

POSITION DESCRIPTION

Position	Emergency Medicine House Officer	Direct Reports	Nil
Responsible To	Operational – Service Manager, Emergency and Medical Management Professional – Head of Department, Emergency Medicine	Location	Rotorua
Financial Delegations	Nil	Date	May 2024
Relationships Internal	Service Manager, Emergency and Medical Management Senior Medical Officers Resident Medical Officers Medical Students Nursing and Midwifery staff Medical Management Unit Administrative staff Te Aka Matua service Allied Health staff Other Departments	Relationships External	
Run Category	Category F (average rostered hours 37 + paid for 3 unrostered hours) Paid at category C (40-44.9 hours per week)		

Primary Purpose(s) of the Position

- To provide emergency medical services in accordance with good protocols as established by Emergency Medicine Specialists and other consultants with high quality patient care being the primary focus.
- Achieving the objectives and fulfilling the key responsibilities and other duties as set out below.
- Follow departmental protocols and guidelines.

Key Objectives

Expected Outcomes

Clinical Practice

The employee will assess/treat patients who are referred to/present to the Emergency Department

- Taking a history, performing a physical examination and formulating a management plan in consultation with/as directed by the Senior Medical Officer on duty and as established by Health New Zealand Lakes and to a standard comparable with that of competent colleagues.
- Where possible House Officers are requested to facilitate the informed consent procedure. Informed consent is the responsibility of the medical person performing the procedure required.
- Implement treatment of assigned patients, including ordering investigations and monitoring results.
- Perform required procedures in consultation with the Senior Medical Officer on duty.
- Acknowledge laboratory and radiology reports promptly.
- Review radiology/laboratory results of discharged patients from the department. Refer abnormal results to the patients GP.
- Liaise with other staff members, departments, and GPs in the management of their patients.
- Ensure appropriate discharge planning e.g. clinic follow up, homecare services, GP advised, ACC documentation etc.
- Arrange appropriate disposition for patients seen.
- Transfer of care (discharge documentation) should be completed as soon as practicable around the time of discharge after discussion with the relevant Senior Medical Officer.
- Certification of deceased as required by New Zealand Police/Coroner.
- The employee will take account of and allow for patients individual religious and cultural beliefs and values as far as is possible without compromising clinical care.
- Ensure that comprehensive, accurate, legible medical records, dated, timed and signed are maintained in accordance with standards for patients assigned to his/her care.

-
- Electronically document clearly, completely and concisely of the assigned patients during their stay in the Emergency Department and on discharge.
 - Be a member of the medical emergency/trauma team within the Emergency Department.
 - Participates and adheres to the Lakes District major incident response plan (MIR plan) as appropriate and when enacted, including the unit specific Emergency Department plan.
 - Promotes preventative medicine in areas influencing Emergency Medicine such as trauma reduction (sexual domestic, paediatric, industrial, sporting and vehicular).
 - Act as a resource for Medical Students rotating through the department.
 - Prepare, present and discuss cases and medical topics at clinical meetings as directed by the SMO.
 - Keep the department tidy.
Complete a departmental audit.
 - Participate in departmental teaching.
 - Implement departmental and Ministry of Health key performance indicators.

Communication

Regular, accurate and appropriate communication with all relevant parties is maintained.

- Liaising with other health professionals to ensure efficient inter-service patient management with emphasis on continuity of care.
- Reports completed for ACC, Police, Insurance Companies and the Health & Disability Commissioner as required.
- All appropriate meetings attended.

Assessment

Performance reviews are done every 3 months. All consultants are involved in the reviews and feedback to House Officers is given by the DEMENT +/- Head of Department, Emergency Medicine.

- The House Officer will meet with their supervisor at the start of the run to identify goals and discuss responsibilities.
- Feedback will be delivered by all SMOs on the floor and formally every 3 months or more frequently if required.
- All House Officers who are registered under the general scope of practice who are not on a vocational training programme will be required to join the “BPACNZ Recertification Programme” at recertification time (when their Annual Practising Certificate is due for renewal); through this programme they will be required to complete a Clinical Audit. Registration with BPACNZ is the responsibility of the house officer.

It is the individual House Officers responsibility to maintain and complete these assessments and reporting requirements in a timely manner.

- Please note that whether the House Officer is on a vocational training programme or is a non-trainee, if any deficiencies are identified during the run, the supervising consultant will discuss these with the House Officer at the time (preferably no later than two thirds of the way through the run), and make a plan to correct or improve performance.

Expected Hours of Work

Ordinary hours of work average 37. Unrostered hours 3 (total hours 40). Full rotating shifts covering Monday – Sunday as per attached roster.

