

## CLINICAL NURSE SPECIALIST – ADULT DIABETES

### 1. PURPOSE OF POSITION

The Diabetes Clinical Nurse Specialist is an advanced nursing practice role with specialist knowledge in long term chronic health conditions with specific reference to adult diabetes. The role is responsible for the provision and oversight of safe patient care, promoting clinical excellence and ensuring best practice standards are maintained. The Clinical Nurse Specialist works across the continuum of care using community and hospital linkages to ensure efficient and safe patient outcomes.

The Clinical Nurse Specialist has expert generic nursing knowledge across the age spectrum with a developed expertise in diabetes and chronic illness management. This nursing knowledge will enable the ongoing expert nursing assessment of patients, early detection of deterioration, and evaluation of care, case management, and the coordination of resources to safely transition patients between tertiary, secondary and community care. The clinical nurse specialist provides advice for direct care delivery and support to other staff in the management of these patients. This role works in partnership with families/whanau and will be responsible for establishing ways of working where families/whanau are central to a patients care both in hospital and at home.

The Clinical Nurse Specialist is a key leadership role and as such will provide clinical leadership and resource person to the interdisciplinary teams (IDT). The role will be involved with research, evaluating, developing and implementing standards of nursing practice within the speciality of adult diabetes.

The role will be responsible for contributing to the delivery of Nursing and other operational priorities for Taranaki District Health Board (DHB), the delivery of multi disciplinary education sessions and leadership for quality initiatives.

### 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:

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

## Clinical Nurse Specialist- Adult Diabetes

### 3. DIMENSIONS

|  |   |
|--|---|
| <b>Reports to:</b>                       | Clinical Nurse Manager- Diabetes and Renal Services |
| <b>Number of people reporting to you</b> | Nil   |
| <b>Financial limits authority</b>        | Nil   |
| <b>Operating Budget</b>                  | Nil   |

### 4. WORKING RELATIONSHIPS

| <b>External</b>  | <b>Internal</b>  |
|--|--|
| <ul style="list-style-type: none"><li>• Primary health care providers</li><li>• Community Pharmacies</li><li>• Residential aged care</li><li>• Midwives / Lead Maternity workers</li><li>• Midlands Regional Health Network</li><li>• Ministry of Health</li><li>• Other DHBs</li><li>• NZ Nursing Council</li><li>• Health and social support agencies</li><li>• Public, Family/ Whanau</li></ul> | <ul style="list-style-type: none"><li>• Endocrinologists</li><li>• Nurse Managers</li><li>• Associate Director of Nursing</li><li>• Director Of Nursing</li><li>• Clinical Nurse Specialists</li><li>• Nurse Educators</li><li>• Allied Health professionals</li><li>• Clerical support staff</li><li>• Nursing &amp; Midwifery workforce</li><li>• Medical staff</li><li>• Clinical Governance Unit</li><li>• Maori Health Team</li><li>• Laboratory Staff</li><li>• Pharmacy</li></ul> |

5. ACCOUNTABILITIES

| Key area of responsibility  | Expected outcomes   |
|---|---|
| <p><b>1. Clinical and Professional Leadership responsibilities</b></p> <p>To provide advanced clinical expertise and leadership in the assessment, treatment and advice, supervision and education for Diabetes across THDB, primarily delivered as nurse led services</p>  | <ul style="list-style-type: none"> <li>• Applies critical reasoning and professional judgment to nursing practice issues.</li> <li>• Role models and demonstrates generalist specialist expert knowledge, advanced nursing practice and contributes to the development of professional nursing practice.</li> <li>• Promotes effective teamwork and collaborative relationships within the multi-disciplinary team and across health services.</li> <li>• Contributes to evidence based nursing practice across the TDHB.</li> <li>• Fosters the provision of positive patient outcomes and person-centred care.</li> <li>• Contributes to the development of integrated service delivery across the continuum of care.</li> <li>• Actively enhances TDHB’s nursing and midwifery practice and performance by participating in appropriate local, regional, national, and international forums.</li> <li>• Applies critical reasoning and professional judgement to nursing practice issues/ decisions.</li> <li>• Identifies situations of clinical risk and takes appropriate actions to ensure a safe environment for patients, families/whanau and staff.</li> <li>• Contributes to nursing strategies to facilitate the recruitment, retention and succession planning for nurses and/or midwives.</li> <li>• Role models culturally safe nursing and midwifery practice.</li> </ul> |
| <p><b>2. Clinical Practice</b></p> <p>Uses advanced evidenced based nursing knowledge and skills to assess, plan, implement and evaluate patients/ family / whanau health needs.</p> <p>Practices both autonomously and in collaboration with General Practice, and multi-disciplinary team to assess, treat and manage patient/consumer health care needs in the most effective and efficient way.</p> | <ul style="list-style-type: none"> <li>• Provides expert nursing knowledge in the management of patients/clients entering the diabetes service, working with the patient / family/whanau or other health professionals to provide timely interventions to optimise patient outcomes.</li> <li>• Conducts independent nurse led clinics providing expert clinical assessment and judgment of patient with diabetes. This assessment also includes interpretation of investigations including laboratory, radiological to aid assessment and ensure provision of accurate treatment plan, evaluating outcomes as well as foot care and psychosocial assessment of the patient.</li> <li>• Independently review patients with diabetes in nurse led clinics without the direct support/supervision of a Consultant Endocrinologist (Consultant is available onsite), and undertakes a comprehensive clinical assessment, interpretation of investigations and</li> </ul>   |

