

Position holder (title)	Otolaryngologist
Reports to (title)	Rika Hentschel, Service Director - Surgical Andy Dowley, ENT
Department / Service	Ear nose and throat surgery
Purpose of the position	<ul style="list-style-type: none"> ▪ To provide high quality care to ENT patients, both acute and elective ▪ To participate in the acute ENT on call 1:4 as rostered ▪ To provide inpatient and outpatient care ▪ To support and lead junior medical staff and take an active role in interdisciplinary team education and actively support and utilise specialist nurse roles as appropriate ▪ To actively participate in quality improvement, clinical audit activities and service development meetings and initiatives ▪ Position may involve clinical services at HBDHB and other rural sites. ▪ To ensure and prioritise a focus on patient safety and quality relating to care and processes within the ENT Service. ▪ Help deliver organisational KPI's including relevant MOH target, financial budgets and service plans. ▪ To recognise and support the delivery of the Hawkes Bay Health sector vision

Working Relationships

Internal	External
<ul style="list-style-type: none"> ▪ Department medical staff ▪ Department nursing staff ▪ Department of administration staff ▪ Clinical Director ▪ Chief Medical Advisor ▪ Manager Elective & Surgical Services ▪ Other medical and nursing staff ▪ Other departments ▪ GP Liaison 	<ul style="list-style-type: none"> ▪ Other external health providers including other ENT/ORL Surgeons in the region ▪ General Practitioners

Dimensions

Challenges & Problem solving	The candidate is expected to be largely self-directed but under the supervision of the appointed Head of department and Service manager
Delegations & Decision	As an SMO the candidate has the authority to make clinical decisions relating to patients under their care.



Our vision

HEALTHY HAWKE'S BAY

TE HAUORA O
TE MATAU-Ā-MĀUI

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.

Our values

Tauwhiro – delivering high quality care to patients and consumers

Rāranga te tira – working together in partnership across the community

He kauanuanu – showing respect for each other, our staff, patients and consumers

Ākina – continuously improving everything we do



Key Accountabilities

Clinical responsibilities - General	
<p>The senior medical officer is required to undertake their clinical responsibilities and to conduct themselves in all matters relating to their employment in accordance with best practise and relevant ethical and professional standards and guidelines as determined from time to time by:</p> <ul style="list-style-type: none"> ▪ The NZ Medical association's ▪ The practitioners relevant medical college(s) and / or professional associations(s); ▪ The Health and Disability Commissioner; and ▪ The employer's policies and procedure except to the extent that they may be inconsistent with any other provision of this agreement. 	
Clinical responsibilities - Service provision	
<p>Tasks (how it is achieved):</p> <ul style="list-style-type: none"> ▪ Adherence to hospital policies and procedures to ensure ethical care ▪ Adherence to National Elective programme requirements to meet patient waiting times for outpatient assessment and treatment ▪ Outpatient assessment, Pre theatre assessment, Post-operative recovery ▪ Multi-disciplinary meetings ▪ Discussions and meetings with caregivers and patient families ▪ Preparation of police, coroner, ACC reports etc. ▪ Research and study related to treatment of specific patient. ▪ To ensure provision of a high standard of care to patients in operating theatre, inpatients, day cases and outpatients for both acute and elective conditions. ▪ Assessment, treatment and management plans are appropriate, clearly documented and auditable. ▪ All surgical interventions, observations, designated tests and treatments are documented and follow established guidelines. ▪ Inpatient care is generally provided in the ward, day procedures unit and ICU/HDU. ▪ Referrals to other specialists, departments and hospitals are timely and appropriate. ▪ Documentation is appropriate, timely, accurate and legible. 	<p>How it will be measured (KPI):</p> <ul style="list-style-type: none"> ▪ Demonstrates compliance to departmental procedures and HBDHB policies. ▪ Assessment, treatment including surgical interventions are instigated based on best practice outcomes for the patient. ▪ Theatre and clinic sessions will be conducted as specified in work schedules ▪ The surgeon will be present and ready to commence work at the official starting time for the list or clinic ▪ Maximum usage shall be made of allocated theatre and clinic facilities ▪ The number of patients booked for theatre lists and clinics shall be appropriate for the allocated time.
Clinical Duties – Theatre Activity and Waiting list management	
<p>Tasks (how it is achieved):</p> <ul style="list-style-type: none"> ▪ Patients selection for theatre lists are reviewed at least one week prior to schedule for appropriateness ▪ Theatre sessions are completed as scheduled time allocated ▪ Elective cases are prioritised as per the elective booking system process and patients are treated in order of clinical need and within patient waiting times ▪ Patients who are referred on to inpatient treatment lists meet certainty criteria or are managed on active review until certainty is met or referred back to GPs. ▪ Acute cases are prioritised according to clinical need. ▪ Aware of off-site surgery options. 	<p>How it will be measured (KPI):</p> <ul style="list-style-type: none"> ▪ Agreed contract volumes are targeted, monitored and achieved including meeting service treatment list requirements

Clinical Duties – New or Innovative Procedures	
<p>Tasks (how it is achieved):</p> <ul style="list-style-type: none"> ▪ Awareness of improvements in patient care is encouraged ▪ Any new procedure is to be discussed with the Head of department. If appropriate for introduction it must be done in accordance with the DHB policies for the introduction of new procedures 	<p>How it will be measured (KPI):</p> <ul style="list-style-type: none"> ▪ Compliance with policy and guidelines
Clinical Duties - Rostered acute duties and call-back activities	
<p>Tasks (how it is achieved):</p> <ul style="list-style-type: none"> ▪ Is available to medical and nursing staff for advice, support and supervision of any urgent patient problems during normal business hours and when on-call, including returning to the workplace when requested as appropriate. ▪ When on acute duty and away from the hospital, the Duty Consultant is required to remain immediately contactable and available to attend the hospital. ▪ Be available for telephone consults. ▪ Participate in acute on-call roster. This is 1:4 ▪ Provide acute call cover for other ENT surgeons as appropriate and agreed (team responsibility for roster cover) ▪ Attendance to acutely ill patients is timely and appropriate ▪ An appropriate number of ward rounds are conducted each week including a ward round after an operating day and after the day of acute admitting. 	<p>How it will be measured (KPI):</p> <ul style="list-style-type: none"> ▪ Participation on acute call roster ▪ Feedback from areas re accessibility and responsiveness while on call ▪ Acute patients managed appropriately in accordance with best practice guidelines
Clinical Duties – Outpatient Clinics	
<p>Tasks (how it is achieved):</p> <ul style="list-style-type: none"> ▪ Patients who are referred on to outpatient lists are prioritised for clinical need and are accepted for assessment or referred back to GPs.(dependant on ability to see within current resourcing) ▪ Clinics with an agreed mix of new to follow up ratio is delivered as per schedule. ▪ Patients are accepted on to the first specialist assessment treatment list based on accepted treatment list criteria. ▪ Inappropriate referrals are returned to the GP with appropriate information. ▪ Equity of access minimising disparities for treatment list management 	<p>How it will be measured (KPI):</p> <ul style="list-style-type: none"> ▪ Active involvement in monitoring contract volumes including meeting service treatment list requirements.

Clinical Leadership Responsibilities – Professional Development	
<p>Tasks (how it is achieved):</p> <ul style="list-style-type: none"> ▪ Fulfil Maintenance of Professional Standards requirements ▪ Take part in research projects and postgraduate teaching 	<p>How it will be measured (KPI):</p> <ul style="list-style-type: none"> ▪ Attend and contribute to post-graduate medical education ▪ Take part in research projects ▪ Demonstrate a commitment to continuing medical education ▪ Participate in activities that contribute to ongoing personal and professional development
Clinical Leadership Responsibilities – Departmental Activities	
<p>Tasks (how it is achieved):</p> <ul style="list-style-type: none"> ▪ Participates in annual service planning processes ▪ Take part in departmental credentialing activities ▪ Attend and/or participates in Grand Rounds as relevant 	<p>How it will be measured (KPI):</p> <ul style="list-style-type: none"> ▪ Credentialing requirements fulfilled as per policy ▪ Input into department/service planning
Clinical Leadership Responsibilities – Training and Development	
<p>Tasks (how it is achieved):</p> <ul style="list-style-type: none"> ▪ Participates in teaching junior medical staff, and medical students in accordance with the requirements of the surgical training scheme. ▪ Leads and supports registrars in inpatient care, surgical procedures and designated clinics. ▪ Advises ORL Surgeon colleagues when appropriate ▪ Teach postgraduate students as required. ▪ Provides a report on House Officer performance to the Intern Supervisor at the end of each three-month run, including performance discussions with the House Officer at the beginning, during and at the end of each run, as per Medical Council requirements. 	<p>How it will be measured (KPI):</p> <ul style="list-style-type: none"> ▪ College requirements for supervision/teaching met ▪ Compliance with MCNZ requirements for run assessments
Ethical and legal parameters of medical practice	
<p>Tasks (how it is achieved):</p> <ul style="list-style-type: none"> ▪ Provides clinical care in a manner consistent with established ethical standards as defined by the Medical Council of New Zealand ▪ Meets credentialing requirements for ORL procedures practised. ▪ Identifies risk factors as they pertain to ORL and implements and maintains strategies to manage and minimise risk. 	<p>How it will be measured (KPI):</p> <ul style="list-style-type: none"> ▪ Compliance with Ethical and Legal requirements and parameters ▪ Credentialing requirements are met as per policy

Interdisciplinary Team approach	
<p>Tasks (how it is achieved):</p> <ul style="list-style-type: none"> ▪ Supports the care of patients within an interdisciplinary team ▪ Actively supports multidisciplinary models of care including specialist nurses, allied health staff and others as required. ▪ Actively supports specialist nurse activities ▪ Regularly attends ENT Department meetings, x-ray, pathology and Service meetings ▪ Participates in multidisciplinary team meetings relevant to their expertise ▪ Provides education to nurses and other allied health professionals as appropriate ▪ Liaises with general practitioners and other health care professionals as required. 	<p>How it will be measured (KPI):</p> <ul style="list-style-type: none"> ▪ Attendance at meetings ▪ Participation in MDT activities
Quality improvement and service development	
<p>Tasks (how it is achieved):</p> <ul style="list-style-type: none"> ▪ Participate and deliver on quality assurance requirements ▪ Actively participates in surgical audit programme and other activities relating to the maintenance and improvement of clinical standards ▪ To work towards the achievement of goals and objectives of HBDHB and those of the ENT service. ▪ Participate in service development meetings including the monitoring and implementation of surgical contracts. ▪ Maintains and develops own professional knowledge and skills. ▪ Links with regional and tertiary services are productive; improve service delivery, patient outcomes and own knowledge. 	<p>How it will be measured (KPI):</p> <ul style="list-style-type: none"> ▪ Monitor Attendance at audit meetings ▪ Participation in quality assurance initiatives and programmes ▪ Active participation in service planning ▪ CME audit

OCCUPATIONAL HEALTH & SAFETY	
<p>Tasks (how it is achieved):</p> <ul style="list-style-type: none"> ▪ Displays commitment through actively supporting all health and safety initiatives. ▪ Ensures all staff/colleagues maintain adequate safety standards on the job through consultation, training and supervision. ▪ Ensures own and others safety at all times. ▪ Complies with policies, procedures and safe systems of work. ▪ Reports all incidents/accidents, including near misses in a timely fashion. ▪ Is involved in health and safety through participation and consultation. 	<p>How it will be measured (KPI):</p> <ul style="list-style-type: none"> ▪ Evidence of participation in health and safety activities. ▪ Demonstrates support of staff/colleagues to maintain safe systems of work. ▪ Evidence of compliance with relevant health and safety policies, procedures and event reporting.

Key Competencies

CUSTOMER SERVICE	
<p>Tasks (how it is achieved):</p> <ul style="list-style-type: none"> ▪ Open and responsive to customer needs. ▪ Demonstrate an understanding of continuous quality improvement. ▪ Participates (in required timeframes) in complaint management processes to resolution, including Health and Disability Commission processes 	<p>How it will be measured (KPI):</p> <ul style="list-style-type: none"> ▪ Demonstrates a commitment to customer service and continuous quality improvement, through interaction with patient/clients and other customers. ▪ Identifies customer needs and offers ideas for quality improvement. ▪ Effective management of customers/situations.

ENGAGING EFFECTIVELY WITH MĀORI	
<p>Tasks (how it is achieved):</p> <p>Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori</p> <p>Is visible, welcoming and accessible to Māori consumers and their whānau</p> <p>Actively engages in respectful relationships with Māori consumers and whānau and the Māori community</p> <p>Actively seeks ways to work with Māori consumers and whānau to maximise Māori experience</p> <p>Actively facilitates the participation of whānau in the care and support of their whānau member</p>	<p>How it will be measured (KPI):</p> <p>Accelerated health outcomes for Maori</p> <p>Evidence of positive feedback from Māori consumers and whānau, and colleagues</p> <p>Evidence of collaborative relationships with Māori whānau and community/organisations</p> <p>Evidence of whānau participation in the care and support of their whānau member</p>

Essential and Desirable Criteria: Qualifications / Skills / Experience

Essential	
Engaging Effectively with Maori	Demonstrates the ability to engage effectively with Maori consumers (patients/families/whanau). Demonstrates ability to apply the Treaty of Waitangi within the Service.
Qualifications (egg, tertiary, professional)	Appropriate medical degree recognised by the Medical Council of New Zealand Fellow of the Royal Australasian College of Surgeons (or equivalent) Vocational Registration in Otolaryngology with the Medical Council of New Zealand
Business / Technical Skills (e.g., computing, negotiating, leadership, project management)	Ability to use patient information systems etc.
Experience (technical and behavioural)	<p>Experience in;</p> <ul style="list-style-type: none"> ▪ A wide range of ORL surgical procedures ▪ Supervision and teaching of junior medical staff ▪ Working within a multidisciplinary team ▪ The development and maintenance of links with general practitioners and other surgeons in the region ▪ The development and maintenance of clinical audit <ul style="list-style-type: none"> ▪ Values & Behaviours: Shows commitment to, and demonstrates the behaviours of the health sector: ▪ He kauanuanu Showing respect for each other, our staff, patients and consumers – this means I actively seek to understand what matters to you. ▪ Ākina Continuously improving everything we do – this means that I actively seek to improve my service. ▪ Rāranga te tira Working together in partnership across the community – this means I will work with you and your whanau on what matters to you. ▪ Tauwhiro Delivering high quality care to patients and consumers – this means I show empathy and treat you with care, compassion and dignity.
Desirable	
Experience and expertise in a sub-specialty field which complements the current sub-speciality interests of the team	

Recruitment Details

Position Title	Otolaryngologist
Hours of Work	80 per fortnight
Salary & Employment Agreement Coverage	In accordance with the New Zealand District Health Boards Senior Medical and Dental Officers Multi Employer Collective Agreement 1 July 2017 to 31 March 2020 (MECA) \$155,040 to \$219,000 gross per annum according to qualifications and experience.
Date	October 2017