

Statement of Accountability

Te whakaturanga ō mahi

Role Title	Quality Facilitator Medical and Surgical Services, Christchurch Hospital		
Reports to	Quality Manager Medical and Surgical Services, Christchurch Hospital		
Date	June 2025	Salary Band	True IEA Grade 18
Location	Christchurch Hospital	Department	Quality and Patient Safety

About us

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Te Mauri o Rongo – The New Zealand Health Charter

In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

Wairuatanga	The ability to work with heart	<i>"When we come to work, we are able and supported by others to be our whole selves. When we return home, we are fulfilled".</i>
Rangatiratanga	Ensuring that the health system has leaders at all levels who are here to serve	<i>"As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all"</i>
Whanaungatanga	We are a team, and together a team of teams	<i>Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora"</i>
Te Korowai Manaaki	Seeks to embrace and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>

My Role Responsibilities

The Quality Facilitator is responsible for supporting the delivery of national, regional and district level priorities for quality improvement and patient safety.

In collaboration with Service leaders (clinical and non-clinical) the Quality Facilitator provides support for the ongoing development and implementation of quality and risk management practices which ensures effective structures and processes are in place to deliver safe, high quality care.

The key deliverables are –

- To help drive an organisational culture of innovation, transformation and continuous quality improvement.
- That local improvement programmes and projects are robust and based on best practice and evidence (where this is available).
- To Support clinical risk management processes including incident and risk management reporting and analysis. Assists with implementing processes to prevent adverse events, improve patient safety, and ensure the quality and effectiveness of healthcare services.
- To use science of improvement guidance, training and tools to promote a culture of innovation and improvement supporting care delivery.
- Promote service level consumer engagement, coordinate consumer involvement and codesign as able, assist with consumer experience analysis to inform care delivery and improvement activities.
- To advise on the implementation and review of structures and processes for clinical governance in order to deliver safe, high quality care.

Key Outcomes Area	Expected Activities / Performance Indicators – Position Specific
Promotes a culture of innovation and continuous improvement across and within Services	<p>National, regional and district priorities for Quality and Patient Safety are embedded at the service level.</p> <p>Programmes and initiatives are based on best practice and evidence (where available).</p> <p>Advocates for and models the use of improvement methodologies, tools and techniques to drive positive change.</p> <p>Planning, monitoring, evaluation and reporting on quality is embedded in service level processes.</p> <p>Patient centred practice and consumer participation is evident in the development, implementation and evaluation of evidence-based initiatives.</p> <p>Guidance is provided for audit and feedback mechanisms.</p> <p>The use of benchmarking and measurement is encouraged (internally and externally).</p> <p>Forms collaborative working relationships with key stakeholders to facilitate staff involvement and commitment to the quality culture within the service and the organisation as a whole.</p> <p>Facilitates local training for staff on quality improvement and patient safety.</p> <p>Promotes effective teamwork, communication and shared learning as key components of a culture of safety.</p> <p>Clinical Governance activities are in place to monitor and improve patient experience and outcomes.</p>
Supports risk management processes including, incident investigation and analysis, complaint review, risk identification and mitigation strategies.	<p>System safety and learning is promoted including the application of the Incident Reporting Policy, Open Disclosure Policy and principles of a Just Culture and restorative practices</p> <p>Learning Review investigations are undertaken as outlined in adverse events policy and procedures.</p> <p>Assists with complaint reviews as requested.</p>

	<p>Assists with the identification, documentation and mitigation of risk issues in line with the risk management framework.</p> <p>Ensures learning is embedded across the service/area of responsibility through the dissemination and follow-up of recommendations arising from consumer feedback, serious events, incident reporting, complaints etc with the clinical teams.</p> <p>As a result of incident/complaint reviews, assists services in the identification of areas for further improvement, education opportunities, audit activities, or the need to undertake further analysis.</p> <p>Ensure the organisation is outward looking and incorporates the recommendations from external bodies such as Coroners reports, HDC Complaints report, ACC reports and Enquiries etc into practice.</p>
The Quality Facilitator is actively involved in patient safety and improvement projects.	<p>Assists with the design and implementation of local improvement projects across a service or division.</p> <p>Ensures project management methodology is followed.</p> <p>Supports implementation of project recommendations in a way that promotes positive approach to change and ensuring service improvements are sustained.</p> <p>Assists services to “showcase” and share learning of improvements.</p>
The Quality Facilitator fulfils the role of Certification/Accreditation Coordinator for the service.	<p>Provides advice, delivers targeted education and ensure effective communication processes are in place to assist with the participation in Certification/Accreditation programmes.</p> <p>Assists with the preparation for onsite internal and external surveys/audits, gathering evidence of achievements and submitting relevant documentation.</p> <p>Educates Services on the relevant standards and requirements.</p> <p>Works with key staff to ensure accreditation/certification action plans are developed, implemented and monitored.</p>
OTHER	<ul style="list-style-type: none"> – Performing other duties considered to be within the scope of this role as agreed by you and your manager.

My Capability

To be effective and succeed in this role it is expected the person will have proven capabilities against the **Leading-Self** leadership focus. A person with this leadership focus will not hold formal leadership accountabilities but are responsible for displaying leadership character and driving service delivery within their role and team.

Therefore, critical capabilities for this role are:

Capability Area	Behavioural Descriptor
Cultural Responsiveness	Understands the needs of Māori and adjusts approach to ensure equitable outcomes.
Self-Aware	Understands their impact on others and strengthen personal capability over time.
Engaging others	Connect with people; to build trust and become a leader that people want to work with and for.
Resilient and Adaptive	Show composure, resolve, and a sense of perspective when the going gets tough. Helps others maintain optimism and focus.

Honest and Courageous	Delivers clear messages and makes decisions in a timely manner; to advance the longer-term best interests of the people we care for.
Achieving Goals	Demonstrate drive, optimism, and focus; to make things happen and achieve outcomes.
Managing Work Priorities	Plan, prioritise, and organise work; to deliver on short, medium and long-term objectives across the breadth of their role.
Curious	Seeks and integrates ideas, information, and different perspectives.

My Qualifications, Experience, Knowledge, Skills:

You will have:	<p>Essential</p> <p>Health Professional background (an active practicing certificate is not essential) OR proven experience at a senior level in healthcare working in Continuous Improvement</p> <p>Extensive knowledge and experience working in the health sector (8-10 years)</p> <p>Familiar with Health NZ patient information systems</p> <p>Evidence in skills of leadership/mentoring roles.</p> <p>Previous experience in quality improvement/project management</p> <p>Desired</p> <p>Holds a relevant tertiary qualification (undergraduate or post graduate)</p> <p>Quality Management related qualifications</p> <p>Knowledge of Health and Disability Sector Standards, Certification or Accreditation Programmes.</p> <p>Demonstrated knowledge, understanding and application of the principles underlying Quality Improvement, Change and Risk Management</p> <p>Medium level of computer literacy and report writing skills</p>
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Key Relationships to Nurture

Internal

- . Clinical and nonclinical Leaders
- Service Managers/Projects Managers
- Professional Development Unit
- Customer Services
- Nursing Coordinators – Clinical Standards, Risk and Projects
- Nursing Educators and Clinical Nurse Specialist (includes Infection P& Control)
- Clinical Quality Leads
- District Quality and Risk Team
- Quality Teams/Document Control
- . Clinical Director, Service Improvement

This statement of accountability is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.