

## Position Description | Quality Manager

### REPORTING

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| <b>Reports To</b> | Clinical Services Manager |
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### PURPOSE

- To be responsible for the efficient and effective coordination of the Quality Management system and to work collaboratively with the Management Team in developing new approaches to continuous quality improvement.
- To ensure Kensington Private Hospital complies with the Privacy Act.

### SKILLS

| Essential Skills  | Highly Desirable Skills  |
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| <ul style="list-style-type: none"> <li>• A registered health professional.</li> <li>• Previous surgical or perioperative experience.</li> <li>• Ability to work effectively within a multidisciplinary team.</li> <li>• Ability to prioritise workload and meet set timelines, whilst working under minimal supervision.</li> <li>• Ability to be creative, innovative and flexible when approaching issues within the hospital setting.</li> <li>• Excellent communication and customer service skills.</li> <li>• Computer literate.</li> </ul> | <ul style="list-style-type: none"> <li>• A background in quality management.</li> <li>• Leadership experience.</li> <li>• An interest in professional development education.</li> <li>• An interest in project management.</li> <li>• A background in change management activities.</li> </ul> |

| <b>KEY RELATIONSHIPS</b> |  |
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| <b>Internal</b>          | <ul style="list-style-type: none"> <li>Senior Leadership Team</li> <li>Senior Clinical Staff</li> <li>Theatre Coordinator</li> <li>Recovery Team Leader</li> <li>Admissions Team Leader</li> <li>CSSD Team Leader</li> <li>Support Services Team Leader</li> <li>Lead Anaesthetic Technician</li> <li>Clinical Nurse Educators</li> <li>Building &amp; Facilities Manager</li> <li>Infection Prevention Coordinator</li> <li>Clinical Staff</li> <li>Non Clinical Staff</li> </ul> |
| <b>External</b>          | <ul style="list-style-type: none"> <li>Ministry of Health</li> <li>Health Quality &amp; Safety Commission</li> <li>Office of the Health &amp; Disability Commissioner</li> <li>Office of the Privacy Commissioner</li> <li>Care Connect</li> <li>Medical Specialists</li> <li>Trimbey Healthcare Consulting</li> </ul>   |

## KEY ACCOUNTABILITIES

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| <p><b>Quality Management, Culture and Improvement</b></p> | <ul style="list-style-type: none"> <li>• Provide effective leadership in Quality Management.</li> <li>• Maintain and administrate the Quality Management system (LogiQC).</li> <li>• Identify and communicate trends to management.</li> <li>• Develop and support continuous quality improvement activities at an organisational level to assist, evaluate, analyse and improve work processes and outcomes ensuring the participation of other employees.</li> <li>• Review risks as thresholds are reached.</li> <li>• Contribute to and assist with risk mitigation and controls.</li> <li>• Oversee quality initiatives ensuring compliance with MOH Certification requirements.</li> <li>• Coordinate and participate in internal and external audits as appropriate.</li> <li>• Provide input into the development, management and review of policies, procedures and clinical work instructions.</li> <li>• Champion the quality management system (LogiQC) providing training and support.</li> <li>• Organise and chair quarterly quality meetings.</li> <li>• Lead project group meetings, coach and support project group members to fulfill their role within each project. Assist with the communication and dissemination of improvements that the project team develop.</li> <li>• Be part of the orientation process for new staff as required.</li> <li>• Prepare and submit data for 6-monthly bench marking for the NZPSHA.</li> <li>• When assigned, completes special projects and performs other related duties according to agreed upon goals and parameters.</li> </ul> |
| <p><b>Privacy Officer</b></p>                             | <ul style="list-style-type: none"> <li>• Maintains comprehensive personal knowledge of the Privacy Act 1993, the Health Information Privacy Code 1994, and Right 2 of the Health and Disability Services Consumers' Rights.</li> <li>• Ensure current copies of the relevant acts, codes and regulations are available at Kensington Private Hospital.</li> <li>• Reviews policies and procedures in accordance with the regulations, to guide the team on protection of privacy and confidentiality at Kensington Private Hospital.</li> <li>• Participates in the orientation and ongoing education of the Kensington Private Hospital staff as required.</li> <li>• Undertake Privacy Audits in align with our internal audit schedule.</li> <li>• Make recommendations for any improvements identified.</li> <li>• Participates in investigations of any Privacy incidents and/or complaints.</li> <li>• Assists with patient requests as required for release of medical records and body parts.</li> </ul>   |

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| <b>Patient/Customer Service</b> | <ul style="list-style-type: none"> <li>• Ensure high standards of clinical care are delivered to all patients.</li> <li>• Recognise, respect and demonstrate an understanding of cultural differences, the application of Treaty of Waitangi principles, and the requirements of the Privacy Act.</li> </ul>   |
| <b>Financial/Business</b>       | <ul style="list-style-type: none"> <li>• Identify areas of business improvement and facilitate the implementation of new initiatives.</li> <li>• Actively participate in the management of the hospital, attending Management, Quality and Infection Prevention meetings.</li> <li>• Proactively embrace new information technology to improve clinical and business practice.</li> <li>• Maintain effective financial control, managing budgets and contributing to organisation-wide financial initiatives</li> </ul>  |
| <b>Health and Safety</b>        | <ul style="list-style-type: none"> <li>• Maintain a safe and appropriate work environment, engage in safe workplace practices, and manage health and safety for reporting staff and others. Report accidents, risks and incidents as they arise.</li> </ul>  |
| <b>General</b>                  | <ul style="list-style-type: none"> <li>• Upholds and promotes the Company values, house rules, policies and procedures.</li> <li>• Recognises and respects cultural differences and the application of Te Tiriti o Waitangi principles with the intent of enabling access and improving health outcomes for Māori and Pacific Island patients, and increasing cultural diversity within our workforce.</li> <li>• Ensure compliance with the Privacy Act and Privacy policy.</li> <li>• Be proactive in recommending quality improvement initiatives.</li> </ul> |
| <b>Personal Development</b>     | <ul style="list-style-type: none"> <li>• Participates in the hospitals performance development process.</li> <li>• Attend educational opportunities and keep abreast with national trends around best practice.</li> <li>• Actively participate in relevant professional organisations.</li> <li>• Maintain a personal PDRP portfolio.</li> </ul>  |

## DELEGATED AUTHORITIES

- None