## Clinical Nurse Specialist- Adult Diabetes

|  |  |
|--|--|
|  | <p>formulation of a treatment plan for individuals.</p> <ul style="list-style-type: none"> <li>• Interprets complex diagnostic results and consultants promptly and appropriately with members of the multidisciplinary team, and uses effective communication to explain the results to patients.</li> <li>• Provides emotional support to patients and their significant others during disease course when required to allow for engagement with healthcare teams and ensure best outcome for the patient and where appropriate link with psychological services as required on an individual basis</li> <li>• To provide specialist advice and support to in-patients with diabetes as referred by the managing team and work with the ward based staff to provide continuity of care.</li> <li>• Providing timely intervention for patients to prevent deterioration of their diabetes complications, and prevent in-patient admission by advising patients over the phone to manage their condition and/or arrange for timely (urgent) review within the outpatient clinic.</li> <li>• Facilitates effective discharge planning and/or referral processes to health care providers and support agencies to meet identified health needs.</li> <li>• Monitors clinical outcomes/indicators and manages variance to clinical pathway, protocols or best practice guidelines.</li> <li>• Provides telephone advice to GP's via mobile phone and email service in the event of patients deteriorating in the community to allow for prompt access for advice on management and formulation of a treatment plan and/or clinical review as appropriate.</li> <li>• Coordinates a collaborative approach to health care delivery within the multidisciplinary team across the primary and secondary health care sectors Including dental and ophthalmology service, psychology and psychiatric services, general practitioners, case workers, orthotics, and allied health professionals including pharmacists, dieticians, physiotherapists, podiatrist and Older Persons Health.</li> <li>• Accurately documents assessments of patient's health status, diagnosis and decisions made regarding interventions and referrals or follow-up.</li> </ul> |
| <p><b>3. Education and Clinical Teaching</b></p> <p>Acts as a nursing resource providing expert advice and education to nursing staff and other health care professionals within scope of speciality</p> | <ul style="list-style-type: none"> <li>• Educate patients and their families/significant others on the diabetes disease process, management strategies and treatment plan (including self management options where appropriate) to ensure optimal patient management.</li> <li>• Offer patient support and advise to reduce fear and anxiety following diagnosis, and promote acceptance of disease to allow for appropriate engagement with</li> </ul>  |

## Clinical Nurse Specialist- Adult Diabetes

|  |  |
|--|--|
| <p>practice.<br/>Has a key focus on the teaching of patients and health professionals through facilitation of both formal and informal learning opportunities.</p>   | <p>healthcare and compliance with treatment plan.</p> <ul style="list-style-type: none"> <li>• Counsel patients on the need for medication adherence with regular blood glucose test monitoring in order to ensure continued efficacy and safety reducing complication of peripheral neuropathy, retinal and renal complications.</li> <li>• Be responsible for a caseload of referred patients on pump start (diabetic medication management system) and provide close ongoing monitoring of individual patients blood tests to ensure patient safety and identify any early signs which may predispose patients to significant side effects and minimise harm.</li> <li>• Teach patients how to self administer drug therapies including pump starts.</li> <li>• A commitment to diabetes education surrounding diabetes within the community is key aspect of this role.</li> <li>• Models expert skills within the clinical practice area.</li> <li>• Provides comprehensive multi-disciplinary education/teaching for peers, including presentations at in-house, local and national conferences.</li> <li>• Participates in case review and debriefing activities as required</li> <li>• Attends and participates in nursing forums and professional networks.</li> <li>• Identifies and supports staff education and professional development based on knowledge of service needs and TDHB strategic direction.</li> <li>• Develops and organises group-based education sessions with patients and other organisations to assist with knowledge and understanding of diabetes within the community, and for patients' enhanced well-being.</li> </ul> |
| <p><b>4. Continuous Quality Improvement</b></p> <p>Demonstrates commitment to quality improvements, risk management and resource utilisation.</p> <p>Will actively contribute to the development of the specialty service in general, and nursing in particular through quality improvement initiatives.</p> | <ul style="list-style-type: none"> <li>• Contributes to and participates in TDHB and national policy development.</li> <li>• Reviews and develops clinical standards / protocols and policies and facilitates clinical audits processes.</li> <li>• Evaluates the effectiveness, efficiency and safety of clinical practice.</li> <li>• Participates in the development of strategic and operational plans.</li> <li>• Assists in the implementation of nursing and midwifery practice and models of care appropriate to patient population needs.</li> <li>• Identifies barriers and solutions to access for patient, family or whanau.</li> <li>• Assists in the implementation and management of initiatives to address differential access to healthcare services for Maori.</li> <li>• Contributes to projects that enhance the clinical implementation of evidence-based practice.</li> <li>• Ensures appropriate and cost effectiveness of products/resources used in service delivery.</li> </ul>  |

