

Position Description

| | |
|------------------------|---|
| Position Title | General Practice Liaison/Clinical Advisor |
| Service Group | Chief Operating Officer (COO) |
| Team | Service Improvement Unit |
| Reports to | Clinical Director of Innovation and Improvement |
| Direct Reports | None |
| Authority Level | No delegations |
| Issue Date | June 2019 |
| Approved By | |

The Bay of Plenty District Health Board

The District Health Board's fundamental purpose is to work to improve, promote and protect the health of the whole population within its district, and to promote the independence of people with disabilities, within the resources allocated to it.

Vision: Healthy, thriving communities.
Mission: Enabling communities to achieve
Our Values: Compassion, All-one-team, Responsive, Excellence



The Bay of Plenty District Health Board (BOPDHB) is committed to the Treaty of Waitangi principles of Partnership, Participation and Protection, and to meaningful engagement in decision-making with Tangata Whenua at strategic, operational and service levels.

Delivering this commitment is through: the implementation of our He Pou Oranga Tangata Whenua Determinants of Health framework: respect for and promotion of our Kawa and Tikanga Māori; ensuring cultural safety; seeking to eliminate disparities in health between Māori and Non Māori.

All staff have a part to play in this commitment.

Primary Purpose

To support BOPDHB to meet the New Zealand Triple Aim (improved quality, safety and experience of care; improved health and equity for all populations; best value for public health system resources) through innovation across the whole of the healthcare system.

The General Practice Liaison will bridge organisational boundaries providing clinical advice and leadership. Working with clinicians and managers from both primary and secondary care the GPL will seek opportunities to redesign local healthcare models to best serve the Bay of Plenty population.



| Key Responsibilities | Outcomes |
|--|---|
| 1. Support innovation and improvement | 1.1 To act as a catalyst for innovation and improvement 1.2 Support projects delivered under the banner of Bay Navigator 1.3 To empower others to lead and deliver quality improvement work. 1.4 BOPDHB innovation projects are published and presented regionally, nationally and internationally |
| 2. To provide clinical advice and guidance to BOPDHB departments - Planning and Funding / Quality and Patient Safety / Provider Arm Services | 2.1 To respond to requests for clinical advice 2.2 To deliver the objectives of the integrated healthcare strategy |
| 3. Facilitate the delivery of quality improvement projects in key strategic areas as defined in the BOPDHB annual plan | 3.1 Ensure that innovation is focused on areas prioritised within the annual plan 3.2 Projects are delivered with key outcomes measured in order to demonstrate value added |
| 4. To act as a conduit for communication between healthcare providers | 4.1 To receive and process feedback in particular between general practice and specialist providers 4.1 To promote effective relationships |

Key Relationships

| Internal | External |
|---|--|
| <ul style="list-style-type: none"> • Service Improvement Unit • Chief Operating Officer • General managers for Planning and Funding/Quality and Patient Safety/Information Management • Clinical workforce particularly Senior Medical Officers | <ul style="list-style-type: none"> • General Practice • Primary Health Organisations • Non-governmental organisations (NGOs) healthcare providers • Other DHBs particularly in the Midland Region • Other organisations supporting healthcare delivery such as BPAC |



Person Specification

| | Essential | Desirable |
|----------------|--|---|
| Qualifications | <ul style="list-style-type: none"> Registration with a clinical professional body e.g. NZMC | |
| Experience | <ul style="list-style-type: none"> Working within the healthcare sector in New Zealand The ability to work in a multidisciplinary team The ability to be able to engage and motivate others | <ul style="list-style-type: none"> Clinical general practice experience Leadership experience and/or training A knowledge of improvement methodology |
| Values | <ul style="list-style-type: none"> Demonstrates behaviours consistent with the BOPDHB values. | |

You agree to demonstrate flexibility and a willingness to perform a variety of tasks to promote and support BOPDHB initiatives.

