

Position Description

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| Position | Patient Flow Co-ordinator IOC |
| Team / Service | Integrated Operations Centre (IOC) |
| Directorate | Hospital Operations |
| District | Capital Coast Hutt Valley |
| Responsible to | Operations Manager Acute Care & IOC |
| Children's Act 2014 | This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years |
| Location | This position is expected to work from Hutt Hospital |

Te Whatu Ora

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

Context

Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Te Wao Nui, the Child Health Service for the Wellington Region and Central New Zealand based in the new purpose built children's hospital on the Wellington Regional Hospital campus, supports babies to adolescents with medical conditions or who may need paediatric surgery. It provides both hospital and outpatient services.

Women's Health Services provide tertiary level maternity care in Wellington and Hutt Regional Hospitals and a Primary Birthing Unit in Kenepuru. The provision of services from Women's Health encompass community-based primary LMC care and breastfeeding support, and tertiary level obstetrics, gynaecology, and other specialist services.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

Te Tiriti o Waitangi and Māori Health Outcomes

Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

- Mana whakahaere** Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.
- Mana motuhake** Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.
- Mana tāngata** Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.
- Mana Māori** Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

Te Mauri o Rongo

Te Mauri o Rongo recognises our connection to this work, to each other, to the people we serve and to our whakapapa. It speaks to specific behaviours that we will expect from each other guided by the pou of Te Mauri o Rongo:

Wairuatanga

Working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga

As organisations we support our people to lead. We 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. “Whiria te tangāta” – we will weave our people together.

Te Korowai Āhuru

A cloak which seeks to provide safety and comfort to the workforce.

District Responsibility

The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

Te Whatu Ora is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

Group Perspective

The Hospital Operations Group is one of six within Capital, Coast and Hutt Valley district's provider services. Services and specialties within the group range from primary to tertiary level with service provision for the district, the central Region and wider Regions. The group operates from three sites across the district including Wellington Regional, Hutt and Kenepuru hospitals.

The key areas of focus for the Hospital Operations Group are:

- To ensure effective patient flow across all sites and regionally
- To maintain a responsive Emergency Department Service which strives to meet clinical demands in a timely manner and in accordance with national KPIs.
- To deliver high quality Intensive Care Services to the local district and the region
- To lead the management of emergency responses at a local level.
- To strengthen a quality and patient safety culture through an effective clinical governance model
- To maintain effective administrative support to all clinical areas
- To develop new models of care to manage hospital demand and flow supporting best use of Inpatient bed resources and to ensure the safe management of people with complex healthcare needs
- To lead expanded collaboration with Hutt Valley and Wairarapa to establish wider regional clinical services.

Service Perspective

The CCHV Hospital Operations Service is responsible for the coordinated delivery and oversight of acute hospital services across Wellington Regional, Hutt and Kenepuru Hospitals, with a focus on patient flow, emergency response, bed capacity management, and system-wide operational performance. The service leads local and regional responses to demand and escalation, supports safe and timely access to emergency and inpatient care, and works collaboratively with clinical services to optimise use of inpatient beds, critical care capacity, and supporting services while maintaining a strong quality and patient safety culture. Within this directorate, the Integrated Operations Centre (IOC) provides the operational coordination hub for real-time hospital flow management, variance and escalation response, and cross-service coordination, bringing together nursing, medical, and operational leadership to support timely decision-making, facilitate internal and inter-hospital transfers, and maintain situational awareness during periods of pressure or critical events.

Role Purpose

The Patient Flow Coordinator - IOC, is responsible for optimising patient movement across the inpatient wards, ensuring timely discharges, proactive bed management, and seamless coordination of hospital capacity to directly support Emergency Department (ED) flow and improve performance against the Shorter Stays in ED target. Working both autonomously and collaboratively, the coordinator oversees inpatient flow from admission through to discharge, with a strong operational focus on early identification of impending demand from ED.

