

# Position Description

<b>Title</b>	<i>Surgical Liaison Nurse</i>	<b>Position Reports to</b>	<i>Nurse Unit Manager Pre-Admission and Surgical Bookings Unit</i>
<b>Classification</b>	YW12	<b>Employment Status</b>	<i>Full-time</i>
<b>Enterprise Agreement</b>	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2016 - 2020		

As Australia’s only specialist eye, ear, nose and throat hospital, The Royal Victorian Eye and Ear Hospital’s (the Eye and Ear) has been providing care for the senses for 150 years. The Eye and Ear has over 50 different outpatient clinics for the diagnosis, monitoring and treatment of vision and hearing loss and provides a 24 hour emergency eye and ear, nose, and throat service. The Eye and Ear provides care annually for around 250,000 patients, with over 200,000 outpatients, nearly 40,000 emergency patients and over 14,000 inpatients.

## Vision Mission And Values

The Eye and Ear is a world leader providing exceptional care. We aspire to be the world’s leading eye and ear health service through; outstanding patient experience; exemplary leadership; inspiring our people and building a platform for the future. Our values of **Integrity, Care, Excellence** and **Innovation** are at the core of everything we do.

- **INTEGRITY** We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect
- **CARE** We treat patients with respect, are compassionate, thoughtful and responsive to their needs and sensitive to diversity
- **TEAMWORK** We communicate openly, respect diversity of views and skills and work effectively with partners and in multi-disciplinary teams to deliver the best outcomes for patients
- **EXCELLENCE** We give our personal best at all times, deliver exemplary customer service, monitor performance and seek leading edge ways to improve it

Please read our full Strategic Plan here:

[https://www.eyeandear.org.au/page/About\\_Us/Our\\_Publications\\_and\\_DVDs/](https://www.eyeandear.org.au/page/About_Us/Our_Publications_and_DVDs/)

The Eye and Ear is an equal opportunity employer and is committed to providing a work environment that is free from harassment or discrimination and promotes inclusion, equity, diversity and cultural awareness in the workplace. The Eye and Ear is a smoke free environment.

## Position Summary:

The Surgical Liaison Nurse (SLN) provides specialty-nursing services for patients requiring planned surgery at the Eye and Ear Hospital and is a member of the Surgery Recovery Patient Support Unit. The focus of the SLN is to engage with patients on the Planned Surgery Preparation List (PSPL) and proactively manage and prioritise local waiting lists to improve outcomes and patient experience.

The SNL role purpose is to:

- Actively review the PSPL to allocate patients into appropriate care pathways, such as Eye and Ear planned surgery theatre sessions, support patients to receive care at private partners, new Rapid Access Hubs, or other health service partner, as well as streaming patients into effective non-surgical care models where appropriate
- Provide regular personalised engagement to enhance patient experience

The SNL is a member of the Planned Care Patient Support Unit and works collaboratively with their allocated sub-specialty Surgical Unit, Surgical Bookings Unit (SBU) and Pre-Admission Clinic (PAC) teams to ensure optimal preadmission and day of surgery/post-surgery outcomes for planned surgery patients.

The role reports to the Nurse Unit Manager Pre-Admission Clinic and Surgical Bookings Unit.

## Key Responsibilities / Performance Outcomes:

The SNL will be able to demonstrate expert knowledge and skill in the environment beyond that of a Registered Nurse. They will act as a role model to:

- Optimise both planned and emergency surgery flow through Pre-Admission Clinics and specifically manage complex patients who require further Anaesthetics reviews.
- Ensure that there is effective Planned Surgery Preparation List management of these and other patients by:
  - Reducing theatre cancellations
  - Educating and inform patients
  - Ensuring that patients with complex needs are referred to an Anaesthetist for review pre operatively.
  - Case manage complex PSPL patients prior to surgery
  - Audit PSPL in accordance with the *Surgery Recovery and Reform Strategy*
  - Act as a role model to other nurses in the Pre-Admission department

This SLN role will have a focus on the preadmission requirements for Planned Surgery patients. The workload and work focus of the can change depending on the requirements across all sub-specialty Units at the direction of the Director of Surgical Services (DSS).

### Delivering High Quality Patient Care

- Demonstrates an expert level of clinical knowledge and expertise relevant to the area and acts as an expert clinical resource for staff.
- To provide a comprehensive pre-admission service for planned procedures that is inclusive of allocation of patients to appropriate surgical lists, admission requirements and discharge planning.
- To manage the planned surgery waiting list for related unit
- Ensure the educational needs of the patient and carer/family are met through:
  - Determining the patient's and carer/family's understanding of diagnosis and educating as appropriate.

- Educating the patient or carer/family to facilitate self-care where appropriate pre and post operatively.
- Monitoring written patient education material to ensure that it is relevant, current, consistent with best practice, and conforming to Austin Health standards.
- Ensure nursing documentation meets legal, professional and organisational standards – documentation is evaluated as part of the quality program.
- Involved in the continued improvement of existing practices and policies according to evidence-based practice to minimise adverse patient outcomes
- Contributes to creating a team environment, which promotes a positive culture, opportunity for learning and development.

### Key Performance Indicators:

- Delivers high quality patient care
- Assists with ensuring that all local policies and procedures are current and up to date
- Utilises audit processes to ensure high quality patient care is maintained

### **Critical Thinking and Decision Making**

- Displays an ability to analyse situations and make appropriate decisions in a timely manner that meets the needs of patients, staff, organization and relevant guiding policies, e.g. Planned Surgery Access Policy (PSAP).
- Gathers sufficient information to make informed decisions within scope of practice

### Key Performance Indicators:

- Contributes positively to leadership team discussions to make well-informed decisions.
- Addresses critical factors when making complex decisions and escalates according
- Demonstrates an ability to make effective decisions within an agreed specified time.

### **Interpersonal Communication, Influence and Leadership**

- Educate health care colleagues about the role and function of the SLN and the PSPL requirements
- Education of health care colleagues about unit based procedures and liaise with the multidisciplinary team to establish patient care needs in relation to discharge plan and treatment regimes.
- Communicates information and expectations in a way that builds effective and collaborative working relationships with others.
- Communicates clearly and concisely.
- Effectively deals with challenging behaviours and seeks to resolve conflicts.
- Demonstrates leadership qualities.
- Maintains a professional demeanour and serves as a role model for all staff. Creates a climate where self-development and improvement is valued.

### Key Performance Indicators:

- Undertakes not to reveal to any person or entity any confidential information relating to patients and employees, policies, processes and dealings and not to make public statements relating to the affairs of Austin Health without prior authority of the Chief Executive Officer
- Acts as a nursing leader demonstrating and modelling exemplary professional conduct.
- Ensures correct understanding of the message, and reframes message as needed.
- Demonstrates integrity by building trust and mutual respect between self, colleagues and stakeholders.
- Shares knowledge and information with the team.

### **Planning and Priority Setting**

- Implements strategies which effectively manages the Planned Surgery Preparation list (PSPL) in accordance with guidelines

- Participate in relevant committee processes and attend relevant meetings relating to waiting list management.
- Implements strategies for reducing long waiting patient on PSPL
- Implements strategies for reducing length of stay for unit whilst achieving quality outcomes.
- Initiate and participate in the development of quality initiatives which measure and demonstrate best practice - key performance indicators, consumer satisfaction and cost efficiency for unit
- Actively participates in interdisciplinary committees and working parties locally and organisation wide as required.

### Key Performance Indicators:

- Implements projects, processes and systems at the Direction of relevant Coordinator or Director of Surgical Services
- Is knowledgeable about planned surgery activity data, performance expectations and actions to correct adverse performance within unit
- Manages own time efficiently and effectively in line with key priorities for the unit
- Actively participates in committees and projects that contribute to the organisations objectives and disseminates outcomes/key issues to unit staff

### **Quality, Safety & Risk Orientation**

- As a member of the Surgery Recovery Patient Support Unit, in conjunction with surgeons, Head of Unit and Divisional Managers, analyse and evaluate data relating to waiting list management.
- Involved in the investigations of all Quality related concerns, feedback and data to improve
- Promotes and ensures a safe and healthy workplace for staff and patients.
- Is actively involved in matters relating to Occupational Health and Safety and ensures safety standards in the workplace are met.
- Ensure safe work practices and environment in accordance with Austin Health Policies.
- Participates in the emergency incident response activities, as defined within the Emergency Response Manual, as and when required, at the direction of management

### **Self-Management (Emotional Intelligence)**

- Demonstrates a positive attitude to the agreed role and responsibility of position.
- Maintains and updates own professional development portfolio in line with AHPRA guidelines to demonstrate an ongoing commitment to learning and best practice.
- Adapts working style as appropriate to achieve effective outcomes.
- Invites and assimilates feedback from others by active participation in own performance review process.

### Key Performance Indicators:

- Reflects on practice in line with the Eye and Ear values and applies these when interacting with others.
- Recognises and understands own emotions and reactions to situations.
- Appropriately and effectively and professionally articulates feelings and opinions.
- Perceives and understands the emotions of others.
- Maintains resilience through stressful situations.
- Actively engages in ongoing self-development.
- Abides by the Eye and Ear corporate policies and practices.

### **All Employees:**

- Comply with the Eye and Ear Hospital policies & procedures, as amended from time to time, which can be located on the intranet
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks

- Comply with the Code of Conduct

### People Management Roles:

- Ensure clear accountability for quality and safety within the department Ensure incident management systems are applied and a response to local issues and performance improvement occurs; ensure the risk management system is functional
- Be aware of and comply with the core education, training and development policy.

## Quality, Patient Safety And Risk Management

Ensure utilisation of systems designed to support quality, safety & risk management. This involves:

- Providing care that is patient and family-centred and delivered in partnership with the patient and their carer.
- Developing and maintaining your skills and competencies relevant to your clinical scope of practice.
- Having an understanding of working within your role and responsibilities outlined in the Eye and Ear Quality Clinical Governance Framework ([link](#)) to deliver safe high quality and person-centred experience and care.
- Participating in reporting and analysis of safety and quality data including risks or hazards.
- Participating in improvement activities.
- Participating in the reporting and analysis of quality initiatives, adverse events and risk identification.
- Participating in appropriate professional development activities and other quality and safety training.
- Participating in health service activities required for accreditation.
- Ensuring appropriate use of hospital resources.
- Demonstrate awareness of the financial requirements of the department and demonstrate an awareness of cost effective practice.
- Actively participate in the annual performance development cycle.
- Is compliant with the Eye and Ear Data Accountability Framework ([link](#)).

## Occupational Health And Safety

The Eye and Ear endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

- Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.
- Actively promote and demonstrate the organisational values of integrity, care, excellence and teamwork.
- Participate in wellness@work initiatives.

- Report any hazards, near miss and incidents (regardless of whether an injury occurred or not) via the Victorian Health Incident Management System (VHIMS) Riskman.
- Understand and adhere to emergency procedures.
- Actively discourage and where possible call out inappropriate behaviour that may pose a safety risk to others.
- Participate actively in return to work programs if injured, and supporting injured colleagues in their return to work.
- All clinical practitioners involved in medication management have an obligation to practice within legislation, the Poisons Control Plan, hospital policy and procedures.
- The requirement for Advance Life Support training will be determined for nursing and medical staff working in specific departments based on acuity.

## Selection Criteria: Qualifications, Experience And Competencies

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Registered Nurse, Nursing and Midwifery Board of Australia (NMBA)</li> <li>• Substantial knowledge and expertise of the role and function of the SLN</li> <li>• Advanced clinical assessment skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Post Graduate Qualification in nursing or area relevant to position</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Ability to communicate effectively in both written and verbal form</li> <li>• Ability to problem solve in a variety of complex situations</li> <li>• Ability to clinically lead a dynamic team which works effectively within a multidisciplinary environment</li> <li>• Ability to work autonomously and as a member of a dynamic team which works effectively within a multidisciplinary environment</li> <li>• Ability to assist and support the implementation of quality and change management initiatives and clinical projects.</li> </ul>	<ul style="list-style-type: none"> <li>• Participation in professional organisations</li> <li>• Previous or current participation in research / scholarly activities</li> </ul>
<b>Competencies</b>	<ul style="list-style-type: none"> <li>• Demonstrated leadership ability</li> <li>• Comprehensive knowledge of the <i>Planned</i></li> </ul>	<ul style="list-style-type: none"> <li>• A sound understanding of information technology including clinical systems, applications relevant to the</li> </ul>

	<p><i>Surgery Access Policy (PSAP)</i></p> <ul style="list-style-type: none"> <li>• Patient-centered approach to evidence based care delivery</li> <li>• Demonstrated knowledge of professional standards knowledge of legal and ethical requirements</li> <li>• Demonstrated ability to use clinical information systems</li> <li>• Commitment to quality, best practice and environmental safety</li> <li>• Demonstrated ability to utilise data to drive performance</li> <li>• A commitment to Eye and Ear values.</li> </ul>	<p>management of risk management reporting or as required for the role and/or department.</p>
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## Reporting Lines

**Position Reports to** - Nurse Unit Manager Pre-Admission Clinic and Surgical Bookings Unit.

**Number of Direct reports** – 0

## Key Working Relationships

(Internal)

- Patient Support Unit Lead
- Planned Care Patient Support Unit
- Pre-admission Clinic staff
- Surgical Bookings Unit staff
- Medical staff
- Nursing staff
- Clerical staff
- Other hospital staff

The SLN role is a member of the Surgery Recovery Patient Support Unit will require close working relationships with relevant staff including planned surgery booking team, surgical units, unit managers, patient access and flow, bed management, outpatients, theatre & anaesthetics and the Director of Anaesthesia and Director of Surgical Services.

(External)

- Patients, Carers and Consumers
- External care providers, as applicable to patient needs

*All staff are required to have a satisfactory National Criminal Record Check. Direct patient care/clinical employees are required to have a valid Working With Children Check.*

## Author of Position Description or Manager of Position:

Name: Sinéad Cucanic, Director of Surgical Services

Date: July 1, 2022

The Eye and Ear reserves the right to modify this position description as required. The employee will be consulted when this occurs. Statements included in this position description are intended to reflect the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

### Agreement

I have read, understood and agree to comply with the position description.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_