| Organisational Accountabilities    | Expected Outcome for all Clinical Nurse Specialists   |
|------------------------------------|---|
| <p><b>Health Equity</b></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"> <li>• the Pae Ora Framework which requires:               <ul style="list-style-type: none"> <li>○ Demonstrating the principles of Partnership, Participation and Protection under the Treaty of Waitangi;</li> <li>○ 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;</li> <li>○ Ensuring Health Equity assessment is embedded into your practise where services, policies or programmes are expected to improve outcomes for Māori;</li> <li>○ 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;</li> <li>○ Ensuring appropriate health literacy responses are used for effective engagement with Māori;</li> </ul> </li> <li>• 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;</li> <li>• 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.</li> </ul> |
| <p><b>Health and Safety</b></p>    | <ul style="list-style-type: none"> <li>• Maintains a safe and healthy environment</li> <li>• Complies with health &amp; safety policies and procedures</li> <li>• Carries out work in a way that does not adversely affect their health and safety or that of other workers</li> <li>• Complies with procedures and correctly use personal protective equipment and safety devices provided</li> <li>• Contributes to hazard identification and management process</li> <li>• Reports accurately near misses/incidents/accidents in a timely manner</li> <li>• Participates in health and safety matters</li> </ul>   |
| <p><b>Personal Development</b></p> | <ul style="list-style-type: none"> <li>• Fully contributes to the individual’s team performance and is committed to identify and pursue opportunities for developing new knowledge and skills.</li> <li>• Participates in the performance appraisal process where</li> </ul>  |

## Clinical Nurse Specialist- Adult Diabetes

| Organisational Accountabilities | Expected Outcome for all Clinical Nurse Specialists   |
|---------------------------------|---|
|                                 | personal performance and development is reviewed. <ul style="list-style-type: none"> <li>Willing to accept new responsibilities, acquire and demonstrate relevant new knowledge.</li> </ul> |

### 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 Clinical Nurse Specialist team roles in the organisation. The required capabilities can change as the organisation develops and the roles change.

| Capability  |
|---|
| <p><b>Effective Communication</b></p> <p>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</p>  |
| <p><b>Decision Making/Problem Solving</b></p> <p>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.</p>   |
| <p><b>Innovation/Initiative</b></p> <p>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.</p>  |
| <p><b>Resilience/Flexibility</b></p> <p>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.</p> |
| <p><b>Cultural Safety</b></p> <p>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.</p>  |

## Clinical Nurse Specialist- Adult Diabetes

### Capability

#### 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

## 8. EDUCATION

- New Zealand Nursing Registration – with current APC.
- Masters Degree or working towards
- Nurse Practitioner (NP) or on NP pathway will be supported.
- Designated diabetes nurse prescribing essential or working towards.
- Minimum of seven years post graduate clinical experience in a health setting.  
Relevant experience in diabetes care.
- Expert or Senior Nurse PDRP.

## 9. SKILLS

- Leadership and patient/client management skills.
- Research skills including data analysis and critical appraisal skills and clinical audit.
- Strategic planning and policy development skills.
- Excellent interpersonal skills: communication, team effectiveness, conflict resolution and ability to work collaboratively.
- Previous experience in education/teaching would be beneficial.
- Change management experience.
- Excellent time management skills, including initiative and flexibility.
- Computer literacy.
- Experience in quality assurance auditing processes.

## 10. EXPERIENCE

- Minimum of seven years post graduate practice
- Specialist Nursing Knowledge in Diabetes illness
- Generalist Nursing Knowledge in Long Term Health conditions.
- Knowledge of Quality Improvement processes and principles.
- Ability to participate in change management at an operational level.
- Knowledge and understanding of Treaty of Waitangi and implications in nursing practice.
- Knowledge of nursing professional issues.
- Policy and guideline development.
- Adult teaching and education skills (desirable).
- Experience in multi disciplinary clinical teaching (desirable).