You are required to meet the Health and Safety at Work Act 2015 requirements as set out in the BOPDHB Health and Safety policies and protocols. This includes completing successfully any health and safety training provided by the BOPDHB.

You are required to maintain a standard of health which will allow for the performance of all duties and functions of the position. All BOPDHB sites are smokefree environments.

Health Practitioners Competence Assurance Act 2003

1. You are required to maintain your current competency based practicing certificate.
2. You must notify your Manager of any changes to scope or conditions on practice (determined by Regulatory Authority).
3. You must complete the requirements of any competency programme.
4. You must notify your employer of concerns relating to the risk of harm to the public of another health practitioner practicing below the required standard of competence.
5. Know the provisions of the HPCAA as the governing legislation.

Vulnerable Children Act 2014

Due to this position having contact with children and the BOPDHB's commitment to child protection, you will be subject to 'safety checks' under the Vulnerable Children Act at the time of hire and thereafter as per the relevant legislation.

Position Holders Declaration

I certify that I have read, understand, and agree to this position description.

Name: _____

Signature: _____

Date: _____





**Attitudes and behaviours
We want to see**

**Outcome
Everyone we come into
contact with will feel...**

**Attitudes and behaviours
We don't want to see**

C Compassion

Cares about other people. Has empathy and understanding. Is calm and reassuring. Protects people's dignity.

Treats everyone with respect regardless of their views, role or background. Value differences. Culturally competent.

Notifies, acknowledges and appreciates people's efforts and achievements, gives praise, making people feel valued.

Cared for and respected

**Treated with respect
and cultural sensitivity**

Valued and engaged

Is rude, bullies, intimidates or humiliates. Creates anxiety. Doesn't act if someone's dignity is suffering.

Disrespectful, judgmental, makes assumptions about people. Gossips or talks behind people's backs. Rough behaviour.

Criticises people's efforts, takes people for granted, makes people feel undervalued, belittled or inadequate.

A All-one-team

Shares knowledge and information openly and honestly, clearly explains and updates people on what's happening.

Takes time to listen to others, is interested in their views. Invites people to ask questions and share concerns or ideas.

Involves patients, whānau and colleagues as equal partners. Builds teams and relationships to achieve the best outcomes.

Clear about what's happening

Listened to

Involved in a partnership model

Withholds knowledge and information, leaves people confused or in the dark.

Doesn't listen, talks over people, dismisses or puts people down, makes decisions without consultation.

Doesn't trust or involve people in things that affect them. Excludes, overrides, micro manages.

R Responsive

Friendly, polite, approachable, warm. Introduces themselves. Creates a happy environment. Smiles when appropriate.

Shows kindness. Is attentive to people's needs, supportive, helpful and willing. Often goes the extra mile for people.

Respects people's time. Plans ahead and co-operates so things run smoothly. Looks for efficient ways of doing things.

Positively welcomed

**Supported, so they would want
to be cared for or work here**

**We are flexible and efficient,
and use resources wisely**

Ignores people, snappy or aggressive tone of voice or behaviours, 'rushing' and saying "I'm too busy".

Passes the buck, says "it's not my job", unsupportive, does not take responsibility and leaves work for others.

Often late. Leaves people waiting unnecessarily or puts people under pressure with unrealistic timeframes.

E Excellence

Chooses to take a positive, will-do attitude. Looks for solutions. Uses positive words and actions to good effect.

Aims for the best results, always learning, developing skills, knowledge, and ways of doing things, and helping others to.

Consistently follows agreed, safe, best-practice.

Seeks, welcomes and gives constructive feedback, speaks up when they have a concern, coaches others' behaviour.

**Part of a positive culture
of high achievement**

Things are always improving

Safe

**We are role models who
are open to feedback**

A negative attitude, often moaning, complaining or grumpy. Focuses on problems.

Assumes they know best, resists change, not interested in learning or developing. Happy with 'good enough'.

Inconsistent, cuts corners, closed to new evidence.

Blames. Closed to feedback. By not speaking up about poor behaviour or unsafe practice they condone it.

