

# Position Description

Position Title	Liaison Nurse - Elective Surgery (Patient Support Unit)
Position Number	30100069
Division	Clinical Operations
Department	Patient Services
Enterprise Agreement	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification Description	Registered Nurse Grade 3B
Classification Code	YU11
Reports to	Nurse Unit Manager, Patient Services
Management Level	Non Management
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>

## Bendigo Health

With more than 5,000 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

## Our Vision

Excellent Care. Every Person. Every Time.

## Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

## The Clinical Operations Division

The Clinical Operations Division encompasses acute, cancer and mental health services. We provide a wide range of general medical, surgical and specialty services including but not limited to; Oncology, Cardiology, Renal, Emergency, Women's and Children's, Critical Care, Specialist Clinics, Cancer Clinics and Mental Health Services.

Within a state-of-the-art hospital, our Ambulatory and Critical Care, Medical Services, Surgical Services and Women's and Children's (including an Early Parenting Centre) areas use the latest technologies to provide excellent care. Our world class Cancer Centre uses a multi-disciplinary, integrated approach to treat specific cancers. The Cancer Centre offers medical oncology, radiation oncology, specialist nurses, clinical trials and cancer research, palliative care, and a Cancer Wellness Program.

The Mental Health Service provides psychiatric care and treatment across a large catchment covering the Loddon Mallee region. Family sensitive practice is central to our models of mental health care and best practice ensures the identification, inclusion and support of families, carers and children.

Each year our onsite Specialist Clinics provide over 100,000 service events, we also see more than 60,000 people in our Emergency Department and welcome around 1700 babies into the world. The Clinical Operations Division assists with the admission of more than 50,000 patients into the hospital each year.

## The Patient Services Team

The team is part of Bendigo Health's Surgical Services Department.

The team supports nursing and medical staff by providing daily clerical support for the management of patients coming into Bendigo Health for Elective Surgery. The team provides support and information to patients being admitted who, in many cases are concerned and unsure of hospital environments and may have coinciding other appointments relating to this scheduled surgery.

Patient Services comprises of the following areas:

- Bookings - for all elective admission bookings, bed allocation for elective and emergency patients, theatre session allocations and the public waiting list.
- Admissions - to process the admission documentation of all elective and non-elective patients not requiring treatment in the Emergency Department
- Pre-operative clinic - responsible for the pre-operative assessment of public patients who fit within a pre-determined criteria and includes pre-anaesthetic clinic.

## The Patient Support Unit (PSU)

The team is part of Bendigo Health's Patient Services Department.

The Patient Support Units (PSU) were initially funded to be established at each of Victoria's Elective Surgery Information System (ESIS) reporting health services under the Victorian Government's \$1.5 billion COVID Catch Up Plan in June 2022. Since their establishment, the PSU have enabled timely engagement with

patients on surgical preparation lists (or waitlists), referral management and pathway redesign to non-surgical treatment options. Furthermore, the PSU have been a critical enabler of the reforms under the Planned Surgery Reform Blueprint and delivering on the system-wide aim of ensuring all Victorians can access timely planned surgery or non-surgical treatment, when they need it, and experience safe and equitable outcomes now and into the future.

Building on the success of the PSU Program, funding is available until June 2027 to continue to support patients on the perioperative patient journey. Renewed program funding will also signal a strategic transition for the PSU Program as the program evolves to focus on earlier intervention and pathway redesign to support system flow.

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Through renewed program funding until 30 June 2027, the PSU Program will focus on delivering on the following priorities:

1. **Preparation list and outpatients list auditing:** Using appropriate engagement approaches support patients on the planned surgery preparation lists and outpatient preparation lists, serving the purpose of auditing, providing regular and personalised engagement, rapid prioritisation and assessment, early access and referral to non-surgical treatment pathways such as evidence-based alternatives to surgery and optimisation pathways.
2. **Pathway redesign:** Drive early engagement through holistic case management support across the peri-operative journey including pathway redesign such as outpatient and primary care engagement, and direct referral to non-surgical treatment pathways. Particular attention should be given to priority populations and long waiting cohorts.
3. **Enable the Planned Surgery Blueprint Reforms:** Activation and sustainable implementation of the Planned Surgery Blueprint Reforms.

## The Position

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

According to the appropriate guidelines including the Elective Surgery Access Policy the Elective Surgery Liaison Nurse will assume responsibility for planning and co-ordination of the patient to facilitate timely access for patients requiring elective procedures.

The Elective Surgery Liaison Nurse is an integral part of the health care service team, providing assessment, management and education of patients pre-operatively. The Elective Surgery Liaison Nurse should have, or aspire to, the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. The Elective Surgery Liaison Nurse works closely with the surgical speciality team, Pre-Admission Liaison Nurse, Patient Services Nurse Unit manager and other key stakeholders.

- To encourage and support a philosophy of care, which is patient focused.
- Responsibility is assumed for planning and coordination of the patient by liaising with the multi-disciplinary team.
- Undertake the full range of clerical activities associated with management of patients on the elective surgery waiting List.

- Liaise with Consultants, anaesthetists, theatre staff in management of lists.
- Clinical knowledge and skills are maintained so that expert guidance and support is provided to patients
- Undertake to develop and maintain positive working relationships with other wards/departments throughout Bendigo Health
- To be a conduit through which information is disseminated to staff therefore enhancing teamwork
- Support management of elective surgery waiting lists in other specialities and preadmission clinic as required

## Responsibilities and Accountabilities

### Key Responsibilities

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

- Responsibility is assumed for planning and coordination of the patient for elective surgery
- Ensure bookings promote effective and efficient time utilisation in theatre
- Adequate and appropriate liaison with the multi-disciplinary team is maintained to facilitate timely access for patients requiring elective surgery
- Managing appointments ensuring that patients are notified in a timely manner and that the complexity of patients are allocated a date for surgery according to need
- Ensure patients are treated within Category times as set down by the Elective Surgery Access Guidelines
- Provide regular relevant reports
- Liaise with Consultants, anaesthetists, Surgical Services staff to develop a consultative relationship to improve processes and services in management of patients.
- Assume responsibility for the quality of service provided to patients awaiting elective procedures
- Assume responsibility for the pre-optimisation of patients preparing for planned elective surgery
- Support management of elective surgery waiting lists in other specialities and preadmission clinic as required
- Implement, coordinate and manage Patient Support Unit Pre-optimisation clinics

## Generic Responsibilities

**Code of Conduct** - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

**Compliance with policies and procedures** - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

**Occupational Health and Safety** - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

**Infection Control** - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

**Confidentiality** - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

**Quality Improvement** - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

**Diversity** – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

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## Key Selection Criteria

## Essential

1. Registered Nurse with a minimum of 3 years' experience
2. Demonstrated clinical knowledge and skills relevant to patients being booked for elective surgery
3. Good understanding of the Victorian Public Health System; in particular the National Elective Surgery Access Policy
4. Demonstrate an understanding of the organisations Health Information Management system at the level required to fulfil the role.
5. Demonstrated superior interpersonal and negotiation skills with a strong customer focus.
6. Ability to work as part of a multi-disciplinary team, as well as independently.
7. Demonstrated ability to learn new skills and adapt quickly to a fast paced environment.

## Desirable

8. Demonstrated ability to further own professional development.
9. Demonstrated ability to participate in audit and in the audit feedback cycle.

## Mandatory Requirements

**National Police Record Check** A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

**Immunisation** As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

**Registration with Professional Regulatory Body or relevant Professional Association** For example, AHPRA, AHRI, RACS etc. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

*All Bendigo Health sites, workplaces and vehicles are smoke free.*

*This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.*