

Accident Compensation Corporation Clinical Key Worker

1. PURPOSE OF POSITION

The Accident Compensation Corporation (ACC) Clinical Key Worker role is to primarily provide continuity and consistency around the function of ACC and non resident clinical workflows. The role has a close relationship between the clinical inpatient areas and Taranaki DHB ACC and Non Resident Business Team and will work across multiple areas.

The role will be a clinical resource for inpatient areas (specifically wards 3a, 3b, 4a/b, and the Intensive Care, Coronary Care, High Dependency Unit (ICU CCU HDU)), and will facilitate with the identification of all patients on the acute wards who have an ACC or non resident related event/visit, including accurate completion of all necessary documentation.

The ACC Clinical Key Worker will be responsible for ensuring gaps of knowledge are identified and that departmental protocols and procedures related to ACC and non residents are up to date in conjunction with the unit/departmental lead.

The role will ensure a high quality, patient focussed service with an emphasis on maximising revenue opportunities and entitlement for Taranaki DHB patients who are eligible.

2. ORGANISATIONAL VALUES

The Taranaki District Health Board's (DHB) our mission (Te Kaupapa) is improving, promoting, protecting and caring for the health and well-being of the people of Taranaki. Taranaki DHB's values define who we are as an organisation, the way we work with each other, our patients, whanau and external partners. Our Te Ahu Taranaki DHB values are:

Partnerships	WHANAUNGATANGA	We work together to achieve our goals
Courage	MANAWANUI	We have the courage to do what is right
Empowerment	MANA MOTUHAKA	We support each other to make the best decisions
People Matter	MAHAKITANGA	We value each other, our patients and whanau
Safety	MANAAKITANGA	We provide excellent care in a safe and trusted environment

3. DIMENSIONS

Reports to (operationally):	Business Advisor Planned Care & ACC
Number of people reporting to you	Nil
Financial limits authority	Nil
Operating Budget	Nil

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4. WORKING RELATIONSHIPS

External	Internal
Accident Compensation Corporation (ACC) Primary Health Organisations (PHO) Residential Aged Care Disability Support Services Other DHBs Community Providers Department of Immigration Consultant Rooms (private)	ACC and Non Resident Business Team Department of Medicine/Surgery Nurse and Midwife Managers Clinical Nurse and Midwife Managers Associate Clinical Nurse Managers Capacity and Access Nurses Complex Discharge Coordinators Allied Health teams / multidisciplinary teams (MDT) Maori Health Team Nursing staff Medical Staff Administration/reception staff Medical Records

5. ACCOUNTABILITIES

Key area of responsibility	Expected outcomes
Clinical coordination of ACC and non resident workflows Effectively performs the ACC Clinical Key Worker role to ensure excellent service provision for patients	<ul style="list-style-type: none"> To act as the key liaison person between the Emergency Department (ED), ACC and Non Resident Business Team and inpatient wards (with a focus on wards 3a, 3b, 4a/b, and ICU CCU HDU) Has an in-depth understanding of ACC and non resident processes and requirements Ensure that all relevant information is recorded accurately, processed on time and is communicated to the appropriate agencies and team/s Coordination, completion and quality check of all inpatient mandated ACC documentation Liaises with the Business Advisor Planned Care & ACC with regard to contract and Treatment Injury issues Engage positively with stakeholders
Identification and facilitation of acute inpatients who have an ACC or non resident related event/visit Ensures entitlements are maximised for patients who meet eligibility for funding	<ul style="list-style-type: none"> Early identification of patients who meet eligibility for funding by ACC or non resident streams Maintain an overview of all eligible patients for the designated ward (s) (with a focus on wards 3a, 3b, 4a/b, and ICU CCU HDU) Follow up on documentation that has been incorrectly or partially completed Timely identification of treatment injuries in conjunction with Medical staff and nursing/allied teams, including appropriate completion of paperwork Liaison with Complex Discharge Coordinator and ACC and

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	<p>Non Resident Business Team in regards to complex patients, especially for residential support needs</p> <ul style="list-style-type: none"> • Ensuring appropriate referrals have been submitted for support services or services required post discharge • Identify those patients on the designated wards where the DHB would be eligible for contractual funding (e.g. Non Acute Rehabilitation stream) • Ensure all patients will have a seamless transition across the care continuum
<p>Facilitate staff education</p> <p>Ensures staff have the knowledge and resources to navigate ACC processes and requirements</p>	<ul style="list-style-type: none"> • Promote and develop staff knowledge regarding ACC, patient eligibility and support services available Facilitate and support clinicians with education around ACC and non resident requirements • Review and update departmental handbooks, protocols and procedures related to ACC and non residents • Identification of knowledge gaps amongst clinical staff • Ensure ACC (where appropriate) is embedded into orientation programmes
<p>Delivery of high quality, patient focused service with an emphasis on maximising entitlements</p> <p>Ensure a professional quality customer service is provided to all internal and external stakeholders</p>	<ul style="list-style-type: none"> • Manages risks and strives for desired patient outcomes (such as inter-professional practice / involvement) • Clarifies the ACC Clinical Key Worker role for patients, families/whanau and staff. • Ensure that patients, families/whanau are provided with information about ACC and non resident • Information and timescales are fully explained and the appropriate level of support is provided • Facilitate and act as a conduit between ACC for patient/family/whanau when necessary • Ensure systems are in place to deal with queries promptly and efficiently
<p>Professional development and responsibility</p>	<ul style="list-style-type: none"> • Role models professional personal practice and conduct meets the standard of the professional, ethical and relevant legislated requirements • Ensure knowledge of developments in ward, ACC and non resident policy and processes is current • Provides education to frontline staff about ACC • Participate in collegial networking activities • Maintain current competency and professional development requirements relevant to health qualification • Maintain a repository of 'best practice' knowledge and application across the sector • Actively participates in annual performance review • Maintain professional and open communication and networks within the DHB and with external providers • Demonstrates cultural competence and utilisation of Tikanga best practice principles

Organisational Accountabilities	Expected Outcomes
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<p>Health Equity</p>	<p>The TDHB strives to eliminate health inequalities and achieve health equity for the Taranaki population. In practical terms this means all staff are required to implement relevant health equity policies, procedures, approaches and guidelines issued from time to time including:</p> <ul style="list-style-type: none"> • the Pae Ora Framework which requires: <ul style="list-style-type: none"> ○ Demonstrating the principles of Partnership, Participation and Protection under the Treaty of Waitangi; ○ improving understanding of the determinants of ethnic inequalities in health, in particular the “Drivers of ethnic inequalities in health” and the “Pathways to Inequalities” both of which are referenced in the TDHB Pae Ora Framework, Appendix 1; ○ Ensuring Health Equity assessment is embedded into your practise where services, policies or programmes are expected to improve outcomes for Māori; ○ Effectively implementing health equity approaches outlined for Health Professionals in “Equity of Health Care for Maori: A Framework” published by the Ministry of Health to support He Korowai Oranga Refresh 2014, national Maori Health Strategy; ○ Ensuring appropriate health literacy responses are used for effective engagement with Māori; • You must ensure accurate ethnicity data is collected or held for patients and clients you interact with by following the TDHB Ethnicity Data Collection Policy and procedures • You must attend the Cultural Competency training provided by and for staff of the TDHB including Treaty of Waitangi workshop, General/Clinical Refreshers, Engaging Effectively with Maori and any other training identified as essential for staff
<p>Health and Safety</p>	<ul style="list-style-type: none"> • Maintains a safe and healthy environment • Complies with health & safety policies and procedures • Carries out work in a way that does not adversely affect their health and safety or that of other workers • Complies with procedures and correctly use personal protective equipment and safety devices provided • Contributes to hazard identification and management process • Reports accurately near misses/incidents/accidents in a timely manner • Participates in health and safety matters
<p>Personal Development</p>	<ul style="list-style-type: none"> • Fully contributes to the individual’s team performance and is committed to identify and pursue opportunities for developing new knowledge and skills • Participates in the performance appraisal process where personal performance and development is reviewed. • Willing to accept new responsibilities, acquire and demonstrate relevant new knowledge

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6. VARIATION TO DUTIES

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities can be amended from time to time either by additional, deletion or straight amendment to meet any changing conditions, however this will only be done in consultation with the employee.

7. CAPABILITY REQUIREMENTS

Capabilities are the behaviours demonstrated by a person performing the job. Capabilities identify what makes a person most effective in a role. Those listed below are expected for the ACC and Non Resident Business Team in the organisation. The required capabilities can change as the organisation develops and the roles change.

Capability
Effective Communication Shares well thought out, concise and timely information with others using appropriate mediums. Ensures information gets to the appropriate people within the organisation to facilitate effective decision making
Decision Making/Problem Solving Demonstrates effective and timely decision making/problem solving techniques. Aware of the impact of decisions on key stakeholders and consults as appropriate utilizing available resources. Is proactive and effective when problem solving is required.
Innovation/Initiative Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies. Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements to form an innovative solution.
Resilience/Flexibility Articulates differing perspectives on a problem and will see the merit of alternative points of view. Will change or modify own opinions and will switch to other strategies when necessary. Adjusts behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress.
Cultural Safety Demonstrates a commitment to cultural safety by meeting and exceeding the cultural needs of clients/customers/colleagues. Manages cultural ambiguity and conflicting priorities well. Understands concepts of whanaungatanga and manaakitanga and Maori cultural orientation to whanau, hapu and iwi.
Teamwork Works to build team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the teams success

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8. EDUCATION

- Registered Health professional
- Current New Zealand Annual Practicing Certificate
- A relevant tertiary/educational qualification
- Relevant professional portfolio

9. SKILLS

- Excellent organisational skills in regard to coordination of workflows
- Demonstrated understanding of and commitment to patient centred care
- Excellent interpersonal skills with an ability to resolve conflict
- Ability to engage in effective communication with all stakeholders, and multiple teams
- Proven time management combined with adaptability and flexibility skills
- Computer Literacy to Intermediate level
- Knowledge of IBA WebPAS and Concerto is an advantage
- A dedicated team player, yet able to work autonomously and/or as directed
- Attention to detail

10. EXPERIENCE

- Experience with New Zealand Health and/or Accident Insurance and Immigration NZ
- Knowledge of and/or experience in ACC processes and/or workflows
- Knowledge of Tikanga Best Practice and effectively engaging with Maori
- Experience in previous coordination roles
- Clinical experience within a District Health Board (DHB)