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| **THE HASTINGS HEALTH CENTRE**  **JOB DESCRIPTION – DOCTOR URGENT CARE** | | |
| **HASTINGS HEALTH CENTRE BACKGROUND** | | |
| The Hastings Health Centre (HHC) was created for the purpose of delivering multi disciplinary, high quality, primary health care to the population of the Hastings district. An ever increasing range of general practitioners offer services from the centre and/or its affiliates supported by Urgent Care (UC), radiology, laboratory and pharmacy services. A range of other health professionals’ offer services from this site.  The Health Centre is a member of Health Hawke’s Bay PHO and serves a population of over 34,000 patients of which approximately 20% are high needs. It has strong links with Hawkes Bay DHB and their emergency department. The centre is Cornerstone accredited and the UC is fully endorsed to theUrgent Care Standards 2015. | | |
| **OUR MISSION** | | |
| To offer the best integrated general practice care; providing quality, innovative and sustainable patient centred health services in collaboration with our Hawke's Bay community | | |
| **HASTINGS HEALTH CENTRE VALUES** | | |
| **Tauwhiro (Care) -** Delivering high quality care to patients and consumers  **Raranga Te Tira (Teamwork) -** Working together in partnership across the sector  **He Kauanuanu (Respect) -** Showing respect for each other, staff, patients, consumers  **Akina (Improvement)-** Continuously improving everything that we do | | |
| **TREATY OF WAITANGI** | | |
| **Partnership Participation Protection**  Everyone demonstrates an understanding of the principles of the Treaty of Waitangi & ensures the principles of partnership, protection and participation are applied to everyday work. This includes consultation with Maori, removing barriers to patients accessing services & staff training. | | |
| **HOW THE ROLE FITS** | | |
| The doctor role in Urgent Care is part of the Clinical Team in the Urgent Care Department, to provide competent patient-centred care that addresses health needs and promotes wellness. Such care is based on latest evidence and guidelines, and meets legislative requirements | | |
| **RELATIONSHIPS** | | |
| Internal functional relationships with the CEO, Chairman and Directors, Clinical Director, Medical Director of Urgent Care, Operations Manager, Urgent Care Team Leader, Nursing and Reception/Administration staff in Urgent Care, GP Suite Teams, Clinical Services Manager, Roster Coordinator, Members of Executive Leadership Team (ELT), Quality Manager and other staff within HHC.  External function relationships with clinicians and staff at HBDHB, Health Hawkes Bay (HHB) and other healthcare providers in Hawke’s Bay. | | |
| **RESPONSIBLE TO** | | |
| The doctor working in Urgent Care reports to the Medical Director of Urgent Care. | | |
| **PRINCIPLE DUTIES AND RESPONSIBILITIES** | | |
| The scope of practise for the doctor in Urgent Care is defined by the doctor’s individual scope. She/he works in accordance with the roster to provide medical services within the parameters set by a contract for service and the various company policies and procedures. Where possible, contributes to HHC’s quality and risk management development and activities designed to enhance the provision of quality service and maintain the integrity of the organisation.   1. To provide good clinical care   *This will be achieved by:*   * Providing skilled health assessment, diagnosis and treatment services (including contraception) to patients. Treatment services may include but are not limited to, general consultations, triage skills, x-ray interpretation and fracture management (including closed reduction if within skill level), ECG interpretation, slit lamp use, IV cannulation, suturing/wound assessment and procedural sedation (using clinic guidelines that reflect Best Practice) * Patient throughput to average about four patients per hour (to maintaining good clinical practice, effective workflow and adequate medical note recording) * Ordering diagnostic tests, checking & informing patients of results in a timely manner * Referring patients appropriately to other providers if their needs exceed the range of care you are able to provide in a timely manner * Consulting and collaborating with colleagues to provide optimal care * Documenting all care provided and education/information given to patients within their health record, as per professional and company standards  1. To maintain good medical practice   *This will be achieved by:*   * Have a current NZ Annual Practising Certificate (APC) * Complete the initial credentialing form in policy HR/022/A06 prior to employment, including the Training Needs Assessment for Urgent Care * Participating in an annual performance appraisal is mandatory and includes setting work and personal goals for the coming year (policy number HR/022/A06). * Maintaining professional knowledge and standards through continuing medical education, and more formal academic education and personal professional development * Having a working knowledge of legislation that affects medical practice * Participate in Peer Review, CME’s and HHC Doctor meetings (where relevant) * Maintaining a current resuscitation certification at CORE Advanced level * Notify HHC of vocational registration status and collegial relationship (if applicable). We will support training requirements if working toward vocational registration with the RNZ College of Urgent Care * Provide evidence of indemnity insurance and complete Police vetting application  1. Maintaining trust (professional relationships with patients)   *This will be achieved by:*   * Understanding and implementing the Health and Disability Consumers Code of Rights, the Health Information Privacy Code, and the NZMA Code of Ethics * Providing services courteously and respectfully, with regard to the cultural beliefs and needs of patients * Responding openly to complaints or feedback  1. Your duty to protect all patients   *This will be achieved by:*   * Recognising when you are unwell or overburdened and taking action * Reporting as required by legislation when you believe patients or their families/whanau or the public are at significant risk * Consulting, supporting and if needed reporting, colleagues who you feel are not competent to practice  1. Working collaboratively with colleagues   *This will be achieved by:*   * Working constructively and harmoniously with other members of HHC to ensure patients receive optimal care * Leading or delegating appropriately within the team * Collaborating in regard to rosters development and implementation (your share of morning and afternoon shifts), providing cover when absent to ensure patient’s needs are met  1. Maintaining integrity in professional practice   *This will be achieved by:*   * Making honest claims for services provided to ACC, DHB, PHOs and other service funders * Charging for consultations in line with company and HHC policy by annotating correctly on consultation slips * Completing time sheets accurately * Declaring vested interests in services that you may be referring to * Returning phone calls.  