

Position Description

Urgent Care Nurse

Responsible to: Overall Clinical performance – Managing Partner or Board
Day to Day – Clinical Nurse Lead or Practice Manager

Functional Relationships with:

Internal: Practice Manager
Clinical Nurse Lead
Doctors
Nurses
Reception and Admin staff
Other health providers

External: Patients and their families/whanau
Other health professionals
Visitors

Main purpose of the job

The Medical and Injury Centre is a Very Low Cost Access general practice, providing health care to a current enrolled population of 1200 patients, of which 67% are ‘High Needs’ (Maori, Pasifika or Deprivation 9 or 10). The Medical and Injury Centre (MIC) provides after hours primary health care to enrolled patients from the wider Nelson district on a casual basis. MIC is Cornerstone and New Zealand Urgent Care Standard 2015 accredited.

The Urgent Care Nurse provides primary care nursing support, patient interventions and treatment within the Medical Centre. As part of the general practice team he/she will work within their scope of practice and be responsible for providing patient-centred, culturally appropriate, and individual holistic care to patients.

Patients should feel that they have been dealt with in a friendly, courteous manner and that all that can be done for them, has been done. “Going the extra mile” is our philosophy.

The Urgent Care Nurse works closely with the doctors and other team members to provide efficient, effective, professional nursing services.

Competencies		Standards Outcomes expected
Domain 1 Professional responsibility		
1.1	Accepts responsibility for ensuring that his/her nursing practice and conduct meet the standards of the professional ethical and relevant legislated requirements	Provide Primary Care Nursing Services as follows: <ul style="list-style-type: none">• Urgent triage (including resuscitation, stabilisation and assisting with assessment as necessary);• Assessment of the urgency and severity of presenting problems through history taking, and examination before referral to the appropriate GP. Assessment can be via telephone or 1:1 consultation with patient.

		<ul style="list-style-type: none"> • Follow-up of patient test results and communication with patients where appropriate. <p>Undertaking treatment options and carrying out appropriate clinical interventions and procedures, including but not limited to counselling, advising and providing information.</p> <ul style="list-style-type: none"> • Comply with the requirements of the Privacy Act 2020 and HIPC • Comply with the HDC Patient Code of Rights • Comply with established health and safety policies regarding handling of instruments, infection control, storage of drugs and disposal of sharps and other potentially dangerous equipment and substances. Comply with current NZ legislation. • All complaints to be referred to the Practice Manager in the first instance. • Complies with practice procedures/policies • Work within scope of practice
1.2	Demonstrates an ability to apply the principles of the Treaty of Waitangi/Te Tiriti o Waitangi to nursing practice	<ul style="list-style-type: none"> • Understands the Treaty of Waitangi/Te Tiriti o Waitangi and its relevance to the health of Maori in Aotearoa/New Zealand • Demonstrates knowledge of differing health and socio-economic status of Maori and non-Maori. • Applies the Treaty of Waitangi/Te Tiriti o Waitangi to nursing practice
1.3	Demonstrates accountability for directing, monitoring and evaluating nursing care that is provided by healthcare assistants and others	<ul style="list-style-type: none"> • Understands accountability for directing, monitoring and evaluating nursing care provided by healthcare assistants and others • Seeks advice from Nurse Manager/ Clinical Nurse Lead if unsure about the role and competence of healthcare assistants and others when delegating work. • Takes into consideration the role and competence of staff when delegating work • Makes appropriate decisions when assigning care, delegating activities and providing direction for healthcare assistants and others
1.4	Promotes an environment that enables patient safety, independence, quality of life and health	<ul style="list-style-type: none"> • Identifies and reports situations that affect patient or staff member's health or safety • Accesses, maintains and uses emergency equipment and supplies

		<ul style="list-style-type: none"> • Maintains infection control protocols • Recognises and manages risks to provide care that best meets the needs and interests of the patient and the public
1.5	Practices nursing in a manner that the health consumer determines as being culturally safe	<ul style="list-style-type: none"> • Practices in a way that respects patients and delivers culturally appropriate/safe care to patients. Culture may include age, gender, sexual orientation, ethnicity, culture, disability or beliefs. • Assists patients to gain appropriate support and representation from those who understand the patients culture, needs and preference
Domain 2 Management of Nursing Care		
2.1	Provides planned nursing care to achieve identified outcomes	<p>Provide timely clinical and culturally appropriate health services through -</p> <ul style="list-style-type: none"> • Develops evidence-based nursing care • Management and action of provider inbox test results • Use of recall and reminder systems and referral, as appropriate, to national screening programmes. • Education to assist people to reduce or change risky and harmful lifestyle behaviour. • Family planning services, provision of contraceptive advice and sexual health services. • Delivery of immunisation programmes. • Working with public health providers in the prevention and control of communicable diseases for individuals and families/whanau and reporting to relevant public health providers. • Ongoing care and support for people with chronic and terminal conditions. • Health promotion to the practices' enrolled population, linking to public health programmes at a national, regional and local level and utilising such programmes to target specific populations • Co-ordinating an individual's rehabilitation process and participating where appropriate in providing recovery orientated services to restore normal functioning. • Developing collaborative working relationships with community health services, DHB and non-Government public health providers, ACC and relevant non-health agencies.

		<ul style="list-style-type: none"> • Advocating on behalf of patients with external agencies to communicate patient care and support needs.
2.2	Undertakes comprehensive and accurate nursing assessment of patients in a variety of settings	<ul style="list-style-type: none"> • Undertakes assessment in an organised and systematic way • Uses suitable assessment tools for the collection of data • Applies relevant research to underpin nursing assessment
2.3	Ensures documentation is accurate and maintains confidentiality of information	<ul style="list-style-type: none"> • All information entered into the PMS system is accurate, appropriate and in accordance with agreed protocols. • Set up all screening and recall programmes for new patients.
2.4	Ensures the patient has adequate explanation of the effects, consequences and alternatives to proposed treatment options	<ul style="list-style-type: none"> • Provides appropriate information to patients to protect their rights and to allow informed decisions • Makes appropriate judgement to the extent the patient is capable of participating in decisions related to their care • Facilitates the patients access to appropriate therapies or interventions and respects their right to choose alternatives • Seeks input from senior clinician if patient requests to change or refuse treatment • Considers patients preferences when providing care
2.5	Acts appropriately to protect oneself and others when faced with unexpected patient responses, confrontation, personal threat or other crisis situations	<ul style="list-style-type: none"> • Understands how to respond in an emergency and the procedures that are to be followed.
2.6	Evaluates patients progress towards expected outcomes in partnership with patient	<ul style="list-style-type: none"> • Evaluates the effectiveness of the patients' response to prescribed treatments, intervention and health education in collaboration with the patient and the clinical team involved in their care.
2.7	Provides health education appropriate to the needs of the patient within a nursing framework	<ul style="list-style-type: none"> • Ensures that the health education to the patient is appropriate for their level of understanding
2.8	Reflects upon and evaluates with peers and experienced nurses, the effectiveness of nursing care	<ul style="list-style-type: none"> • Determines level of care required by patients • Identifies own level of competence and seeks assistance as necessary
2.9	Maintains professional development	<ul style="list-style-type: none"> • Undertakes responsibility for own professional nursing development. • Continuing professional development meets the minimum requirements set by the NZ Nursing Council.

		<ul style="list-style-type: none"> Attendance at regular peer review meetings in accordance with the guidelines of the NZ Nursing Council.
3	Interpersonal relationships	
3.1	Establishes, maintains and concludes therapeutic interpersonal relationships with patients	<ul style="list-style-type: none"> Utilises effective interviewing skills in interactions with patients Demonstrates respect, empathy and interest in patients Establishes rapport and trust with patients Incorporates therapeutic use of self and psychotherapeutic communication skills as the basis for nursing care for patients with mental health needs
3.2	Practices nursing in a negotiated partnership with the patient where and when possible	<ul style="list-style-type: none"> Undertakes nursing care that ensures patients receive and understand relevant and current information concerning their health care that contributes to informed choice Implements nursing care in a manner that facilitates the independence, self-esteem and safety of the patient and an understanding of therapeutic and partnership principles Recognises and supports the personal resourcefulness of people with mental and/or physical illness Acknowledges family/whanau perspectives and supports their participation in services
3.3	Communicates effectively with patients and members of the health care team	<ul style="list-style-type: none"> Uses a variety of effective communication techniques Employs appropriate language to context Provides adequate time for discussion Endeavours to establish alternative communication methods when patients are unable to verbalise Access an interpreter when appropriate Discussions concerning patients are restricted to settings, learnings situations and/or relevant members of the health care team
4	Interprofessional healthcare and quality improvement	
4.1	Collaborates and participates with colleagues and members of the healthcare team to facilitate and coordinate care	<ul style="list-style-type: none"> Promotes nursing perspective and contribution within the interprofessional activities of the health care team Provides guidance and support to those entering as students, beginning practitioners and those who are transferring into a new clinical area

		<ul style="list-style-type: none"> • Collaborates with the patient and other health team members to develop a plan for care • Maintains and documents information necessary for continuity of care and recovery • Develops a discharge plan and follow up care in consultation with the patient and other members of the health care team • Makes appropriate formal referrals to other health care team members and other health related sectors for patients who require consultation
4.2	Recognises and values the roles and skills of all members of the healthcare team in the delivery of care	<ul style="list-style-type: none"> • Contributes to the co-ordination of care to maximise health outcomes for patients • Collaborates, consults with and provides accurate information to the patient and other health professionals about the prescribed interventions or treatments • Demonstrates a comprehensive knowledge of community services and resources and actively supports service users to use them
4.3	Participates in quality improvement activities to monitor and improve standards of nursing	<ul style="list-style-type: none"> • Reviews policies, processes, procedures based on relevant research • Recognises and identifies researchable practice issues and refers to appropriate people • Distributes research findings that indicate changes to practice to colleagues
5	Financial	
3.1	Invoicing	Ensure all patient services undertaken are charged out in accordance with appropriate protocols.
3.2	Compliance	When claiming subsidies from any funding agency, all compliance clauses must be adhered to.
3.3	Other	Assist with provision of information for practice reporting requirements, as requested.
4	Practice Supplies	
4.1	Drug supplies	Maintain minimum levels of drug supplies for the practice, and the doctors' bags.
4.2	Controlled drugs	Maintain control over the Controlled Drug Register in accordance with defined protocols.

5	PHO Involvement	
5.1	Patient PHO enrolment	Supporting other staff by assisting in promoting the benefits of enrolling in the PHO, to patients.
6	Communication	
6.1	External	Professional liaison with other health professionals is maintained. Relates in a professional manner and communicates effectively to support the patient through the healthcare experience.
6.2	Internal	All staff are informed, as appropriate, about anything that they should be aware of regarding a patient, or regarding the internal workings of the practice. Staff and team meetings are attended as requested.
6.3	Staff Problems or Issues	All staff problems or issues are referred to the clinical nurse lead or practice manager in the first instance.
7	Other	
7.1	Other duties	Hours of work are set out in the Employment Agreement, however there may be times when you are required to undertake other duties outside of these hours as requested. This may involve attendance at meetings, staff meetings or training sessions.

Delegations

1. Financial:
2. Other: