

1. General Information

Position Title:	Hospital Medical Officer (HMO) / Career Medical Officer (CMO)
Division/Department:	Epworth Richmond
Position Reports to:	Epworth Richmond HMO Manager Epworth Richmond & ICU Director (or delegate)
Enterprise/Individual Agreement:	Individual Agreement
Classification/Grade:	
Location:	Epworth Richmond
Employment Status:	Part-Time (0.82 FTE)
Resource Management (for Management positions only)	Nil
Number of Direct Reports:	Nil
Budget under management:	Nil direct financial accountability
Key Relationships - internal and external	<ul style="list-style-type: none">• Epworth Richmond: ICU Director, HMO Manager, ICU Consultants, ICU Senior Registrars, ADCS Critical Care & Cardiac Services• Epworth Richmond: Visiting Medical Officers (VMOs)• Epworth Richmond: Nursing staff, Allied health staff, and Ward staff.• Patients & families

2. Overview of Epworth HealthCare

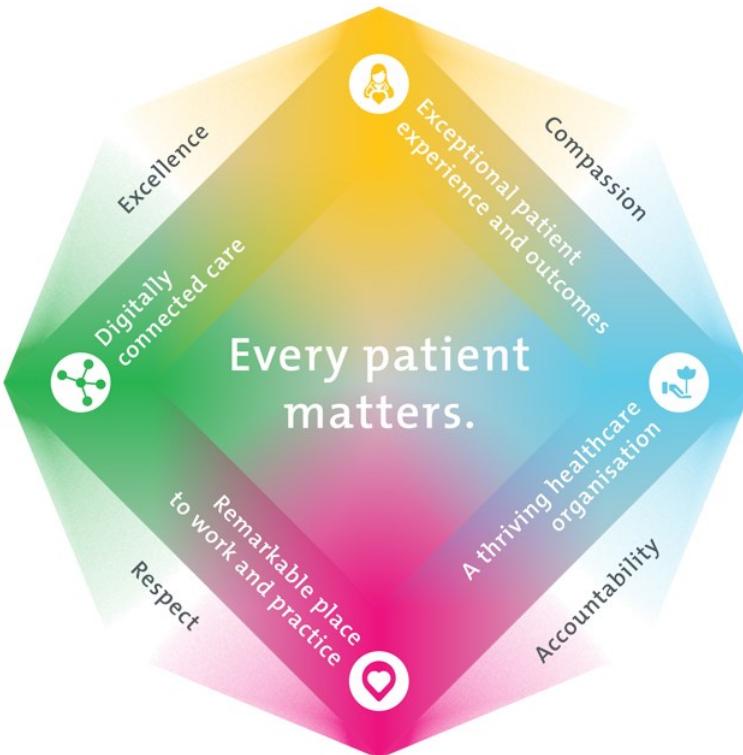
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our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

As a member of the Epworth Richmond HMO Team, you will liaise directly with treating specialists and other Epworth medical officers in the care of inpatients throughout the hospital. This includes participation in resuscitation of Met Call and Code Blue patients with the ICU Medical team and Liaison Nursing staff. You will gain experience in all specialties including orthopaedic, oncology, cardiac, neurology, neurosurgery, urology, general surgical, general medical and paediatric patients.

If you are successful in this role, you will be employed to work 5 shifts in a fortnight with a mixture of day and night shifts and weekends. Shift duration will be 12.5 hours of which the last 30mins will be for handover. Day shift will be 08:00 – 20:30hrs and night shift will be 20:00 – 08:30hrs.

Every day, you will have a significant influence on achieving our purpose to improve health outcomes and experience for every patient. At Epworth, every patient matters.

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.

Clinical Safety and Effectiveness	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.
Risk Management	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
HMO/CMO Responsibilities:	<ul style="list-style-type: none">• Managing MET CALLs with the ICU Liaison Nursing staff & if necessary requesting ICU SR (Senior Registrar) assistance as needed, and communicating with the treating VMO(s) directly• Assisting CODE BLUE patients with the ICU SR (Senior Registrar) and the ICU Liaison Nursing staff• Assisting/managing CODE BLUE Retrieval patients and assist in their transfer to the Emergency Department• Reviewing ward patients if requested by the VMO or the nursing staff if concerned, and communicating with the treating VMO(s) directly• Assessing patients following a fall with a head strike, significant impact, nursing concern, injury suspected, or VMO requests (Note: any significant fall warrants a MET CALL)• When an urgent radiological investigation / procedure is required for a patient, the correct process for ordering urgent radiology is that all requests for urgent radiology are to be communicated verbally from medical practitioners to the Radiologist / Radiology department at all times & to explain the urgency & to confirm the investigation / procedure has been booked urgently.• All strokes or possible strokes should have CODE BLUE activation and after further assessment, if necessary a CODE STROKE will be implemented as per the inpatient stroke pathway.