1. Providing certificates and other documents   *This will be achieved by:*   * Completing ACC, insurance, and other reports within a week of receipt (or within clinically safe timeframe if urgent) * Sending referral letters within one week * Completing event/incident forms as per company policy * Clearing inboxes and tasks at least daily and delegating this task if absent   8. Undertaking research and quality improvement activities  *This will be achieved by:*   * Undertaking personal practice review activities or audits to enhance practice * Participating in centre-based audits * Involvement in practice accreditation activities  1. Using Hastings Health Centre Systems   *This will be achieved by:*   * Using the patient management system (MedTech 32) effectively e.g. READ Codes, and recall systems * Issuing medical practitioner supply orders for pharmaceuticals used within the practice Demonstrating a working knowledge of company policy with regard to clinical practice as described in company manuals * Using the company email facilities, desktop and shared folders * Reporting incidents as per professional standards and company policy * Practising medicine in a way that reflects the company’s values and mission  1. Any other duties the Employer may reasonably require the Employee to perform | | |
| **PHYSICIAN’S ASSOCIATE ROLE** | | |
| HHC employs a Physician’s Associate in the Urgent Care Department.  **Senior Doctor Responsibilities with PA Role**  For the purposes of this agreement, the Supervising Physician with overall oversight of the PA at HHC is the Medical Director of Urgent Care. The role of supervisor for the PA involves the following:   * + Work with the PA for at least eight hours per month   + Available via phone at any time during a shift for advice   + Observe three consultations per month (document NHI of consultation observed and supervisor to note in daily record that the consultation was observed)   + Audit five patient consultation notes per month   + Responsible for completing credentialing with PA   **In addition, there is an expectation that the more senior doctors working in Urgent Care are required to provide the oversight requirement for the PA**. Prior to commencing at HHC, you will be required to read and sign the Delegation of Supervision Authority (DSA) document. For both the Supervising Physician and Overseers, this document outlines in detail the duties that the PA can undertake. The Overseer is responsible for signing any prescriptions or ACC forms that are generated by the PA, as outlined below. It is up to the individual Overseer as to how much oversight of the tasks listed in the DSA, they feel is required. | | |
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| **PERSON SPECIFICATION** | |
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| **Essential** | **Years (where relevant)** |
| Current registration as a Medical Practitioner in NZ |  |
| Current Annual Practising Certificate to be maintained at all times |  |
| Current CORE Advanced certification |  |
| Vocational or at least 18 months practical experience as a GP or urgent care doctor | Min 18 month |

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| **KEY COMPETENCIES** | |
| **Communication and Relationships** | * Strong interpersonal communication skills in both individual and group situations * Active listening * Uses appropriate interpersonal styles and communication methods to work effectively with internal and external stakeholders * Models and promotes Hastings Health Centre core values (Care, Teamwork, Respect and Improvement) * Demonstrates ability to establish and maintain effective working relationships * Team Player – Leads by example * Deals proactively with conflict(s) * Keeps appropriate staff informed on any relevant matters and developments |
| **Relationship Management** | * Committed to providing a high quality service to Urgent Care clients and their families, as well as with all multi-disciplinary colleagues * An ability to empathise and develop therapeutic relationships with people |
| **Planning, Time Management and Execution** | * Strong organisational skills with the ability to plan, prioritise and maintain performance under pressure |
| **Resilience** | 1. Remains calm and even tempered under pressure 2. Able to cope with a fast paced work environment and heavy workloads 3. Does not personalise criticism |
| **Professional Development** | 1. Proactively seeks opportunities to involve self in relevant business activities 2. Actively works to increase knowledge and skill base where relevant 3. Keeps up-to-date with Best Practice |
| **Professionalism** | 1. Maintains professional demeanour in all circumstances 2. Understands issues surrounding and adherence to patient, staff and business confidentiality 3. Cultural competency and an understanding of the importance of the Treaty of Waitangi for Maori health 4. Clinical competence and a commitment to lifelong learning 5. Computer literacy in patient management systems, Microsoft work and outlook 6. An ability to prioritise workload and to meet deadlines 7. A current driving license 8. Enjoys working in Urgent Care 9. A passion for improving and maintaining the health of all patients 10. Enthusiasm for working in a team environment 11. Works within scope of practice for a GP working in Urgent Care |
| **I have read, understood and accepted the above. I also confirm that I have received a copy of this position description:**  Signed:…………………………………………  Date:……………………………………………  Name:…………………………………………... | |