

Position Description

Registered Nurse, Acute Demand

Reports to

Team Leader Acute Demand

Business Area

Acute Demand Community Nursing

Position Purpose:

The Acute Demand Programme is an umbrella term for a number of services Canterbury wide and is internationally recognised as a model of care.

The main aim of Acute Demand is to provide community-based care for the following types of patients:

- Those at risk of presentation to the Emergency Department.
- Those who would otherwise require admission to hospital.
- Patients who can be discharged from hospital sooner with the support of Acute Demand

There are 2 branches of the Acute Demand Team based at the 24-Hour Surgery:

- The Acute Demand Nurses who deliver community-based nursing care as well as treating patients in our designated clinic at the 24-Hour Surgery.
- The Acute Demand Co-ordination Service which receives and actions all referrals and requests for Acute Demand services across Canterbury.

Both teams work very closely together in a friendly supportive environment whilst working towards the joint goal of providing high quality care for patients within the Canterbury Region.

Dimensions

Direct reports: Acute Demand Nursing Team Leader

Budget responsibility: Registered Nurse Acute Demand Nursing/Coordination has no budget responsibility.

Key Relationships

Internal:

- Nursing Team Leaders: Acute Demand, Observation Unit and Acute Care
- RNs- Acute Demand, observation unit, after-hours & acute and fracture areas
- Medical Director, Acute Demand
- SMO Acute Demand
- Clinical Nursing Leader
- Operations Manager
- Clinical Director 24 Hour Surgery
- Facility Assistants
- Medical Officers/ General Practitioners
- Receptionists
- Support Staff
- Director of Nursing, Pegasus Health

External:

- St Johns Ambulance
- Liaison Nurse, Acute Demand Liaison Services
- General Practice teams
- Christchurch Hospital Staff
- Pacific Radiology
- Canterbury Health Laboratories
- District Nursing Teams
- Other Support services

Key Responsibilities

Customer service excellence and relationship management

- Has a strong customer service focus and willingness to “go the extra mile” to meet the requirements of the practice.
- Delivers a responsive and efficient nursing service by developing strong relationships with Pegasus staff, general practice teams and other healthcare providers.
- Shows strong listening and sensing skills with patients.
- Communication is clear and open and confidentiality is always maintained.
- Acts as a role model for professional behaviour in all working relationships.

	<ul style="list-style-type: none"> Communicates proactively with patients, medical colleagues and general practice teams in a professional and a timely manner. Process issues are diagnosed and treated. Any complaints from patients are responded to promptly following current processes.
To provide a high standard of professional nursing practice that is contemporary and patient focused	<ul style="list-style-type: none"> Nursing practice is safe, meets current regulation requirements, and is effective and responsive to the needs of the patients and their families / whanau. The Nurse coordinator will provide advice to referrers on treatment options and triage patients to appropriate services within the wider acute demand network. Working collaboratively with general practice teams, hospital, ambulance, and community services around short term care planning and available treatment options The Nurse coordinator will work closely with the Acute Demand Liaison Nurses based in hospital around supported discharge for appropriate patients Up to date knowledge and clinical skills are used to oversee nursing processes and ensure quality patient care is implemented using best practice. Demonstrates a responsive and supportive attitude to patients by evaluating the client's response to interventions / treatments and monitors decisions, taking remedial action as necessary. Competent in nursing assessment and monitoring the condition of patients. Certified in emergency protocols including NZRC ACLS Core Advanced. Competent in managing a wide range of patient conditions across all age ranges.
Communication To ensure information is conveyed fluently and accurately.	<ul style="list-style-type: none"> Shows strong interpersonal communication skills. Communicates effectively throughout the patient journey with all providers during an episode of care. Acts as a role model for professional behaviour in all working relationships. Communication is clear and open, and confidentiality is always maintained. Constructive communication with other team members contributing to a consistently high standard of professional nursing practice. Respect and sensitivity towards patients, their families and other members of the team, is developed and maintained.
Collaboration / Professional Practice to support regular meetings with all members of the team and other key people who are involved in the delivery of patient care.	<ul style="list-style-type: none"> Attends where possible regular briefings and meetings that take place with the team members. Takes responsibility for contributing to team meetings and clinical development as part of the team.
Continuous Improvement / Quality	<ul style="list-style-type: none"> Contribute to the ongoing development of policy and procedures. Complaints, incidents and hazards are effectively reported and managed as per Pegasus Health policies and procedures.
Self-Development	<ul style="list-style-type: none"> Takes responsibility for personal development and continually develops own professional expertise.
Information Security	<ul style="list-style-type: none"> Understand and comply with Pegasus Health's information security policies. Support continuous improvement to our information security policies and procedures.

Health and Safety

- Comply with responsibilities under the Health and Safety at Work Act 2015.

The tasks defined above are indicative and may change from time to time as the needs, priorities and objectives of the company change. Accordingly, the position will undertake any other tasks and duties as agreed from time to time with your manager subject to provision of appropriate training.

Qualifications and Technical Skills:

Essential

- Advanced nursing assessments, Phlebotomy, IV therapy, Cannulation, ECG taking, wound management, subcutaneous therapy, Catheterisation and ACLS. Some specific skills training may be undertaken as part of the Orientation/Induction period.
- Computer literacy including ability to work with patient management systems and data bases.
- Registered Nurse with current APC
- At least five years post graduate experience spanning a broad range of clinical practice
- Knowledge and understanding of research findings to support evidence-based practice

Personal Attributes:

- Well-developed problem solving and analytical skills i.e. willingness to develop new approaches to caring for people with chronic illnesses who require additional support at home during mild acute exacerbations.
- A commitment to the philosophy of the acute demand focus of enabling people to be cared for in their community and empowering people to take more responsibility for their own health including an understanding of disability issues.
- A demonstrated team player.
- Flexible, adaptable and embraces change
- Well-developed written and verbal communication skills and a demonstrated ability to relate to a wide range of healthcare professionals. Demonstrates a commitment to quality.
- An understanding and sensitivity to other cultures.
- Well-developed written and verbal communication skills.
- Demonstrates a commitment to quality.
- An understanding of vulnerable patient's needs.

Te Tiriti O Waitangi

Pegasus Health is committed to Te Tiriti O Waitangi and the application of its principles and intent.

Our Purpose

That all people living in Canterbury lead healthy lives

Our Role

Together making Canterbury the best place to receive and provide primary care

Pegasus Values

Our values guide how we interact with people within and outside of Pegasus. Our people, purpose, values and culture ensure we work successfully with communities, partners and each other and make us Pegasus Health. **Manaakitanga** underpins everything we do.

- We are **inclusive** every voice is important to us
 - We act with **integrity** doing what is right
 - We **connect**, together we succeed
 - We **strive** for better everyday
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