

Position Description | Te whakaturanga ō mahi

Te Whatu Ora | Health New Zealand

Title	National Clinical Lead Quality and Patient Safety		
Reports to	Chief Clinical Officer		
Location	Flexible		
Department	National Clinical Leadership		
Direct Report	5	Total FTE	5
Budget Size	Opex		Capex
Delegated Authority	HR		Finance
Date	April 2023		

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Te Mauri o Rongo – The New Zealand Health Charter

Te Mauri o Rongo is currently being finalised – this section provides an overview of anticipated content. In order to guide the culture, values, and behaviour expected of the health sector, Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

Wairuatanga	The ability to work with heart	“When we come to work, we are able and supported by others to be our wholeselves. When we return home we are fulfilled”.
Rangatiratanga	Ensuring that the health system has leaders at all levels who are here to serve	“As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all”
Whanaungatanga	We are a team, and together a team of teams	“Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora”
Te Korowai Manaaki	Seeks to embrace and protect the workforce	“The wearer of the cloak has responsibility to act/embody those values and behaviours”

About the role

Te Whatu Ora is New Zealand’s single largest employer and employees the majority of clinically qualified individuals in the Health sector and clinical leadership is integral to the organisation’s mission to deliver the highest standard of healthcare to all New Zealanders. The national Clinical team are responsible for the distributive multidisciplinary clinical leadership model across Te Whatu Ora. This includes the professional leadership of approximately 50,000 employed clinical staff and clinical governance, including clinical quality and safety, of services provided to patients and whanau across both the organisation and the wider funded Health sector. The Clinical function works in partnership with Te Whatu Ora’s delivery and enabling business groups to ensure the provision of clinical leadership in partnership with business group leaders at local, regional and national levels and the leadership of clinical networks.

The National Clinical Lead Quality and Patient Safety is responsible for providing professional leadership for all Quality and Patient Safety, working in collaboration with the clinical leads and the Chief Clinical Officer to ensure the delivery of safe, high quality patient care to achieve Te Whatu Ora goals. The National Lead Quality and Patient Safety is responsible for ensuring that Quality and Patient Safety is at the forefront of all care delivered by Te Whatu Ora.

The National Clinical Lead Quality and Patient will work in partnership with Te Aka Whai Ora and the other Te Whatu Ora professional leaders, Te Tāhū Hauora Health Quality and Safety Commission and Manatū Hauora Ministry of Health.

- As a member of the Clinical Services Directorate, the National Clinical Lead Quality and Patient Safety will assist in formulating and supporting Te Whatu Ora’s future direction whilst holding accountability for the development and implementation of the strategy, policy and frameworks for the delivery by clinicians of high quality outcomes against the patient safety and quality indicators set by Te Whatu Ora

- The National Clinical Lead Quality and Patient Safety will provide leadership for the development and implementation of sustainable strategic and operational plans which enable Te Whatu Ora to deliver effective, and affordable, high quality and safe care to its patients, meet its performance targets and objectives and build a high performing and engaged organisation
- Role model Te Whatu Ora values and provide effective leadership both within the organisation and throughout the wider health and within the intersectoral partnership environment

Key Result Area	Expected Outcomes / Performance Indicators – Position Specific
	<ul style="list-style-type: none"> • In partnership with clinical and operational leaders across the Te Whatu Ora Delivery functions be accountable for the development and implementation of the strategy, policy and frameworks for ensuring the quality, safety, effectiveness and appropriateness of overall clinical service provision • Support the leadership, development and implementation of sustainable strategic and operational plans and policies which enable Te Whatu Ora to achieve its local, regional and national performance targets and objectives • Role model Te Whatu Ora values and ensure the implementation of exemplary standards of leadership and management across Te Whatu Ora which result in high levels of staff engagement and effective and efficient use of all resources • In collaboration with Improvement and Innovation identify and support service innovation initiatives that lead to improvements in patient care and operational efficiency and effectiveness • Facilitate and support effective regional coordination of quality and patient safety activities • Contribute as a member of the National Quality Forum and the National Clinical Governance Group • Provide regular reporting to the Clinical Quality Assurance Committee of Te Whatu Ora Board • Ensure that Te Whatu Ora plans and practises are appropriately informed by and linked to international, national and regional standards, activities and initiatives • Encourage, foster and support a system wide multi-disciplinary and collaborative approach to the management and development of quality and patient safety activities

