

JOB DESCRIPTION

Position: Clinical Improvement Manager

Reports To: Head of Clinical Services

Document Date: April 2019

Role Purpose:

The key responsibility of the role is to support the Head of Clinical Services to deliver the clinical strategy for Summerset. Tasks and responsibilities are assigned to the role in partnership with the Head of Clinical Services and the incumbent covers the Head of Clinical role during times of absence.

This role is the point of contact broadly within Summerset as the “go to” clinical person for input into clinical and operational decisions. The role includes line management and support for the National Care Centre Support Manager for Summerset.

Success in the role is demonstrated when the defined models of care are developed, implemented and monitored on a national level. Ongoing success is measured via a continuous improvement approach to ensure the model continues to meet the needs of the residents.

Key Result Areas:

1. Clinical Strategy Delivery - Project approach to systems development

- Accept assigned clinically related service development projects/tasks from the Head of Clinical Services
- Produce scoping documents and project plans as required
- Apply project methodology as relevant and appropriate to the scope of the work
- Identify and involve stakeholders in the assigned work to ensure successful uptake
- Adopt a continuous improvement approach to deliver and monitor success of assigned pieces of work.

2. Continuous Improvement Culture

High level complaints

- Manage high level complaints to ensure a robust root cause analysis is completed and a continuous improvement approach that ensures sustainable improvements are made for the resident, complainant and Summerset at a company-wide level
- Manage the relationship with complainants and external bodies in a manner that acknowledges their concerns and mitigates reputational risk for Summerset
- Prepare and finalise high calibre response letters
- Ensure improvements from complaints are implemented and where feedback to the complainant is required this is delivered in a timely manner
- Analyse complaint trends and provide input into monthly and quarterly reports
- Actively participate in the quarterly clinical quality improvement forum for Summerset including assisting with development of reports, presentations, agendas and minutes.

Proactive clinical KPI monitoring and balanced score card approach

- Monitor clinical quality indicators across all established and developing care facilities to identify emerging trends and clinical risk for residents
- Raise awareness of trends and issues to appropriate clinical and operational team members and provide advice and support on corrective actions to mitigate risk
- Assist the Head of Clinical Services in providing quality benchmarking analysis and circulate throughout the group to promote quality improvements
- Work in strong partnership with the Learning and Development Manager to ensure effective clinical training programmes are in place for key aspects of the models of care and the evolving clinical strategy
- Proactively elevate issues and risk to the Head of Clinical Services along with a recommended action plan to address.

Oversee the risk and quality framework

- Oversee Summerset's risk and quality framework ensuring that it is for purpose within both New Zealand and Australia as required
- Work with Regional Quality Managers to ensure an annual internal audit programme is developed each year, with results reported through to the Operations and Clinical Steering Committee
- Review the internal audit tool(s) to ensure it remains fit for purpose and addresses any emerging risk, new legislative requirements and/or best practice developments.

3. Clinical Policy Development and Review

- Central point of contact for clinical policy development and review for Summerset
- Co-ordinate with the Business Improvement team the routine review of clinical policies
- Identify the need for new clinical policy development and elevate to the Head of Clinical Services
- Ensure appropriate assignment of clinical policy review/development to the person or people with the appropriate skills and knowledge
- Ensure clinical policies are developed with an evidence based approach.
- Ensure that external information sources that are supported and validated by Summerset are maintained and incoming information is distributed appropriately such as Lippincott, VCare or Medimap as examples.

4. National Care Centre Support Manager – Support and Coordination

- Provide line management support and leadership to National Care Centre Support Manager role(s)
- Assess the risk to care centres when vacancies arise or leave periods are planned and assign relief resources appropriately supported by effective and clear communication with Summerset Operations team
- Apply innovative thinking to ensure the best use of resource to minimise risk and to ensure a capacity building approach when relief care centre roles are covering care centres
- Ensure continuous quality improvement opportunities are realised as a result of the relief staff supporting the care centre and effective handover is achieved to incoming staff
- Ensure staff in relief care centre roles are supported and professional development plans are in place.

5. Other

This job description includes the main duties and responsibilities of the Clinical Improvement Manager however you will be required to do other tasks and duties that would reasonably fall within responsibilities and skills of the role, at the request of your manager.

Health and Safety

Be a proactive contributor to ensuring the health and safety of our people, our customers, our contractors and our residents. This includes conforming to Summerset's safety culture expectations of an environment of zero-harm and compliance with health and safety policies and procedures.

Competencies, Qualifications and Attributes

- Current NZNC practising certificate with minimum of five years' post-graduate experience
- Relevant experience in the care of older people
- Knowledge of the health system an advantage
- Demonstrated skills in project management methodology and implementation of new systems and processes
- Demonstrated experience in policy and procedure development in the health environment
- Proven high level of computer literacy including policy and procedure formatting, Excel, Word, PowerPoint and formulation of graphs and tables
- Experience in dealing with complaint investigation and resolution
- Knowledge of aged care standards, compliance and strong skills in continuous improvement
- Excellent interpersonal/communication skills
- Strong leadership skills and an ability to communicate rationale and drive uptake for change
- Ability to identify risk and resolve problems
- Strong team approach to working
- The ability to think strategically and articulate concepts and ideas
- High level of integrity combined with energy and drive
- Bi-cultural awareness and the ability to adhere to the principles of the Treaty of Waitangi



- Strong ability to manage key relationships with both internal and external stakeholders in a manner that builds confidence in the Summerset brand
- Ability to recognise and manage risk to all aspects of Summerset business.

Key Relationships

To develop and maintain excellent relationships with a wide range of stakeholders:

- General Manager Operations
- Business Improvement team
- Head of Villages
- Clinical services team
- Operations and Village Managers
- Care Centre Managers
- Clinical Nurse Leaders
- All site staff
- Head office roles
- Ministry of Health officials (HealthCert)
- DAA (for HDSS and RVA compliance)
- New Zealand Aged Care Association - National and Wellington.

Dimensions

Nil operational or capex budgets

Direct Reports

National Care Centre Support Manager(s)