

# Position Description

## Hospital in the Home & Virtual Care - Visiting Nurse

<b>Classification:</b>	YU15
<b>Business unit/department:</b>	Hospital in the Home & Virtual Care
<b>Work location:</b>	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
<b>Agreement:</b>	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
<b>Employment type:</b>	Full-Time or Part-Time
<b>Hours per week:</b>	38
<b>Reports to:</b>	Nurse Unit Manager
<b>Direct reports:</b>	Nil
<b>Date:</b>	Ongoing

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

### Position purpose

The HITH Visiting Nurse provides high quality, evidenced based care to clients in a community setting. They can assess, treat, and escalate in the case of deterioration appropriately while managing the care of multiple patients independently. This person will be able to work collaboratively with the team in the provision of complex care in the home setting.

They are able to assist with the facilitation of telemedicine reviews & virtual care and are able to communicate clinical information from the home to the care team in a highly effective way.

### About the Directorate/Division/Department

Hospital in the Home & Virtual Care facilitates the shift of traditional acute care to the patient's own home without compromise to quality and effectiveness. This care may take place via in-home nursing and support services, via video telehealth or via admission to Hospital in the Home - Virtual Care, where higher acuity care can be provided via video-telehealth, utilising wearable technology.

Hospital in the Home improves patient satisfaction, reduces the cost of hospitalisation per in-patient episode, and facilitates hospital flow.

The strategic plan for HITH aims to provide: Reliable, safe, patient-centred care, Digital Transformation, and Innovation in Specialist Care

The following principles underpin the delivery of the Austin Health HITH program:

- I. Care is provided to the patient in a timely fashion, without delay. The patient is engaged, and central in all treatment and care decisions.
- II. Patients are informed, consulted with, and agree to receive their hospital care in the home.
- III. Management of the patients' care is seamless between acute or admitted care, as a result of an organisational approach to utilisation of the service.
- IV. Austin HITH is designed to ensure that all patients can access the HITH service if they require it, regardless of place of residence.
- V. The HITH workforce are empowered to ensure personal safety for the workforce, and the patients via a clearly defined assessment process undertaken on application for admission.
- VI. HITH services are designed to allow for rapid access by patients to care seven days a week, twenty-four hours a day. This includes a clearly defined 24/7 emergency response and escalation process known to each admitted patient.
- VII. Patients' cultural values are respected and considered in treatment options.
- VIII. High quality, safe care delivered by an appropriately experienced and skilled workforce.
- IX. Acute Austin Health treatment and care services can and will be delivered by telehealth, virtual ward admission or other appropriate pathway in response to the changing acuity needs and demands of Austin consumers.
- X. Austin Health is committed to innovation and expansion of traditional HITH service provision and actively participates in exploration of non-traditional care types.

Hospital in the home can be accessed as an alternative to traditional ward-based care by current inpatients at Austin Health (all campuses), patients in the Emergency department/Short Stay Unit, or by individuals who are referred to HITH as part of a planned admission (often via a HITH surgical pathway).

To be accepted to the HITH program, referrals are assessed for suitability to ensure the person is clinically stable, has appropriate supports in the home, the home environment is safe for staff to attend, and they consent to the programme.

The program provides complete care co-ordination services and can include: - personal care assistance, dietary supplements, physiotherapy and occupational therapy in the patients' own homes to facilitate the required clinical care.

**HITH Virtual Care** supports patients who require higher acuity clinical oversight and facilitates specialty clinical management. This care is particularly supported in the Cardiology/Cardiac Surgery and Haematology space and can require the targeted involvement of staff with additional skill sets for this management. These care types are growing and changing rapidly, as HITH continues to grow.



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Austin Hospital in the Home prides itself on being an innovative service, striving to ensure people are receiving the right care, in the right place (both in-person and through utilising technology).

Hospital in the Home & Virtual Care sites within Ambulatory Services in the Access, Critical Care, Imaging and Ambulatory Services Division (ACIA)

## Position responsibilities

### Role Specific:

#### Direct Clinical Care:

- The nurse will be multi-skilled and able to perform assessments and provide care independently and safely in the home environment.
- Liaise with the care coordination, HITH medical team, and home units to ensure the appropriate care plan is in place and any patient deterioration or change is escalated effectively.
- Demonstrate a flexible, person-centred approach to care provision, and will implement ordered care as soon as safe and practical for the person.
- Communicate effectively with all stakeholders, ensuring the patient/carer is engaged in the plan of care, and supported in their healthcare journey.
- Excellent literacy in health systems and able to facilitate the provision of care in a digital realm.
- Safety focused – ensuring care is within personal scope of practice, seeking support as needed, reporting any safety concerns. Ensure risk-mitigation strategies are in place to optimize patient and staff experience
- Proficient in operating and managing various devices used in delivering Hospital in the Home care.
- Maintain current contemporaneous documentation regarding patient care delivery.
- Recognise when care is outside of expected trajectory and escalate concerns.
- Facilitate active patient involvement in adapting goals of care and ensure patient understanding through “teach back”.
- Act as clinical mentor/preceptor to entry to practice/ nursing students.
- Utilise patient assessment information to adjust the care plan to meet health care needs.

#### Education;

- Contribute to the education and development of other nurses at ward/unit level as appropriate, to own role and level of experience.
- Offer feedback to others that is specific, supportive, and non-judgmental.
- Participate in professional development activities within clinical environment such as involvement in ward/unit portfolios.
- Maintain professional practice portfolio to reflect development of knowledge and skills over time.
- Increase scope of practice by participating in core competencies relevant to specialty practice.
- Identify opportunities for educational resources/ strategies to assist in delivery of bedside teaching.

#### Research;



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- Assist in development of Austin Health evidence based guidelines.
- Understand research evidence and supporting guidelines related to area of nursing practice.
- Understand the importance of research in the development of nursing practice.
- Support local research activities including literature review and data collection.

### Support of Systems;

- Understand the Austin Health vision and strategic priorities.
- Understand the Austin Health Nursing Vision: Austin nurses working alongside Austin Nurses 24/7 to deliver reliable, safe, person-centred care.
- Model professional behaviours and actions when risk and incidents are identified.
- Understand and follow workplace safety principles.
- Contribute to workplace safety audits.
- Understand Austin Health Clinical informatics systems including Cerner, PACS, EMR, ATLAS, etc.
- Demonstrate safe and ethical practice within health informatics systems.

### Professional Leadership;

- Provide appropriate delegation, supervision and support to all staff as per NMBA Decision Making Framework.
- Reflect on own values, beliefs, communication style and experiences and consider how this influences own workplace behaviour.
- Role model Austin Values in daily practice.
- Clearly recognise own accountability for actions and behaviours as delegated as per NMBA Decision Making Framework.
- Recognise, acknowledge and value the unique contribution of individuals.

## Selection criteria

### Essential Knowledge and skills:

- A commitment to Austin Health values
- A patient focused approach to care
- A positive approach to ongoing self-education and skill development
- A flexible, innovative team-oriented approach to service delivery
- A positive approach to change and diversity
- Significant post graduate experience in Acute Care Nursing
- Able to work efficiently and calmly in the remote setting.
- Ability to formulate and implement individual patient discharge plans.
- Excellent written and verbal communication skills with the ability to communicate at all levels and write accurate and concise patient records after each patient contact.
- A sound understanding of information technology, including clinical systems as required for the role – competent with using a computer, and with learning new skills in the digital space.

### Desirable but not essential:

- Previous home-based care experience
- Intravenous cannulation competency.
- Administration of chemotherapy competency.



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- Management of Central Venous Access Device competency.
- Management of VAC and SNAP dressing competency.
- Post graduate qualification in relevant field

## Professional qualifications and registration requirements

- Registered Nurse registered with the Nursing and Midwifery Board of Australia
- Current Full Victorian Driver's license

## Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

## Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

## General information

### Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

### Equal Opportunity Employer



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We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

### **Austin Health is a child safe environment**

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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