

# Canterbury

District Health Board

Te Poari Hauora o Waitaha

## CORPORATE OFFICE

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31 May 2022

9(2)(a)

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### RE Official Information Act request CDHB 10867

I refer to your email dated 6 May 2022 requesting the following information under the Official Information Act from Canterbury DHB. Specifically:

#### 1. A Job Description of the Customer Service personnel at Burwood Hospital

Please find attached as **Appendix 1. Note:** Customer Service personnel are now called Patient Experience Co-ordinators.

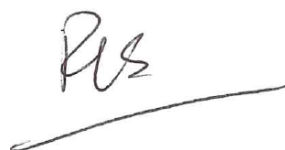
#### 2. The salary of the above listed CDHB workers.

The salary range for Patient Experience Co-ordinators is between \$65,000 and \$70,000.

I trust that this satisfies your interest in this matter.

Please note that this response, or an edited version of this response, may be published on the Canterbury DHB website after your receipt of this response.

Yours sincerely

A handwritten signature in black ink, appearing to read 'RLS', is written above a horizontal line.

Ralph La Salle  
Senior Manager, OIAs  
Canterbury DHB & West Coast DHB

# STATEMENT OF ACCOUNTABILITY

## Patient Experience Co-ordinator

<b>TEAM</b>	<b>Older Persons Health and Rehabilitation (OPH&amp;R) Quality &amp; Patient Safety Team</b>
<b>POSITION TITLE</b>	<b>Patient Experience Co-ordinator</b>
<b>REPORTS TO</b>	<b>Quality Manager (OPH&amp;R): Patient Safety and Risk</b>

### OUR TEAM ACCOUNTABILITY

The Quality Team, OPH&R is accountable for:

- Promoting, monitoring and continually developing a culture of excellence in patient safety, clinical practice and risk management within Older Persons Health and Rehabilitation Services
- Promoting a spirit of openness essential for effective risk management that actively promotes a consumer-focussed service that meets consumer needs
- Overseeing timely reporting of all quality activities in accordance with CDHB reporting requirements (internal/external)
- Ensuring effective clinical management of incidents within OPH&R services
- Developing and deploying in a timely fashion policies, procedures and guidelines that meet legal, best practice and recognised quality standards
- Facilitating the implementation of strategies and plans to enable service responsiveness to Māori

### MY ROLE RESPONSIBILITY

The Patient Experience Co-ordinator, OPH&R is accountable for:

- The effective management of consumer feedback (complaints, suggestions and compliments) across OPH&R in accordance with the CDHB Consumer Complaints Management Policy, Health and Disability Commissioner (Code of Health & Disability Services Consumers' Rights) Regulations 1996, Health Information Privacy 1994 and other associated legislation
- Ensure consumer feedback processes are inclusive of Māori and Pasifika peoples, thus enhancing any quality improvement activities to reflect te ao Māori and Tangata Pasifika
- Contributing to the divisional understanding of the consumer experience of Older Persons Health and Rehabilitation Services and supporting the development of Patient Safety and Quality Improvement Programmes
- Championing the value of the patient voice through OPH&R

### MY CAPABILITY

- Supports OPH&R staff to coordinate the timely resolution of consumer concerns and/or complaints
  - Provides first-line contact for consumer feedback
  - Ensures OPH&R services are supported to seek the best possible outcome to complaints quickly, effectively and objectively at the local level
  - All consumer telephone enquiries, complainants presenting, and members of the public, are treated respectfully with effort to understand the resolution they seek