Key Result Area	Expected Outcomes / Performance Indicators – Position Specific
Functional Accountabilities	<ul style="list-style-type: none"> • Provide leadership for Quality and Patient Safety to motivate, enable and ensure that patient care is enhanced through continued quality improvement and patient safety across programs • Provide leadership for Quality and Patient Safety across Te Whatu Ora, managing the Regional Quality and Patient Safety leads to collaboratively ensure robust Nationwide, Regional and District Quality and Patient Safety processes to enhance the quality and safety of care provided • Enable the Quality and Patient Safety regional leaders to develop Quality and Patient Safety systems and processes that provide consistency across Te Whatu Ora whilst maintaining flexibility that meets specific regional, district or locality needs • Lead the integration of Quality and Patient Safety with the Regional Quality and Patient Safety leads as a key component of Clinical Leadership and Governance across Te Whatu Ora • As a member of the National Clinical Leadership team, lead the quality and patient safety component in the Te Whatu Ora clinical governance framework • Promote, lead and participate in an organisational culture of interdisciplinary collaboration and quality improvement that is committed to learning from complaints, incidents, audit, research and development and consumer engagement to continuously improve the quality of services and patient experience • As part of Te Tiriti of Waitangi and the partnership with Te Aka Whai Ora, focus on improving equity through service planning, funding and delivery so there are measurable reductions in health inequities in conjunction with Māori Health and other relevant parties • Where appropriate provides advice on all aspects of Quality and Patient Safety matters • Maintain a strategic overview of the development of Quality and Patient Safety education • Contribute to the management of investigations of a Quality and Patient Safety nature including as those arising from complaints and/or adverse events where patients are involved, including Health and Disability Commissioner, the Coroner and the Privacy Commissioner • Build good relationships and use networks within and across the service and organisational boundaries to influence and engage others to bring about change

Key Result Area	Expected Outcomes / Performance Indicators – Position Specific
General Accountabilities	<ul style="list-style-type: none"> • Maintain a strict sense of professional ethics, confidentiality and privacy, and abide by Te Whatu Ora Code of Conduct
Key Result Area	Expected Outcomes / Performance Indicators – All Te Whatu Ora Leaders
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes • Demonstrates awareness of colonisation and power relationships • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery • Willingness to personally take a stand for equity • Supports Māori-led and Pacific-led responses
Culture and People Leadership	<ul style="list-style-type: none"> • Model values and leadership behaviours as expected by Te Whatu Ora • Lead the development of a positive team culture creating a “team of teams”, nurture and develop our team to make them feel valued • Contribute to the development of the culture of Te Whatu Ora in line with expectations outlined in Te Mauri o Rongo (the Health Charter, once developed), ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained and strengthened • Prioritise developing individuals and the team so Te Whatu Ora has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others • Provide leadership that shows commitment, urgency and is visibly open, clear and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally • Implement and maintain People & Culture strategies and initiatives that support an environment where employee experience, development and performance drive achievement of the organisation’s strategic and business goals

Innovation & Improvement	<ul style="list-style-type: none"> • Lead a team culture that embraces new ideas and where individuals at all levels bring their ideas on how to 'do it better' to the table • Model an agile approach – tries new approaches, learns quickly, adapts fast • Develops and maintains appropriate external networks to support current knowledge of leading practices
Collaboration and Relationship Management	<ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same • Work with peers in Te Aka Whai Ora Māori Health Authority and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services
Health & safety	<ul style="list-style-type: none"> • Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives • Taking all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes • Lead, champion, and promote continual improvement in health and wellbeing to create a healthy and safe culture
Compliance and Risk	<ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware

Relationships

External	Internal
<ul style="list-style-type: none"> • Private, primary and community quality and patient safety leaders • Te Aka Whai Ora • Manatū Hauora • HDC, Coroners, HQSC • Government and public sector agencies 	<ul style="list-style-type: none"> • Quality and Patient safety leaders • System Improvement and Innovation QI staff • Members of the Office of the Chief Clinical Officer • Te Whatu Ora Delivery Directorates' clinical and operational leadership

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| <ul style="list-style-type: none"> • International health quality related bodies | <ul style="list-style-type: none"> • Clinical Governance groups • National and regional clinical networks • CE Office including Legal • ELT • Board and Board subcommittees |
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About you – to succeed in this role

You will have

Essential:

- A relevant undergraduate and/or postgraduate clinical qualification e.g. nursing, medical, allied health
- A current practising certificate with a New Zealand professional Healthcare registering authority or international equivalent
- At least 5 years leadership experience in either the New Zealand health sector or comparable public health system in Healthcare Quality and Patient Safety
- Demonstrated experience/understanding in the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role

Desired:

- A relevant postgraduate qualification e.g. Risk Management, Quality and Patient Safety, RACMA
- Have experience of working with Ministers and the media

You will be able to Essential:

- Use your initiative, being flexible and positively contributing to the whole team
- Thrive on pulling together clear ideas and conclusion from complex technical information; then communicating these in a manner that is understood by the audience.
- Able to use your well-developed written and oral communication skills to persuade and influence
- Manage relationships at all levels and across organisations
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance

- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities
- Demonstrate a strong drive to deliver and take personal responsibility
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.