

POSITION DESCRIPTION

This position description is a guide and will vary from time to time, and between services and/or units to meet changing service needs



The Canterbury District Health Board is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.

Position Title:	Administrator	
Reports to:	ED Administration Manager	
Key Relationships:	Internal: <ul style="list-style-type: none"> ▪ Service Manager ▪ Clinicians ▪ Wards and other staff 	External: <ul style="list-style-type: none"> ▪ Patients and their families ▪ General practitioners ▪ Other public and private health sector health agencies
Organisational Vision:	The Canterbury District Health Board's vision is to promote, enhance and facilitate the health and wellbeing of the people of the Canterbury District.	
Organisational Values & Philosophy:	<p>The Canterbury DHB is committed to being an excellent and caring funder / provider of health and hospital services. Integral to the achieving of our vision, goals and objectives of the DHB are the values of the organisation:</p> <ul style="list-style-type: none"> ▪ Care & respect for others ▪ Integrity in all we do ▪ Responsibility for outcomes 	
Role Purpose:	<p>The key purpose of the role is to work to CDHB standards (and Ministry of Health targets) for patient management administration, with guidance from the ED Admin Manager, Service Manager and Clinical Director/Triaging Clinician.</p> <p>This includes the arriving and departing patients attending the emergency department, acute / inpatient admissions and distribution of patient records / information to ensure patients receive treatment within CDHB and MoH guidelines.</p>	
Complexity:	<p>Most challenging duties typically undertaken or most complex problems solved:</p> <ul style="list-style-type: none"> • the wide range of considerations when communicating with patients / family • accuracy of patient information across two systems EDaaG and SI-PICS • correct priorities in a fast paced dynamic environment • ensuring patient information and medical requests reach the right internal and external agencies in a timely manner • downtime procedures when the patient management system is unavailable 	

The Administrator will be successful when:

1. Patient flow is streamlined

Time is managed well to support prioritisation and completion of competing demands.

- Patients and visitors are greeted warmly and directed to the appropriate area.
- Timely and accurate registration and administration of patients in accordance with triage priorities
- The patient management systems (SI-PICS and EDaaG) are utilized in accordance with Emergency Department practices, processes and procedures.
- Patient confidentiality and privacy is maintained at all times.
- Patients who are clearly unwell or infirm are referred immediately to nursing staff
- Bed requests, acute admissions and referrals are processed in accordance with emergency and wider hospital requirements
- Transit nurses and orderlies are requested, as required, in a timely manner
- Downtime procedures are implemented when patient management systems are unserviceable
- All information required by CDHB Management is collected as per agreed protocols and business rules.

2. Standardised patient administration processes are followed contributing to a high performing emergency department

Patient Registration

- Patient demographic and circle of care information is obtained and entered / corrected in SI-PICS Patient Profile
- The patient NHI is accurately entered in EDaaG and the patient visit created in SI-PICS in a timely manner.
- Accident Compensation Corporation (ACC) information is collected and accurately recorded in EDaaG
- External ACC numbers are obtained and entered in the EDaaG triage field.
- Arriving ED patient records and labels are printed and distributed to the appropriate medical teams in a timely manner
- Discharged patient records are filed and stored in accordance with ED Admin processes and procedures
- Printers and Labels are stocked appropriately to maintain timely printing of patient information

Acute Admissions

- Bed requests are actioned in a timely manner, for the wards clerical administration is responsible for.
- Emergency inpatient admissions are undertaken in SI-PICS in response to EDaaG notification in a timely manner
- After Hours admissions are prioritized appropriately and undertaken in SI-PICS upon request from the wider hospital
- After hours admission referrals are entered into SI-PICS in accordance with Orange Book procedures

Acute Discharges

- Patient discharge times and where discharged to are accurately recorded in a timely manner
- ED Obs discharges are recorded accurately in EDaaG and SI-PICS as to, Location, ED discharge time, ward discharge time and outcome as appropriate.
- The patient's emergency referral is manually closed in SI-PICS on discharge from ED Obs ward.
- In EDaaG for ACC/DC located patients accurate discharge times are recorded in the comments field prior to being re-located to ACC/DC.
- In EDaaG the ACC/DC location is regularly checked for completed clinician actions and discharges completed in accordance with correct discharge times.
- In EDaaG the patient location is updated to ACC/DC for discharges requiring clinician attention with appropriate comment to action.