A core function of the role is to work closely with acute admitting teams and ward leadership to manage the ‘acute take,’ ensure timely allocation of beds for ED and direct admissions, and support clinical teams to maintain momentum in patient care planning. This includes championing key flow enablers such as “2-before-10” discharging, consistent use of Expected Dates of Discharge (EDDs), early movement of appropriate patients to the Transit Hub, and active oversight of all patients with a length of stay greater than seven days.

As a senior nurse, the Patient Flow Coordinator - IOC contributes to the development and refinement of inpatient pathways that strengthen hospital-wide efficiency and improve predictability of flow. Through proactive coordination, clear communication, and early escalation, the role ensures inpatient capacity is aligned to ED demand, enabling timely admission decisions and supporting safe, high-quality care across the hospital.

The Patient Flow Coordinator - IOC will respond to the Districts changing needs, performing other tasks as required. The Patient Flow Coordinator -IOC is expected to contribute to implementing District and nursing goals and values, while promoting Te Whatu Ora – Health New Zealand, Capital, Coast and Hutt Valley as a centre of excellence for nursing practice

Key Accountabilities

The following accountabilities are in addition to the Te Kaunihera Tapuhi o Aotearoa | Nursing Council of New Zealand (NCNZ) competencies for registered nurses (RN). Application onto the Professional Development and Recognition Programme (PDRP) at senior pathway is required.

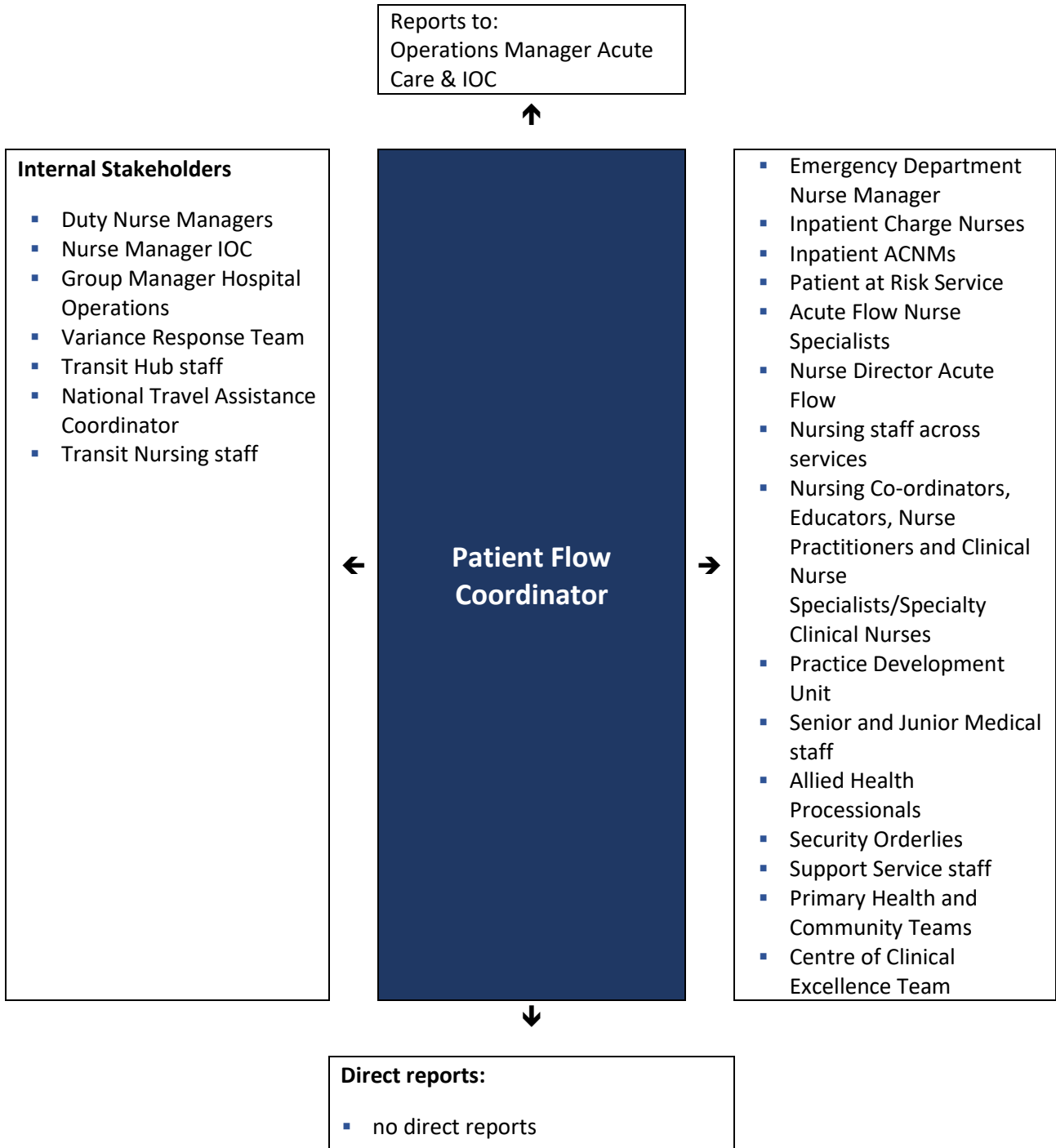
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