- Coaches and supports staff to achieve early low-level resolution using proven customer service strategies
- Adhere to the CDHB Consumer Complaint Management policy in accordance with timeframes, best practice, Health & Disability Service (Core) Standards NZ 8134:1 2008, and national legislation
- Contributes to patient safety and quality improvement programmes within OPH&R
  - Analyse complaints data and identify opportunities for learning
  - Apply new knowledge to service improvement activities
  - Conduct trend analysis of complaints data to measure OPH&R performance against CDHB policy, procedures, national standards and legislative requirements
  - Provide key stakeholders results from the consumer feedback module for internal and external audits, and survey activities as required
- Coaches and supports OPH&R key stakeholders to respond appropriately to consumer feedback
  - Work with line managers to address issues arising from consumer feedback
  - Provide feedback on customer-related documentation when requested by managers specific to adherence to CDHB policies, and legislative requirements
  - Build relationships and networks with key stakeholders across the OPH&R division
  - Identify simple, efficient ways in which frontline staff can be supported to respond to consumer feedback to achieve low level resolution where possible
  - Maintain effective and functional relationships with hospital staff, the Health and Disability Advocacy Service, and other agencies as appropriate
  - Provide staff education in various forms to grow knowledge about consumer-related topics relevant to clinical areas
- Ensures the incident management system database is maintained for the integrity of the Service, and for reporting purposes
  - Maintain comprehensive, up-to-date complaint files in the electronic incident management database and coordinate the timely preparation of reports as required
  - A comprehensive description of dialogue (telephone enquiries, consumers presenting and members of the public) are systematically and accurately recorded
  - Monitor the progress of complaint investigations, and ensure draft responses are prepared within identified time-frames
  - Liaise with relevant staff members to ensure outstanding correspondence and other confidential business is responded to in a timely and appropriate way
- The Patient Experience Coordinator will undertake other duties as reasonably directed by the Quality Manager from time to time
- Demonstrate a commitment to ongoing personal and professional development
  - In partnership with the Quality Manager, set success and development goals to identify learning opportunities and experiences
  - Develop knowledge of legislation and standards applicable to position
  - Attend educational/professional development programmes relevant to the position
  - Be open to developing and enriching relationships as a member of the OPH&R Quality Team, and with the wider OPH&R/CDHB stakeholders

## MY EXPERIENCE

### Essential

- Possess an understanding of the health environment, including health related policies, standards and legislation
- Excellent interpersonal skills
- The ability to communicate and work effectively across all disciplines and consumer diversity

- Well-developed written and verbal skills
- Experience with conflict resolution with the ability to develop these skills in others
- Ability to self-organise and work independently as well as part of the team
- Has established skill in agility and managing pressure where sometimes work is required within a short timeframe.
- Self-motivated and adaptable to change
- A knowledge of quality improvement processes within the health sector

Desirable

- Background in health industry
- Intermediate or above level of knowledge and skills in the application technology programs within the work environment
- Excellent word processing and spreadsheet skills
- Knowledge and experience in activities related to privacy and confidentiality
- Health related qualification; health administration; health support; health advocacy are examples of the type of qualification that would be considered desirable (or equivalency)

**QUALIFICATIONS**

**MY RELATIONSHIPS TO NURTURE**

**Internal**

- Quality & Patient Safety Team, OPH&R
- Divisional Leadership Team, OPH&R
- Service Leadership Teams, OPH&R
- OPH&R and associated CDHB staff
- CDHB Corporate Legal and Quality Teams
- Other CDHB Complaint Managers / Privacy Officers
- Pou Whirinaki
- Ranga Hauora Maori Health

**External**

- Consumers
- Patients and their whanau / families / caregivers
- Patient Advocacy Services
- Parliamentary Offices
- Health and Disability Services
- Privacy Commission
- Other external agencies as necessary

**MY WELLBEING, HEALTH AND SAFETY**

**Care starts here**

Our people are the most important thing at Canterbury DHB. Ensuring we all come home healthy and safe each day is up to all of us. Safety starts with you:

- **Look:** It's everyone's responsibly to be on the lookout for risks.
- **Make the right choice:** If you see a risk, either fix it yourself if that's the right thing to do, or speak up so someone else can. If you're not sure what to do look at the relevant policy and procedure
- **Through working together:** We can look after ourselves and those around us