3. Information is analysed and used appropriately

EDaaG

- Clerical, Clinical and Duty Manager screens are used appropriately to ensure timely patient flow (admissions, discharges, location, status updates)
- Information is accurately applied and updated in accordance with medical team advice (consult referral, location, status, admission)
- Medical team information is used to ensure communication with appropriate clinician is undertaken
- Patient information is scanned and comments reacted to in a timely manner, e.g. discharge, transit, terminal clean
- Tasks and requirements are recorded appropriately in the comments section for own and wider team situational awareness.

SI-PICS

- Visit Manager and Patient Administration Overview screens are used to confirm patient location and status in the wider hospital
- ACC funding information is accessed appropriately (Patient Administration Overview / Referral)

4. Communicate effectively and efficiently
<ul style="list-style-type: none"> • Communication is clear, concise, courteous and timely • Enquiries and requests from team members, wider hospital, external agencies, general practitioners, patients and other members of the public are responded to promptly and appropriate action taken. • Confidentiality is maintained • Notices and updates are read and actioned appropriately • Communication supports teamwork • Effective working relationships are maintained with staff from other departments within Christchurch, Ashburton and Burwood hospitals. • Good public relations and communication skills are practised at all times.
5. Undertake other duties and projects as reasonably directed by the Team Leader from time to time
<ul style="list-style-type: none"> • Assistance with the overall service provision as workload determines. • Additional duties are carried out in the best interest of the service and in a competent and efficient manner.
6. Quality
<ul style="list-style-type: none"> • A quality service is provided by taking an active role in quality activities and identifying areas of improvement • Be familiar with and apply the appropriate organisational and divisional policies and procedures
7. Health and Safety
<p>Maintain a high quality, safe and secure work environment by following relevant Canterbury DHB and divisional policies, protocols and standards.</p> <p>All Canterbury DHB safe work procedures and instructions are observed</p> <ul style="list-style-type: none"> • Own safety and that of others is ensured • All hazards or potential hazards are immediately reported • Protective equipment is used when appropriate and protective clothing is worn when required • Unsafe work situations are made safe or, if they cannot, the supervisor or manager is informed • Workplace hazards and employees health is monitored • All accidents or incidents are promptly reported to your manager • The Canterbury DHB's rehabilitation plan, to ensure an early and durable return to work, is activated when required • Advice is sought from your manager if you are unsure of any work practice

PERSON SPECIFICATION:

- Be able to relate to patients and their families in a courteous and helpful manner.
- Be able to perform under periods of pressure.
- Ability to maintain confidentiality.
- Actively seeks feedback on opportunities to improve
- Be well groomed and appropriately dressed at all times.
- Ability to work together in a truthful and helpful manner.
- Ability to work smarter by being innovative and proactive.
- Accepts responsibility for actions.

Qualifications & Experience *(indicate years of experience required and level of learning)*

Essential:

- Excellent customer service skills – people focused
- Technically savvy – quick at picking up new applications/systems
- Excellent organisational, time management and problem solving skills
- Ability to achieve accuracy and maintain attention to detail
- Ability to meet deadlines and work unsupervised
- A team player
- Intermediate to advanced user in the Microsoft suite of products e.g. Word, Outlook, Excel
- Excellent keyboard skills
- High level of written and verbal communication skills
- Demonstrated perceptiveness and a proactive approach in an administrator role.

Desired:

- Broad administrative experience in a health related field
- Knowledge of medical terminology
- Familiarity with the public hospital system (including the patient management system)
- Awareness of people of differing cultural backgrounds.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed in this job classification. Employees may be requested to perform job related tasks other than those specified