


POSITION DESCRIPTION [DRAFT]

ISLHD – Medical Imaging Patient Safety Manager

Our CORE Values	Collaboration Openness Respect Empowerment	
Organisation	NSW Health	
Local Health District	Illawarra Shoalhaven Local Health District	
Position Number		
Cost Centre	188750	
Position Classification	HSM Level 3 (awaiting grading)	
State Award	Health Service Managers (State) Award	
Reporting to	<i>Director of Medical Imaging Services</i>	
Does this role manage or supervise others?	<i>No</i>	
Vaccination Category		
Website	http://www.islhd.health.nsw.gov.au/	

PRIMARY PURPOSE

The ISMI Patient Safety Manager is responsible for Managing the Illawarra Shoalhaven Medical Imaging (ISMI) Patient Safety Program for the District. The Patient Safety Manager will report to the Director of Medical Imaging Services principally, with a secondary reporting line to the Clinical Directors (Radiology and Nuclear Medicine).

This position will work in close collaboration with the ISMI District Manager, Clinical Directors, Chief Radiographers, Chief Nuclear Medicine Technologist, ISMI District Nurse Manager, and the ISMI Quality Manager to ensure that robust patient safety systems and processes are operational in all ISMI facilities, and pertaining to all modalities.

The position will promote a culture of safe patient care and responsiveness to the needs of patients at all times and at all sites.

The position will liaise with the District Clinical Governance Unit and the Executive Director of Medical Services to ensure National, State, and District Safety and Quality Frameworks and Patient Safety Programs are implemented within the ISMI, consistent with the Diagnostic Imaging Accreditation Scheme (NATA), Royal Australian and New Zealand College of Radiologists (RANZCR), and National Safety and Quality Health Service (NSQHS) standards.

The position will provide expert technical, practical and educational knowledge in order to implement the ISLHD Clinical Governance Framework and District clinical safety priorities and goals.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

The ISMI Patient Safety Manager will have responsibility for:

- The timely and effective review, processing, analysis and reporting on all incident management system (IMS+) incident reports and other reports relating to patient safety and outcomes, and will contribute to the development of proactive systems to improve patient outcomes. This includes undertaking high level reviews of harm score 1 and 2 incidents.
- Review and analysis of patient (consumer) feedback, including patient complaints and compliments, complaints from other ISLHD services relating to safety and quality matters, and other reports relating to patient safety outcomes and experiences.

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- Implementing systems for periodic review of the accuracy of medical imaging reports, and for analysis and reporting on data from those systems.
- Undertaking review and analysis of ISMI patient safety trends from incident management and performance data to inform the development of proactive systems to improve patient outcomes.
- Promoting a culture of patient safety and responsiveness to patient needs in consultation with staff at all sites, and promoting the principle that patient safety is the responsibility of all staff within the ISMI.
- Engaging in and supporting the ISMI business strategy and development of local operating plans relevant to patient safety systems and processes

KEY CHALLENGES

- Lead change management process in the development of patient safety systems within the ISMI.
- Apply high level problem solving skills to meet the challenges of the portfolio.
- Maintain a current working knowledge of contemporary issues and practice in patient safety and quality management within the health sector.
- Ensure that a high quality service is provided to clinical units and services through ongoing professional development in the area of patient safety and clinical quality. Manage contentious issues with discretion.
- Exercise high level analytical decision making and problem solving in relation to complex management issues pertaining to the incident management portfolio.

KEY RELATIONSHIPS

Who	Why
Director of Medical Imaging Services	To take direction
District Manager	To integrate robust Patient Safety systems into ISMI operations
Clinical Directors – Radiology and Nuclear Medicine	To promote robust Patient Safety systems
Chief Radiographers, Chief Nuclear Medicine Technologist, District Nurse Manager	To promote robust processes in consultation with staff within departments

SELECTION CRITERIA

1. Recognised qualification in a health field with relevant AHPRA registration and experience.
2. Extensive experience in a health care environment including acute care hospital experience, a demonstrated interest in patient safety and quality of care, and demonstrated achievements in clinical governance.

3. A sound understanding of, and demonstrated ability to implement, state-of-the-art patient safety principles and programs in a medical imaging service combined with a working knowledge of systems used to review and monitor an organisation's performance.
4. Proven ability to work collaboratively in a multidisciplinary team, to contribute to development of the team, and to provide leadership where needed.
5. Excellent written and oral communication, presentation and interpersonal skills demonstrated by: (a) the ability to relate to health professionals at all levels and across all disciplines; (b) the ability to relate to patients and their carers; (c) the ability to manage conflict and contentious situations; and (d) the ability to provide leadership.
6. An understanding of NSW and ISLHD policies and guidelines relevant to patient safety and incident management.
7. Experience, knowledge, and understanding of the Serious Adverse Event Review (SAER) process related to adverse events.
8. Working knowledge and understanding of integrated clinical risk management processes, and the ability to report on patient safety in a risk framework.
9. High level of computer literacy with a working knowledge and experience of Microsoft Office and electronic clinical and administrative applications used by health services, preferably including some experience using ims+
10. Demonstrated ability to work without supervision and manage multiple projects concurrently.