

**POSITION DESCRIPTION [DRAFT]****ISLHD – Medical Imaging Patient Safety Manager**

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

**PRIMARY PURPOSE**

The ISMI Patient Safety Manager is responsible for Managing the Illawarra Shoalhaven Medical Imaging (ISMI) Patient Safety Program for the District. A key role will be the timely and effective management of reported patient safety incidents and complaints, and translating learnings from incidents into improvements in patient care. The Patient Safety Manager will report to the Director of Medical Imaging Services, with a secondary reporting line to the Clinical Directors (Radiology and Nuclear Medicine) and the District Manager.

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 sites. The position will play a key role in identification and management of clinical risk for all elements of the service.

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.
- Implementing systems for periodic review of the accuracy and timeliness of medical imaging reports.
- Regular analysis and reporting on patient safety and medical imaging quality data for both internal use and for feedback to referring ISLHD clinicians.
- 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.
- 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.
- Identification of clinical risk within ISMI, maintenance of a risk register, and contributing to the development of strategies to effectively manage identified risk.
- 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

- Maintain a current working knowledge of contemporary issues and practice in patient safety in a medical imaging service.
- Apply a high level problem solving skills in the analysis of patient safety incidents and the presentation of data in a coherent format.
- Lead change management process in the development of patient safety systems within the ISMI.

## 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 take direction and 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. Relevant tertiary qualification(s) and/or recent experience in health system management or a related field.
2. Recent service in an acute care hospital including a demonstrated interest in patient safety and quality of care, preferably with active participation in clinical governance.
3. A sound understanding of patient safety principles and programs relevant to a medical imaging service, combined with a working knowledge of systems used to review and monitor an organisation's performance, and the ability to report on patient safety in a risk framework.
4. Demonstrated ability to utilise and interpret data accurately, and to present data in a format that is meaningful and contributes to improvements in patient care and risk management.
5. Proven ability to work collaboratively in a multidisciplinary team, to contribute to development of the team, and to provide leadership where needed.
6. Excellent written and oral communication and presentation skills.
7. An understanding of NSW and ISLHD policies and guidelines relevant to Patient Safety and Incident Management, including an understanding of the Serious Adverse Event Review (SAER) process related to adverse events.
8. 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 prior experience using the Quality Audit Reporting System (QARS)

# JOB DEMANDS CHECKLIST

## Definitions

\* Denotes a critical requirement of the job

## Frequency

<b>I</b>	Infrequent – intermittent activity exists for a short time on a very infrequent basis	<b>C</b>	Constant – activity exists for more than 2/3 of the time when performing the job
<b>O</b>	Occasional - activity exists up to 1/3 of the time when performing the job	<b>R</b>	Repetitive – activity involves repetitive movements
<b>F</b>	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	<b>N/A</b>	Not applicable – activity is not required to perform the job

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sitting</b> Remaining in a seated position to perform tasks				X		
	<b>Standing</b> Remaining standing without moving about to perform tasks	X					
	<b>Walking</b> Floor type: even/uneven/slippy, indoors/outdoors, slopes		X				
	<b>Running</b> Floor type: even/uneven/slippy, indoors/outdoors, slopes						X
	<b>Bend/ Lean Forward from Waist</b> Forward bending from the waist to perform tasks	X					
	<b>Trunk Twisting</b> Turning from the waist while sitting or standing to perform tasks	X					
	<b>Kneeling</b> Remaining in a kneeling posture to perform tasks						X
	<b>Squatting/ Crouching</b> Adopting a squatting or crouching posture to perform tasks						X
	<b>Leg/ Foot Movement</b> Use of leg and or foot to operate machinery	X					
	<b>Climbing (stairs/ladders)</b> Ascend/ descend stairs, ladders, steps, scaffolding	X					
	<b>Lifting/ Carrying</b>	Light lifting & carrying – 0 – 9kg		X			
		Moderate lifting & carrying – 10 – 15kg					X
		Heavy lifting & carrying – 16kg and above					X
	<b>Reaching</b> Arms fully extended forward or raised above shoulder	X					
	<b>Pushing/ Pulling/ Restraining</b> Using force to hold/restrain or move objects toward or away from body						X
	<b>Head/ Neck Postures</b> Holding head in a position other than neutral (facing forward)						X
	<b>Hand &amp; Arm Movements</b> Repetitive movements of hands & arms			X			
	<b>Grasping/ Fine Manipulation</b> Gripping, holding, clasping with fingers or hands	X					
	<b>Work at Heights</b> Using ladders, footstools, scaffolding, or other objects to perform work						X
	<b>Driving</b> Operating any motor powered vehicle		X				

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sight</b> Use of sight is an integral part of work performance e.g. viewing of X-rays, computer screen			X			
	<b>Hearing</b> Use of hearing is an integral part of work performance e.g. telephone enquiries					X	
	<b>Smell</b> Use of smell is an integral part of work performance e.g. working with chemicals						X
	<b>Taste</b> Use of taste is an integral part of work performance e.g. food preparation						X
	<b>Touch</b> Use of touch is an integral part of work performance						X

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Assisting ↓						
	<b>Distressed people</b> e.g. emergency or grief situations						X
	<b>Aggressive &amp; uncooperative people</b> e.g. drug/alcohol, dementia, mental illness						X
	<b>Unpredictable people</b> e.g. dementia, mental illness, head injuries						X
	<b>Restraining</b> Involvement in physical containment of patients/clients						X
	<b>Exposure to distressing situations</b> e.g. child abuse, viewing dead/mutilated bodies						X

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Dust</b> Exposure to atmospheric dust						X
	<b>Gases</b> Working with explosive or flammable gases requiring precautionary measures						X
	<b>Fumes</b> Exposure to noxious or toxic fumes						X
	<b>Liquids</b> Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						X
	<b>Hazardous substances</b> e.g. dry chemicals, glues						X
	<b>Noise</b> Environmental/background noise necessitates people to raise their voice to be heard						X
	<b>Inadequate lighting</b> Risk of trips, falls or eyestrain						X
	<b>Sunlight</b> Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						X
	<b>Extreme temperatures</b> Environmental temperatures are < 15°C or > 35°C						X
	<b>Confined spaces</b> Areas where only one egress (escape route) exists						X
	<b>Slippery or uneven surfaces</b> Greasy or wet floor surfaces, ramps, uneven ground						X
	<b>Inadequate housekeeping</b> Obstructions to walkways and work areas cause trips & falls						X
	<b>Working at heights</b> Ladders/stapladders/ scaffolding are required to perform tasks						X
	<b>Biological hazards</b> e.g. exposure to body fluids, bacteria, infectious diseases						X