Category F run, paid at a category C

There are three shift start times as below:

- 0800 - 1800 (AM)
- 1300 – 2300 (PM)
- 2230 – 0830 (Night)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
Week 1	PM	PM						
Week 2	Relief	Relief	Relief	Relief	Relief	Relief	Relief	Band A
Week 3					Night	Night	Nights	
Week 4				AM	AM	PM	PM	
Week 5			PM	PM	PM			
Week 6	Night	Night	Night	Night				
Week 7	AM	AM	AM			AM	AM	

Relief week rules:

Paid at a Band A

RMOs will be given a minimum of 2 weeks' notice of these shifts or they will be paid additional duties

RMOs must work a minimum of 3 shifts (this can be covering leave or additional staffing) and a maximum of 5 shifts

RMOS will have 2 consecutive days off during each relief week

RMOs will attend departmental teaching unless on a rostered day off or night shift

- The above roster was ratified by the RMOs working in ED Q1 2022.

Training, Education & Teaching

The rostered working time include 4 hours of Medical Education time per week, attendance on a Tuesday is expected unless on annual leave, night shift or one of your 2 RDOs.

- Protected ED medical education Tuesdays 11:00-13:00 hours. This is a combination of interactive ECG teaching, journal club, didactic teaching, workshops and simulation. 25% of education sessions are paediatric focussed, as per ACEM guidelines. All House Officers are expected to participate in the teaching programme.
- Grand round Friday 12:30-13:30 hours.
- ED continuing medical education session at weekday handovers.
- Every month CME includes a radiology conference
- Quarterly M&M meetings.
- Participate in department audits and quality improvement projects

Training Other Staff




Periods during the day in which clinical responsibilities are light should be used for reading and research.

- As appropriate for the education and training of nursing staff and other medical staff.

Other Resident Medical Officer and Specialist cover

There are 14 RMO's on a rotating shift roster in ED.

There are 12 SMO's rostered to ED working a shift roster 23:00 hours and then placed on-call from 23:00 to 08:00 hours.

Key Objectives	Description	Expected Outcomes
<p>Communication and Personal Interaction</p> <p>Te Ringa Hora</p>  <p><i>the open hand (denoting someone who is sociable)</i></p>	<p>Openly communicates and cooperates with all levels of Health New Zealand – Lakes (Lakes) employees, patients and visitors.</p>	<ul style="list-style-type: none"> • Listens actively, absorbs message and responds appropriately. • Builds effective working relationships. • Establishes rapport with others and gains their respect while being adaptive in relating to different types of people and situation. • Openly and constructively participates in conversations with md team, patients, managers and visitors. • Patients and visitors are appropriately welcomed and treated while within Health New Zealand – Lakes. • Collegiality with team mates and multi-disciplinary teams. • Accepts differences of opinion can occur but these happen respectfully and without any continued animosity
<p>Strategy & Performance</p> <p>Te Ringa Raupā</p>  <p><i>the roughened hand (symbolising a hard worker)</i></p>	<p>Spends energy on delivering role requirements and meeting objectives.</p>	<ul style="list-style-type: none"> • Has an energetic approach to work and is self motivated. • Accepts direction and instruction of manager but is able to work effectively without direction or guidance. • Organises time and resources effectively. • Understands and work towards achievement of the organisation's goals. • On shift is busy completing shift duties.
<p>Development and Change</p> <p>Te Ringa Ahuahu</p>  <p><i>the hand that shapes or fashions something (refers to someone who is innovative)</i></p>	<p>Accepts change in day to day practices and contributes to decision making of the team.</p>	<ul style="list-style-type: none"> • Can adjust behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress.
<p>Personal Accountability</p>	<p>Is open with manager and colleagues and open to accepting</p>	<ul style="list-style-type: none"> • Offers constructive criticism and accepts feedback.

Te Ringa Tōmau



the hand that is trustworthy

feedback and critique to improve upon practice.

- Establishes rapport with others and gains their respect while being adaptive in relating to different types of people and situations, to allow improvements to be made.
- Accepts all feedback and participates in feedback discussions appropriately.
- Responds and queries how improvements can be made.
- Advises manager wherever issues may be impacting on performance.

Looks for and undertakes development activities appropriate for role and career development.

- Recognises areas that could be improved in own practice.
- Requests learning and development opportunities to enhance practice in role and/ or to assist where improvements can be made.
- Recognises and facilitates the rights of Māori clients and their whanau to participate in cultural activities.
- Has a working knowledge of Health New Zealand – Lakes Māori communities.

Culture and Values

Te Ringa Taurima



*the hand that nurtures,
encourages, supports*

Operates in line with Lakes values and expectations and professional codes of conduct.

- Demonstrates a commitment to cultural safety by meeting and exceeding the cultural needs of clients/ customers/ colleagues.
- Incorporates the Lakes Way into day to day business activities.
- Shows respect for patients, colleagues, managers, multi-disciplinary teams.
- Utilises the Lakes Way philosophy to engage with patients, visitors and multi-disciplinary teams.

