

Position Description



1. General Information

Position Title:	Hospital in the Home Coordinator
Division/Department:	Epworth@Home
Position Reports to:	Nurse Unit Manager – Hospital in the Home
Enterprise/Individual Agreement:	Epworth HealthCare Nurses and Midwives Enterprise Agreement 2024
Classification/Grade:	Clinical Consultant (CCA1-CCC2)
Location:	Epworth Richmond, Freemasons and Eastern
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	
Key Relationships - internal and external	Patients, Site Operations Managers, Hospital in the Home, VMOs, External referrers,

2. Overview of Epworth HealthCare

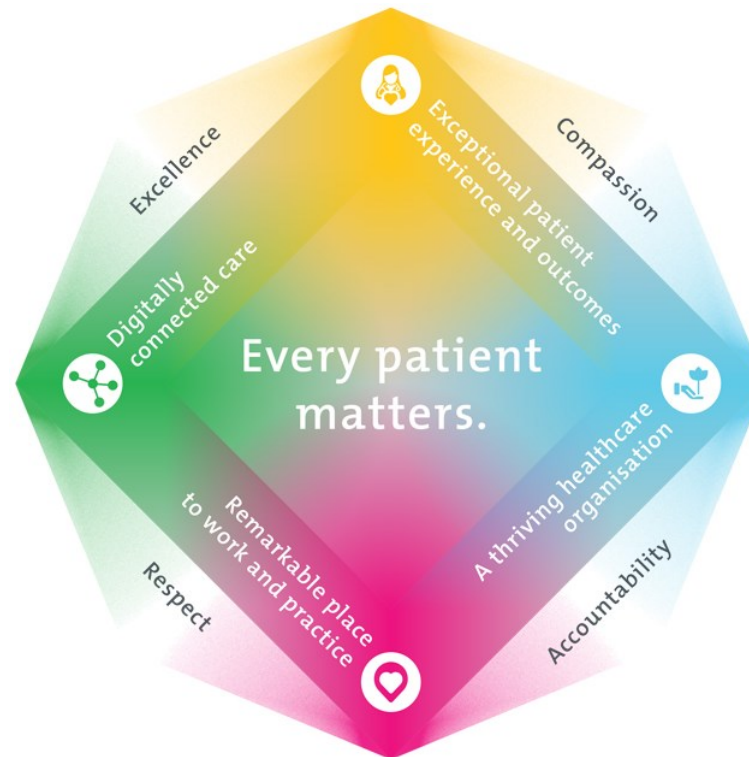
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our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

This Hospital in the Home (HITH) Coordinator role focuses on the patient journey into the HITH and Chemotherapy in the Home (CITH) services. This is to ensure patient-focussed, smooth transition from hospital inpatient bed to HITH, and Chemotherapy chair treatments to CITH.

The HITH Coordinator role will provide a key contact for referrers (internal and external), and will work closely with key operations leads at each Epworth site, and will provide support with clinical expertise by educating, guiding and advising members of the nursing and multidisciplinary team to ensure appropriate patients are referred and transferred through to HITH and CITH.

This role also encompasses the revenue component of HITH and CITH, with a strong knowledge of Health Funds required.

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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Clinical Expertise and Leadership • Oversee the patient journey and support the planning and coordination of transition from inpatient beds to HITH, and Chemotherapy Day Unit to CITH services. • Provide strong leadership and clinical expertise by educating, guiding and motivating members of the nursing and multidisciplinary team to ensure patients have a smooth journey into the HITH/CITH services • Act as a clinical role model by ensuring the highest standard of patient care and communication • Coordinate the transfer of patients from inpatient beds into HITH and chemotherapy treatment chairs into CITH, meeting bed occupancy requirements • In collaboration with the treating team, provide strong leadership and communication skills with patients and families • Contribute to the strategic objectives and development of integrated care in Epworth@Home services (HITH/CITH) • Recognise and respond to the need for professional growth	• Completion of mandatory competency requirements • Completion of annual performance review • Meeting length of stay targets / KPIs • Understanding of health service agreements and private health funding for at-home services
High Quality and Safe Patient Care • Develop and implement suitable quality activities that promote the appropriate use of HITH/CITH services • Active participation in ACHS accreditation process • Facilitate and ensure quality patient outcomes are achieved within an efficient and cost effective framework • Challenge current practices and lead organisation change towards improved patient outcomes • Actively promote and participate in research into best practice and innovation in complex planning and revenue improvement • Effective use of technology to develop tools to assist all aspects of the role, including but not limited to, patient outcome evaluation and patient education	• Quality outcomes • ACHS accreditation • Evidence in service improvement activities

Customer Centred Care 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. • 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 • 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	• Patient and customer feedback • Use AIDET principles in all interactions • Compliments to complaints ratios • Issues are escalated to the manager and resolved in a timely manner • Key stakeholder feedback • Quality indicators
Safety and Wellbeing To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students. • All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately	• 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

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	• Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes • Mandatory training completed at agreed frequency
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7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	Essential • Resigtered Nurse with Nursing and Midwifery Board of Australian Health Practitioner Regulation Agency (AHPRA) Desirable • Post graduate qualification
Previous Experience	Essential • Previous HITH or chemotherapy nursing experience
Required Knowledge & Skills	Essential • Demonstrated clinical expertise and experience in HITH and/or CITH, coordination of care needs • Evidence of commitment to patient/customer services, clinical governance, quality improvement • Positive role model to staff in terms of commitment to the delivery of high quality patient care • Strength in delivery of education to patients and clinicians • Awareness of the private health environment, particularly as it relates to documentation, access to HITH/CITH and private health funding arrangements • Knowledge and understanding of professional issues (pertaining to HITH/CITH) in nursing and healthcare system Desirable • Knowledge and understanding of the National Safety and Quality Health Service Standards and ACHS Accreditation program

Position Description



	Interpersonal Skills • Excellent interpersonal skills that inspire trust and confidence • The ability to communicate effectively with the multidisciplinary team • Ability to work autonomously and as part of a team • Demonstrated ability to build strong relationships and work collaboratively with peers and superiors • Demonstrated ability to focus on innovation through initiating and implementing improvements to service delivery, models of care, evidence based practice and practice development
Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours • Compassion • Accountability • Respect • Excellence	Essential • Strong customer focus to drive holistic patient-centred care and to provide support to carers and families • Ability to develop and maintain strong relationships

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: _____

Position Description



Print Name:

Date: