team meetings. • Feedback from team members
<p>Quality Improvement</p> <ul style="list-style-type: none"> • Strives to consistently improve service delivery and clinical practice • Provides suggestions, and feedback to ANUM & NUM on quality activities • Actively participates in Quality improvement activities within Patient services in accordance with National standards for Clinical Excellence and ACHS Accreditation Standards 	<ul style="list-style-type: none"> • Evidence of participation in quality activities • Improved patient care • Improvement in performance of unit and Epworth healthcare site • Show a proactive attitude in reviewing, supporting and implementing relevant research into the clinical environment • Provide Leadership and training to other team members as required & with appropriate supervision (e.g. Training other staff, acting up in ANUM Position to cover leave

<p>Personal and Professional Development</p> <ul style="list-style-type: none"> • Self-monitoring and completion of all training annually, including PDP. • Evaluates personal performance and plans self-development • Completion of new training and e-learning modules as required • Participates in the orientation of new and casual staff if requested by ANUM • Participates in and provides education to unit staff and students as requested by ANUM 	<ul style="list-style-type: none"> • Completion of mandatory training competencies and learning. • Participation in in-services, education, and Team meetings. • Completion of objectives outlined in Self-Development plan • Training of staff in relevant Clinical Pre-Admission activities and processes.
<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 and patients 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 	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions • Compliments to complaints ratios • Issues are escalated to the manager and resolved in a timely manner

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<ul style="list-style-type: none"> • Role model and actively promote a culture of high-quality patient care and experience by ensuring that solutions, practices and procedures (such as hourly rounding, leader rounding and bedside handover) are carried out with empathy and compassion 	
<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. Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace • 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"> • 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 • Mandatory training completed at agreed frequency

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Essential</p> <p>Registered Nurse or Enrolled Endorsed Nurse with:</p> <ul style="list-style-type: none"> • Nursing and Midwifery Board of Australia [NMBA] • Australian Health Practitioner Regulation Agency [AHPRA] <p>Desirable</p> <ul style="list-style-type: none"> • Relevant Post Graduate qualification

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Previous Experience	Essential <ul style="list-style-type: none"> Clinical skills relevant to the speciality (Grade 2) Desirable <ul style="list-style-type: none">
Required Knowledge & Skills	Essential <ul style="list-style-type: none"> Knowledge and commitment to Acts, Agreements and Epworth Healthcare directions, policies, procedures and staff code of conduct Knowledge and understanding of National Standards for Clinical Excellence and ACHS Accreditation Standards Solid computer skills Desirable <ul style="list-style-type: none"> Demonstrate role model behaviour Superior conflict resolution skills
Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours <ul style="list-style-type: none"> Compassion Accountability Respect Excellence 	Essential <ul style="list-style-type: none"> Belief in patient centred care Committed to providing a safe environment for patients & colleagues Professional work ethic Practices within the ethos of the Epworth HealthCare Values & Behaviours Desirable <ul style="list-style-type: none"> Self-motivated and self-directed

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
29/01/2025	29/01/2025	Fiona Flynn ANUM

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: _____