Compulsory Requirements **Expected Outcomes**

Māori Health

Māori philosophies and values of health are demonstrated in work practice.

- Meaningful relationships are established with Te Aka Matua (Rotorua and Taupo Hospitals) and Lakes Maori Health division in the planning and delivery of services.
- Practices are consistent with Te Tiriti o Waitangi /The Treaty of Waitangi when working with Māori.
- Delivery of safe services for Māori are facilitated by ensuring they can access treatment options and are involved in the planning and delivery of their care.
- Māori are enabled to access and participate in cultural activities provided by the Lakes.
- A commitment to improving the wellbeing of Māori by increasing cultural knowledge in the Lakes is shown.

Te Iti Kahurangi

The Lakes Way, Our Place Our Culture.

- Works within the Te Iti Kahurangi framework and supporting guide document.

Record Keeping

- Complies with the Lakes Corporate Records Management policy to create and maintain full and accurate records.

Quality & Risk

Patient safety is paramount to the service we deliver at Lakes. This is to be achieved in a clinical governance framework that is culturally responsive and identifies and manages risk and opportunities to improve.

- Employees are supported to lead by example and implement a culture of continuous quality improvement.
- Risks that may prevent Lakes from achieving their goals are identified, reported, and managed.
- Māori patients are provided patient-centred care to achieve positive Māori health outcomes.
- Needs of Māori are reviewed and reported in the further development of practice, process and or policy.
- Evidence-based methodologies are used to support improvements, e.g. kaupapa Māori methodology.
- Quality care is provided to certification standards.

Compulsory Requirements **Expected Outcomes**

Health & Safety

Each individual is responsible for ensuring the safety of themselves, their colleagues, patients and their visitors and to comply with all organisational health and safety policies, procedures and guidelines.

- Implementation and reinforcement of a proactive healthy work place culture which reflects relevant Lakes policy and legislative requirements.
 - Healthy lifestyles are actively promoted and participated in, within the work area.
 - Employees participate in Health and Safety within areas of work.
 - Health and Safety activities are appropriately documented within specified timeframes.
 - Health and Safety policies have been read and understood and are applied in the workplace.
 - Health and Safety policies are appropriately documented within specified timeframes and incidents are reported immediately.
 - Any opportunities for improving Health and Safety are reported and acted upon in a timely manner.
 - All near misses/incident/accidents are reported to the appropriate line manager within 24 hours.
-

Signatures:

Line Manager:

Position Description Approved: _____

Employee:

Acceptance of Position Description: _____

(Please also initial all other pages to show acceptance of position description.)

Person Specification

Education and Qualifications

Essential

- A medical practitioner registered or able to obtain general registration with the Medical Council of New Zealand.
 - Current Practising Certificate.
 - Member of Medical Protection Society of equivalent.
- Hold current ACLS level 7 certification (or equivalent).

Desirable

- Proven professional and clinical credibility.
- Proven commitment to provision of quality medical care.
- Ability to function as a multidisciplinary team member.
- Role model including being a non-smoker.
- Demonstrates cultural safety in practice.
- Demonstrated commitment to won professional development.
- Ability to meet defined timeframes and to be self-directed.

Has good command of conversational and written English.

Experience

- Involvement with Quality Assurance or Continuous Improvement.
- Involvement in programmes including audit programmes and peer review.
- Has keyboard skills and is computer literate.

Knowledge

- Te Tiriti O Waitangi in the provision of health care services and support to Māori.
- Te Tiriti O Waitangi in practice, process, policy development and decision making.

Skills

- Pronunciation of Te Reo Māori words and names.
- Te Reo Māori.
- Excellent communication and interpersonal skills.

Personal Attributes

- Self-motivated and uses initiative.
- Honest and reliable.
- Ability to work in a team environment.
- Ability to work under pressure and adapt to changes in a demanding work environment.
- Ability to maintain a calm disposition under pressure.
- Ability to escalate concerns and seek assistance.
- Non-smoker preferred.



Person Specification

Essential

Desirable

-
- Accepts direction and delegation.
-

About Health New Zealand – Lakes

At Lakes we place the highest value on the health and wellbeing of everyone in our community. As such all healthcare workers are expected to play a part in the creation and promotion of an environment which lives the following vision, mission and values:

Vision

Healthy Communities – Mauriora! In this vision Mauriora refers to the Mauri - being the life essence and the source of well-being, and ora - describing the state of wellness.

Strategic Mission

- Achieve equity in Māori health.
- Build an integrated health system.
- Strengthen people, whanau and community wellbeing.

