

POSITION DESCRIPTION

SWSLHD - Patient Safety Manager, Mental Health (HM3)

Our CORE values	Collaboration Openness Respect Empowerment	<i>transforming your experience</i>
Organisation	NSW Health	
Local Health District / Agency	South Western Sydney Local Health District	
Position Classification	Health Mgr Lvl 3	
State Award	Health Managers (State) Award	
Category	Clinical Operations Improvement and Innovation	
Website	www.swslhd.health.nsw.gov.au	

PRIMARY PURPOSE

The Patient Safety Manager has a primary responsibility of maintaining and enhancing the Patient Safety Program within the Mental Health Service.

The Patient Safety Manager provides leadership to influence and guide clinicians and managers to implement clinical practice changes in relation to patient safety systems and evaluate outcomes of system and practice improvements across the range of mental health services.

The Patient Safety Manager shares responsibility with the Patient Liaison Officer for Open Disclosure processes within the Mental Health Service.

Transforming Your Experience is SWSLHD's key strategy to positively transform how our patients, consumers, staff and communities experience our organisation and services. Our vision is that our care is always safe, high quality and personalised and all our staff are supported and empowered to achieve their full potential. This strategy provides us with a clear direction for working together to deliver safe and high quality health services and build the health of our communities – now and into the future.

ESSENTIAL REQUIREMENTS

Recognised qualification in a health related field (clinical or management) and / or extensive project management qualifications and / or experience in health services.

WHS Responsibilities:

You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.

WWCC:

Current Working with Children Check Clearance (where applicable).

NPC:

National Police Check (This check will be conducted by the Health Service for Recommended Candidates only).

Staff Health:

Compliance with the SWSLHD and NSW Health, Staff Immunisation Policy (Only for Category A Positions).

Driver's Licence:

Current unrestricted Australian drivers licence (P2 Licence Acceptable) subject to obtaining NSW drivers licence within 3 months of appointment.

KEY ACCOUNTABILITIES

Incident Management:

Oversee and manage the Incident Management System for the Mental Health Service (MHS);

Coordinate and provide expert advice and support for investigations of critical, serious and /or contentious incidents;

Ensure that key processes and documents required for serious incidents are tracked and completed (eg RIB,

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coroner's checklist, TMF notification);

Have experience, knowledge, and understanding of the Root Cause Analysis (RCA) process and ensure lessons learned from RCAs and serious incidents are communicated and implemented;

Exercise high level analysis and problem solving in relation to complex clinical management issues pertaining to the incident management portfolio.

Open Disclosure:

Shared responsibility for maintaining and enhancing the Open Disclosure process within the MHS and in collaboration with the MH Patient Liaison Officer

Expert knowledge:

Maintain a current working knowledge of contemporary issues and practice in patient safety and clinical governance within the health sector.

Maintain a policy and procedure framework for ensuring the effective management and investigation of clinical incidents that is consistent with relevant legislation and the policies of the SWSLHD and Ministry of Health;

Develop and report on key performance indicators that provide outcome measures;

Quality Management:

Coordinate the review, implementation and auditing of EQUiPNational and Mental Health Standards related to patient safety.

Working in collaboration with other members of the MH Clinical Governance Unit in delivering and promoting a culture of consumer safety through education and training and customer rounding with staff/team.

Working cohesively with other members of the MH Clinical Governance Unit in ensuring that tasks assigned within the team are covered during leave period.

KEY CHALLENGES

- Working within a geographically spread clinical stream while also interacting with three major general hospitals, and specialist services / teams for all age groups.
- Developing and maintaining productive relationships with external agencies related to patient safety, e.g. Clinical Excellence Commission.
- Managing a high volume workload with strict timeframes and deadlines.

KEY RELATIONSHIPS

Who	Why
MH Executive Leadership Team	Take direction; escalate serious issues
SWSLHD Clinical Governance Unit	Provision of RCA reports and tracking of recommendations; Cross-facility and cross-District joint clinical reviews
MH CGU, MH Staff and Managers	Communication on patient safety issues
Clinical Excellence Commission	Patient safety issues that have wide-spread significance; Clinical alerts
Ministry of Health	Provision of reports relating to patient safety issues

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SELECTION CRITERIA

1. Recognised qualification in a health related field (clinical or management) and / or extensive project management qualifications and / or experience in health services.
2. Demonstrated excellent written and oral communication and presentation skills.
3. Demonstrated ability and experience in high level analysis of complex issues, problem solving skills and providing subsequent concise reports with recommendations.
4. Demonstrated understanding and experience in clinical practice improvement, risk management and continuous quality improvement related to improving patient/consumer care.
5. Demonstrated experience in change management and ability to facilitate clinical practice innovation.
6. Demonstrated ability to work with minimal direct supervision, manage multiple projects concurrently and undertake project/program planning and implementation.
7. Understanding of the EQulP National Standards.
8. Demonstrated experience in using computer technology and program.