	<ul style="list-style-type: none">• The ward HMO has the support if necessary of the ICU consultant on-call for the day during working hours (0800 – 1800), & the ICU SR (Senior Registrar) after hours (1800 – 0800)
CLINICAL CARE:	<ul style="list-style-type: none">• 100% compliance with Epworth Richmond Mandatory eLearning Courses.• BLS: have completed BLS training in the last 2 years, either through Epworth Richmond or other training centres.• Desirable but not compulsory ALS training in the last 2 years, either through Epworth Richmond or other training centres.• Attend inpatients for medical / surgical clinical review on request from VMOs / Nursing staff.• Have a clear understanding of the patients' history and reason for hospitalisation.• Perform a good standard clinical examination.• Evaluate what the patient's problem may be and communicate with the treating VMO(s) regarding management.• Liaise and consult with patients, relatives, consultants and general staff.• Write timely, detailed, and concise progress notes with timelines.• Attend and assist the ICU team at Code Blue & Code Blue Retrieval calls.• Attend and assist the ICU Liaison Nurse at MET Calls.• Perform the following procedures after discussion with treating Doctors: IV cannulations, Urinary catheter insertion, NGT insertion & position check, Oxygen management, ABGs, ECGs, Blood sampling.• Assess patients following a fall with a head strike, significant impact, nursing concern, injury suspected, or VMO requests (Note: any significant fall warrants a MET CALL)• When any urgent radiological investigation / procedure is required for a patient, the correct process for ordering urgent radiology is that all requests for urgent radiology are to be communicated verbally from medical practitioners to the Radiologist / Radiology

	<p>department at all times & to explain the urgency & to confirm the investigation / procedure has been booked urgently.</p> <ul style="list-style-type: none"> • Complete notification of patient death in the medical record (but not write the death certificate which is the treating doctor's responsibility).
Communication	<ul style="list-style-type: none"> • Detailed and high quality communication with treating specialists. • Liaise and consult with patients, relatives, consultants, nursing, and allied health staff in the provision of care delivery. • Establish positive relationships with colleagues
Quality Improvement	<ul style="list-style-type: none"> • Strive to consistently improve service delivery and clinical practice • Provide suggestions, and feedback to HMO Director / ICU Director / Chair RRPDC (Recognising & Responding Patient Deterioration Committee) on quality activities. • Comply with all Epworth Richmond's clinical policies, protocols, & safe work procedures at all times. • Adherence to Infection Control principles in accordance with Epworth Richmond policies & procedures. • Adhere to Epworth Richmond's privacy policy at all times. • Comply with mandatory e-learning modules as per Epworth Richmond Guidelines.
Customer Service <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 	<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 • Completes leader rounding at agreed frequency • Issues are escalated to the manager and resolved in a timely manner

<ul style="list-style-type: none">• 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• 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
<p>Customer Service</p>	<ul style="list-style-type: none">• Patient and customer service satisfaction surveys within agreed targets

Position Description



Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.

Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.

- 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 (customers) expectations and issues

- Use AIDET principles in all interactions
- Issues are escalated to the manager and resolved in a timely manner

Safety and Wellbeing - Staff

Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace

- Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan

- Adhere to infection control/personal hygiene precautions
- Implement and adhere to Epworth OHS policies, protocols and safe work procedures
- Mandatory training completed at agreed frequency

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Essential</p> <ul style="list-style-type: none">• AMC-recognised Australian medical degree or completion of both parts Australian Medical Council (AMC) exams.• General registration with AHPRA.• PGY3 or greater. PGY2 may be considered depending on experience. Must have at least 2 years' experience in the Australian hospital system as an AHPRA (or equivalent) registered doctor. <p>Desirable</p>

Position Description



	<ul style="list-style-type: none">• Sound clinical knowledge, skills and experience in contemporary medical and evidence-based practice.• Ability to work as an effective member of a multidisciplinary team.
Previous Experience	<p>Essential</p> <ul style="list-style-type: none">• Experience in an acute medical care environment. <p>Desirable</p> <ul style="list-style-type: none">• Clinical experience/exposure to General Medicine, Emergency, Anaesthetics, and/or Intensive care is preferred.
Required Knowledge & Skills	<p>Essential</p> <ul style="list-style-type: none">• Compulsory BLS certification (courses also available at Epworth). <p>Desirable</p> <ul style="list-style-type: none">• Desirable but not compulsory ALS certification (courses also available at Epworth) in the last 2 years.
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	<p>Essential</p> <ul style="list-style-type: none">• Commitment to accountability, excellence and integrity. • Motivated to learn and grow through practical experience and teaching.

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):

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: