

Role Description

Emergency Registrar Special Skills Placement, Virtual Emergency Care Service (VECS)

Location*:	Herston or Work from home (WFH)	Unit/Department:	Virtual Emergency Care Service
Status:	Full or part time	Classification:	Advanced Trainee in emergency Medicine
Salary Range:	\$116,316-183,932 per annum \$58.60 - \$88.12 per hour (L4 – L17) (plus, superannuation and leave loading benefits)		
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Purpose of the role

- The Metro North Health (MNH) VECS is a new model of care adopted by Queensland Health to explore and develop alternate patient pathways to attendance in an Emergency Department.
- The service delivers telehealth care direct to the public and also aims to improve connectivity between General Practice, community and hospital (inpatient and outpatient) services, reducing the requirement for patients to present to an Emergency Department (ED).
- Assist the current team of FACEMs, GPs and clinical director in developing new processes to optimise efficiency and patient outcomes in the Virtual environment. Develop your non-Clinical portfolio to implement and support new clinical models of care, patient safety initiatives, establish and improve patient care guidelines etc.
- Flexible hours with no night shift cover needed. Weekly Shifts are two Clinical Day shifts one clinical evening shift and one non-clinical day shift.

Context and Delegations

The MNH Virtual Emergency Care Service (VECS, previously Virtual ED) is a Qld Health emergency telehealth service staffed by Emergency Medicine Specialists (FACEMs), GPs with a special interest in emergency medicine and ED registrars, along with experience ED triage nurses and CNs and AOs.

The team delivers virtual care 7 days per week to the general public across Qld, offering an emergency consultation for non-life-threatening illness or injury, and in most circumstances avoiding an in-person review at the hospital. VECS advises real-time clinical advice for referring clinicians eg Queensland Ambulance Service paramedics and QH community outpatient services like PACS, along with GPs, also to support patients to deal with their health concern outside of the hospital setting. In this collaboration, mutual decision making will ensure streamlined access to the most appropriate clinical pathways for the patient.

It will be based on the following principles:

- It is a clinician-to-clinician enabled support service and a patient-facing service.
- It will be available for consultation by all clinicians (doctors, nurses, allied health and paramedics)
- It is available for patients of all age groups and all medical conditions.
- It will operate as a virtual service available by phone or videoconference.
- It will link closely with the Emergency Departments of Metro North when referral is required.
- It will act in a safe and ethical manner to ensure optimal patient outcomes at all times.
- It will maintain accurate records on the outcomes of all clinical interactions.
- These roles report operationally and professionally to the Clinical Director VECS, who in turn reports to the Chief Medical Officer (CMO), Metro North Health(MNH).
- These positions will be based in the MNH VECS located in Herston but remote work from home is available too.
- These roles will work as directed operationally by the Clinical Director of the MN VECS.
- The role does not have any Finance or HR Delegations

Key Accountabilities

This successful applicant will carry out the following key accountabilities in accordance with the Metro North Health's values:

- Provide an Emergency Medicine consultative service to all patients and clinicians within the MNH catchment.
- Provide patient centric, clinically astute support and guidance to all those who use the service.
- Use expert level communication skills to risk mitigate all referrals and ensure patient safety is central to all decision making.
- Convey an understanding/knowledge of current MNH referral pathways that would support ED/Hospital avoidance strategies whilst ensuring the patient receives the care required.
- Use strategic relationships to support and drive the development of alternate referral pathways.
- Actively engage with the MN VECS team including, the Clinical Director, Clinical Nurse Consultant, Nursing and administration staff to further develop the model of care.

Quality of Physician Services

- Deliver appropriate high-quality management of patients and refer to other colleagues/services where clinically and professionally appropriate.
- Ensure policies, procedures and practices are consistent with contemporary best practice, ACEM, Queensland and National standards.
- Ensure participation in clinical quality services.
- Ensure management of patients is efficient and clinically appropriate.
- Develop, implement, monitor and review quality improvement programs.
- Establish, develop and improve patient care guidelines for common diagnostic groups.
- Monitor, report, and assist in the investigation of critical incidents/adverse events.
- Ensure clinical records and practices fully comply with Queensland Health and Metro North HHS regulations.
- Take reasonable care for your own health and safety and take reasonable care to ensure that your acts or omissions do not adversely affect the health and safety of others.

General

- Perform duties as determined by MNH and as directed by the Clinical Director and as directed by the Chief Medical Officer of Medical Services, MNH or delegate/s.
- Perform any other duties directed by the relevant Clinical Director and Chief Medical Officer, MNH which are within your scope of clinical practice and for which you are registered in by the Medical Board of Australia.
- Perform other provisions related to the duties of the Medical Officer as agreed by the parties.
- Implement and support clinical models of care and patient safety initiatives as required.
- Support alternative revenue sources and maximise funding for the delivery of service (where appropriate).
- Participate in performance and development review.
- Flexible Working Arrangements, including working from home provision may apply to this position.

About Metro North Health

Delivering outstanding health services is just one of the ways that we care for our community. Our passion for people is reflected in the way we do our work and live our values every day. We value and nurture our team members so they can provide quality value based care to our patients across our diverse organisation. Our focus on Value Based Healthcare means we expect our staff to deliver the care the patient needs, no more and no less, to achieve the best quality of life for our community. This passion fuels our collaborative culture of innovation and research.

We embrace the diversity of local and greater communities as we provide services to people throughout Queensland, northern New South Wales and the Northern Territory, in all major health specialities including medicine, surgery, mental health, cancer care, trauma, women's and newborn care, and more than 30 sub-specialities. Metro North Health services include rural, regional and tertiary hospitals, and community and oral health services.

Our diverse Health Service provides a wide variety of rewarding career paths across our tertiary/quaternary referral hospitals, secondary hospitals, community health centres, residential and extended care facilities and regional community hospitals. We expect our staff and volunteers to translate our values into action through providing high quality connected care that is relevant, efficient and respectful of our patients' needs and wishes. Our people are passionate about our community and patients, with a focus on putting people first. Come and work where people are at the centre of everything we do and your contribution is truly valued.

Please visit our website for additional information about Metro North Health. <http://metronorth.health.qld.gov.au/>

Our Vision

Excellent healthcare, working together, strong and healthy communities.

Metro North Health Values and their corresponding Lominger™ competencies:



Respect

- Interpersonal savvy
- Manages conflict
- Communicates effectively
- Balances stakeholders



Teamwork

- Collaborates
- Develops talent
- Values differences
- Builds effective teams



Compassion

- Customer / Patient focus
- Demonstrates self-awareness
- Manages ambiguity
- Being resilient



High performance

- Cultivates innovation
- Action oriented
- Drives results
- Drives vision and purpose



Integrity

- Decision quality
- Ensures accountability
- Courage
- Manages Complexity

How you will be assessed

You will be assessed on your ability to demonstrate the following values within the context of the “Key Accountabilities”. The ideal applicant will be able to demonstrate the following:

- **Respect** – demonstrates interpersonal savvy, manages conflict appropriately, communicates effectively and balances the needs of all stakeholders with utmost respect to all people at all times
- **Teamwork** – collaborates effectively, develops talent, values differences and builds effective teams to bring about best use of resources to deliver healthcare services
- **Compassion** – is patient / client focussed, demonstrates self-awareness and the effects of behaviour on others, deals with or manages ambiguity and complexity, demonstrates resilience in the delivery of patient services or support in the delivery of services to patients
- **High Performance** – cultivates innovation, is action oriented, drives results and supports Metro North Health's vision and purpose to exceed expectations of our patients and stakeholders
- **Integrity** – demonstrates sound decision quality, ensures accountability, demonstrates courage in the face of adversity and works effectively / manages complexity to ensure work output and decisions are ethical and invariably of a high standard