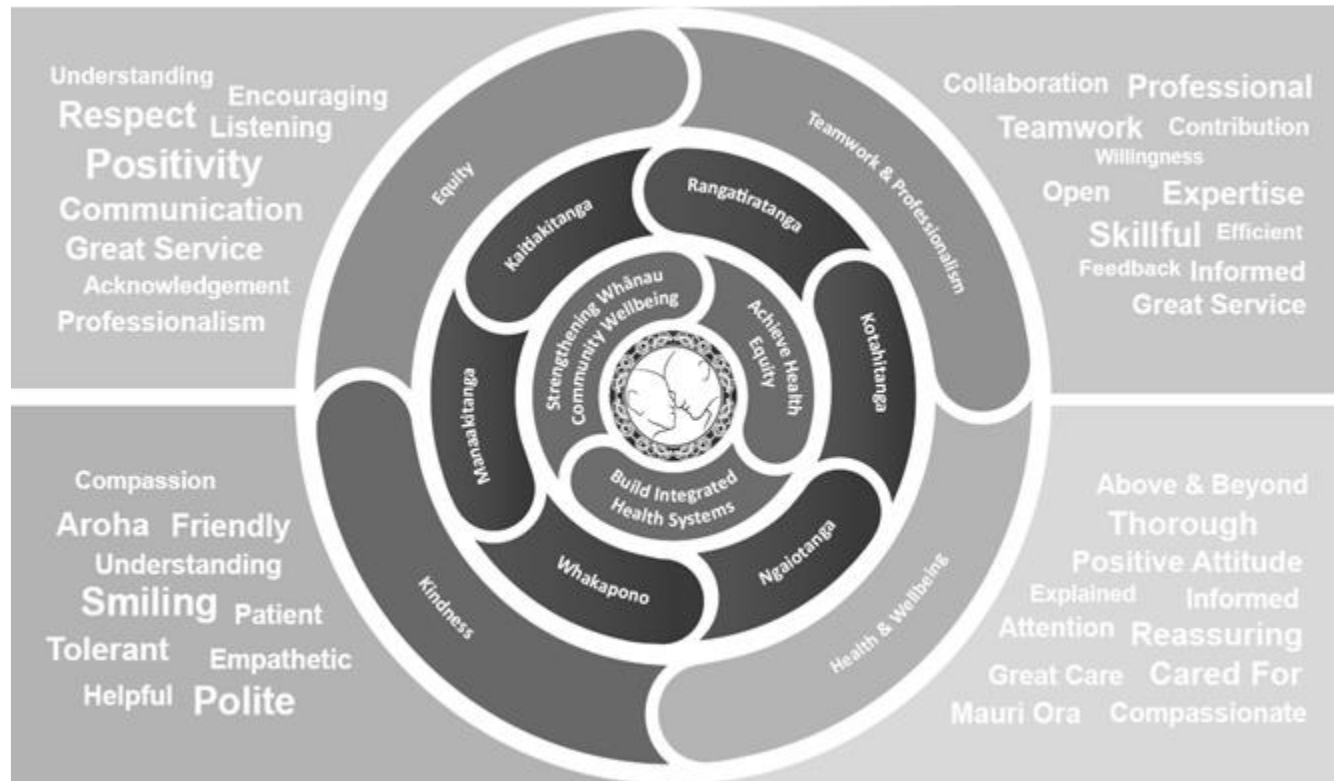
Three Core Values

Manaakitanga Respect and acknowledgment of each other's intrinsic value and contribution.

Integrity Truthfully and consistently acting collectively for the common good.

Accountability Collective and individual ownership for clinical and financial outcomes and sustainability.

Te Iti Kahurangi – The Lakes Way, Our Place, Our Culture – We Will



Te Tiriti O Waitangi

Our expression of Te Tiriti o Waitangi

The text of Te Tiriti, including the preamble and the three articles, along with the Ritenga Māori declaration, are the enduring foundation of our approach to achieving health and independence. Based on these foundations, we will strive to achieve the following four goals, each expressed in terms of mana.

Mana whakahaere

Effective and appropriate kaitiakitanga and stewardship over the health and disability system. Mana whakahaere is the exercise of control in accordance with tikanga, kaupapa and kawa Māori. This goes beyond the management of assets and resources and towards enabling Māori aspirations for health and independence.

Mana motuhake

Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives and to live on Māori terms and according to Māori philosophies, values and practices, including tikanga Māori.

Mana tangata

Achieving equity in health and disability outcomes for Māori, enhancing the mana of people across their life course and contributing to the overall health and wellbeing of Māori.

Mana Māori

Enabling Ritenga Māori (Māori customary rituals), which are framed by te ao Māori (the Māori world), enacted through tikanga Māori (Māori philosophy and customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

Lakes is committed within the framework of the New Zealand Public Health and Disability Act (2000) to supporting the Crown's commitment to upholding its Tiriti promises.

Organisation Structure