In this Position Description the terms person or patient are used to refer to those who use health services, who in different settings may be referred to as tangata whaiora, health consumer or client.

| Key accountabilities | Deliverables / Outcomes |
|-----------------------------|---|
| 1. General Accountabilities | <ul style="list-style-type: none"> ▪ Maintains a strict sense of professional ethics, confidentiality and privacy and abide by the District Code of Conduct ▪ Assists the Operation Manager (OM) and Nurse Manager (NM) to lead a culture of safe practice and applies District policies and processes ▪ Assists the Operation Manager and Nurse Manager to lead and role model application of Te Tiriti o Waitangi principles ▪ Champions equity and diversity in the workplace ▪ Contributes to improving inequities by working with colleagues to meet the Pae Ora (Healthy Futures) Act 2022 obligations |

| Key accountabilities | Deliverables / Outcomes |
|-----------------------------|---|
| | <ul style="list-style-type: none"> ▪ Contributes to the achievement of service and District KPIs and goals |
| 2. Leadership | <ul style="list-style-type: none"> ▪ Establishes and maintains effective communication and inter-professional relationships Supports and motivates staff towards cohesive team function ▪ Role models and promotes high standards of practice ▪ Supports the implementation of clinical guidelines, standards and protocols to reflect best practice and improve clinical outcomes ▪ Fosters reflective practice ▪ Acts in a mentorship role for nursing staff, monitoring clinical practice and providing opportunities for development ▪ Responds with constructive strategies to meet new challenges and actively supports change ▪ Contributes to project work as relevant to role ▪ Contributes relevant meetings, committees, and working parties |
| 3. Patient care delivery | <ul style="list-style-type: none"> ▪ Plans ahead and coordinates effective patient admission/attendance, care and discharge in collaboration with inter-disciplinary team ▪ Activates and implements Standard Operating Procedures when required ▪ Ensures direction and delegation is provided to achieve safe care. ▪ Works in partnership with patients and whānau to provide appropriate services as determined by them ▪ Provides clinical expertise and advice ▪ Supports nurses to use clinical judgement and apply ethical principles to resolve patient care issues ▪ Provides direct patient care as required |
| 4. Coordination | <ul style="list-style-type: none"> ▪ Collaborates with Duty Nurse Managers (DNM) and other services to facilitate effective patient flow ▪ Provides information on staffing, resource management, clinical risk, equipment and patient concerns to the CNMs, DNM, OM and NM ▪ Aware of financial obligations |
| 5. Quality and Risk | <ul style="list-style-type: none"> ▪ Identifies and contributes to quality improvement initiatives ▪ Identifies, manages and reports risks and escalates further as needed |
| 6. Professional Development | <ul style="list-style-type: none"> ▪ Proactive in identifying own professional development needs and negotiating appropriate resources ▪ Maintains current senior PDRP |
| 7. Health & Safety | <ul style="list-style-type: none"> ▪ Ensures all Health & Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature ▪ Actively supports and ensures compliance with Health & Safety policy and procedures; ensuring staff also support and comply ▪ Maintains a proactive culture of Health & Safety supported by systems ▪ Ensure providers are aware of and have processes to comply with their health and safety responsibilities |

Key Relationships & Authorities



Capability Profile

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

| Competency | Behaviours |
|--|--|
| Equity | <ul style="list-style-type: none"> ▪ Commits to helping all of our people to achieve equitable health outcomes ▪ Demonstrates awareness and ongoing self-reflection regarding impact of own culture and impacts on service delivery Supports Māori-led responses ▪ Supports Pacific-led responses ▪ Supports Disability-focused responses |
| Commitment to Kawa Whakaruruhau | <ul style="list-style-type: none"> ▪ Demonstrates understanding and application of the principles of Te Tiriti O Waitangi Treaty of Waitangi in nursing practice ▪ Works towards achieving equitable health outcomes for Māori ▪ Supports Māori self-determination and decision making ▪ Supports the expression of hauora Māori models of care and mātauranga Māori |
| Team work | <ul style="list-style-type: none"> ▪ Builds constructive and effective relationships ▪ Has a friendly and supportive manner ▪ Collaborates with fellow team members and work groups to achieve service objectives ▪ Shares knowledge and expertise with colleagues ▪ Seeks out opportunities to support others in achieving goals ▪ Recognises and respects individual differences ▪ Actively contributes to and accepts consensus decisions ▪ Shows understanding of how their own role directly or indirectly supports the health and independence of the community |
| Self-Management | <ul style="list-style-type: none"> ▪ Sets high personal standards and strives to achieve goals ▪ Is proactive and displays initiative ▪ Is resilient and able to adapt to change and can adjust work style and approach to fit with requirements ▪ Understands and acknowledges personal and professional limitations ▪ Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected ▪ Perseveres with tasks and achieves objectives despite obstacles ▪ Is reliable ▪ Consistently performs tasks correctly - following set procedures and protocols. |
| Communication/ Interpersonal Skills | <ul style="list-style-type: none"> ▪ Demonstrates compassion ▪ Empathises with others and considers their needs and feelings ▪ Actively listens, drawing out information and checking understanding ▪ Communicates information effectively and accurately, both orally and in writing ▪ Builds rapport and relates well to all kinds of people ▪ Adjusts communication style to the recipients and considers their frame of reference ▪ Uses diplomacy and tact and can diffuse high tension situations |
| Organising | <ul style="list-style-type: none"> ▪ Can orchestrate multiple activities at once to accomplish a goal ▪ Uses resources effectively and efficiently ▪ Arranges information and files in a useful manner |

Experience and Capability

E Experience and Capability

A. Knowledge, Skills & Experience:

- Understands the significance and obligations of Te Tiriti o Waitangi and supports leadership of these within the service
- Developing capability in nursing leadership
- Relevant clinical experience and expertise
- Competent computer skills
- Strong understanding of ED and inpatient workflows and systems

B. Essential Professional Qualifications / Accreditations / Registrations:

- Registered Nurse with current APC and scope appropriate to place of work
- Minimum three years nursing experience
- Postgraduate (PG) Certificate required or a confirmed timeframe and plan to attain this qualification within two years
- Holds a current PDRP at proficient/ expert. Expected to attain and maintain designated senior PDRP in NE role within 12 months
- Add as relevant to service e.g. full driver's license

C. Someone well-suited to the role will place a high value on the following:

- Commitment to Te Tiriti o Waitangi
- Living the Te Whatu Ora values
- Respect and collaboration in practice
- Delivering an exemplary standard of care
- Commitment to ongoing learning and development
- Practice informed by research evidence
- Innovation and critical thinking
- Commitment to sustainable practice

Ma tini, ma mano, ka rapa te whai
By joining together we will succeed