Mandatory qualifications/professional registration/other requirements

- Ongoing registration as an Emergency Medicine Trainee with (ACEM) and with the Australian Health Practitioner Regulation Agency (AHPRA), as a Medical Practitioner which is supported by:
- A medical degree from a registered tertiary institution acceptable by AHPRA for registration in Australia.
- Experience working as a Emergency Registrar for greater than 2 years is highly desirable.
- Significant experience working in large/complex Hospital and Health Services settings would also be

highly regarded

- Proof of professional registration and certified copies of the required qualifications must be provided to MNH prior to appointment

Diversity and Inclusion

We are committed to providing a diverse and inclusive workplace for our people and our community. We encourage people of all genders, races, ages and abilities to apply for roles within Metro North Health and strive to ensure that our workplace is free from all forms of discrimination and harassment.

As an Equal Employment Opportunity (EEO) employer we ensure that our selection processes and employment decisions are undertaken in a non-discriminatory way and are consistent with the requirements of the Anti-Discrimination Act 1991. If there are any reasons that you may have challenges with the recruitment process, please let us know when we contact you.

Work Health and Safety

We are committed to *Putting People First* to provide better healthcare. This commitment includes a dedicated *People Focussed Safety* culture.

This culture commits to the health, safety and wellbeing of staff, volunteers and other persons, through the provision of a dynamic and comprehensive Health and Safety Management System (HSMS). The HSMS provides for proactive safety initiatives, early injury management practices with a strong focus on a safe and durable return to work.

The provision of a Health and Safety environment within Metro North Health is everyone's responsibility.

Safety and Quality

Relevant to the position, staff participate in the ongoing education, implementation, monitoring and evaluation of safety and quality initiatives relevant to The National Safety and Quality Health Services Standards 2nd Edition and the Australian Council on Healthcare Standards (ACHS).

Vaccine Preventable Diseases (VPD) Requirements

It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment:

- Measles
- Mumps
- Rubella
- Varicella (chicken pox)
- Pertussis (whooping cough)
- Hepatitis B

Further vaccinations may be required due to particular risks for a role; examples include:

- Hepatitis A – Workers in regular contact with untreated sewerage
- Q Fever – Research or Laboratory staff regularly handling specimens

All new employees who will be working in clinical areas must be assessed for their risk of tuberculosis and screening undertaken if required.

Existing staff that are engaged prior to 1 July 2016 are **not subject** to this condition of employment unless they apply for a role with VPD requirements that is with a different Queensland Health entity (i.e. one Health Service to another Health Service, Department of Health (DoH) to a Health Service, or Health Service to DoH).

Additional Information

- Health Care Workers in Queensland Health whose occupation poses a potential risk of exposure to blood or body fluids must be immunised against Hepatitis B according to the National Health and Medical Research Council Australian Immunisation Handbook and the Queensland Health Infection Control Guidelines.
- Pre-employment screening, including criminal history and discipline history checks, may be undertaken on persons recommended for employment. Roles providing health, counselling and support services mainly to children will require a Blue Card, unless otherwise exempt. Roles providing services to National Disability Insurance Scheme (NDIS) participants require an NDIS worker screening check.
- Applicants may be required to disclose any pre-existing illness or injury which may impact on their ability to perform the role.
- Applicants will be required to give a statement of their employment as a lobbyist within one (1) month of taking up the appointment. Details are available at:
<http://www.psc.qld.gov.au/publications/assets/policies/lobbyist-disclosure-policy.pdf>
- Employees who are appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment. For further information, refer to Probation HR Policy B2
<https://www.health.qld.gov.au/system-governance/policies-standards/doh-policy/policy/qh-pol-197.pdf>
- All relevant health professionals, who in the course of their duties formulate a reasonable suspicion that a child or youth has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to Child Safety Services, Department of Communities.

