

## Position Description

<b>Position:</b>	Project Co-Ordinator
<b>Location:</b>	Dunedin
<b>FTE</b>	1.0
<b>Reports To:</b>	Chief Information Officer
<b>Responsible For:</b>	n/a

### Overview

WellSouth Primary Health Network has responsibility for the provision of primary health services to approximately 280,000 enrolled patients in Otago and Southland, and contracts with Southern DHB and a number of other health funders. WellSouth is constituted as a charitable trust with a Board of 10 Trustees.

WellSouth works with health care clinicians, health care providers, Iwi and local communities to:

- Coordinate the delivery of regionally consistent high value primary care health services care across Otago and Southland that deliver real benefits to patients and the community through a range of evidence based and clinically proven health programmes.
- Improve access to primary health care for the community.
- Encourage people to take responsibility for their own health.

WellSouth has offices in Alexandra, Invercargill and Dunedin.

### Position Purpose

- To drive adoption of portals in the district
- To promote virtual healthcare adoption throughout the district

### Main Objectives

- To deploy the Consumer Portal to all capitated patients across the district
- To be the primary support for the Healthcare Home initiative
- To lead the episodic implementation of the Virtual Health Platform in the district over the next 3 years at General Practice level. (Non-patient engaging)
- To educate practices, DHB and WellSouth staff in key aspects of Consumer Portals and Virtual HealthCare.

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### Relationships

**Reports to:** Chief Information Officer

#### **Internal Relationships:**

HCH Project Manager  
WSPHN Directors and Clinical Leaders  
WSPHN members and practice teams  
CEO and Senior Management Team  
WSPHN staff

#### **External Relationships:**

District Health Boards  
Ministry of Health  
Other health sector stakeholders and participants  
Maori provider organisations  
Software vendors  
Consultants and service providers

### Treaty of Waitangi

WellSouth is committed to its obligations under the Treaty of Waitangi. As an employee you are required to give effect to the principles of the Treaty of Waitangi - Partnership, Participation and Protection.

### Health and Safety

WellSouth is committed to achieving the highest level of health and safety for its staff. All employees are expected to take initiative and identify, report and resolve issues that may cause harm to themselves or others in the organization. As an employee of WellSouth, the health and safety of clients and colleagues, as well as your own, are your responsibility. You are expected to work safely at all times, and to actively participate in health and safety programs in your area. It is expected that you will report all accidents or potential hazards to your manager.

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### Key Tasks and Accountabilities

The table below provides an overview of the key responsibilities for this position in the form of deliverables and expected outcomes. The deliverables outlined are included in, but not limited to the role.

KEY TASKS/ACCOUNTABILITIES	PERFORMANCE INDICATORS
<p><b>VIRTUAL HEALTH / ENHANCED PATIENT PORTAL IMPLEMENTATION</b></p> <ul style="list-style-type: none"> <li>• Provides support and reporting for HCH initiative</li> <li>• Contributes to Program Development / Promotion / Marketing</li> <li>• Works with DHB staff in the development of a district Virtual Health Plan in line with the South Island Telehealth Strategy.</li> <li>• Serves as a liaison to a variety of constituents: hospital outreach programs to integrate services that support their needs; internal hospital departments, physicians and physician practices to identify, develop and promote services and programs; member community relations and marketing departments to promote Network activities and programs; members, partners, and potential members of the Network</li> <li>• Develops educational program services and implements the regular, consistent delivery of these programs to Network members including, but not limited to, developing and disseminating information regarding programming internal and external events and coordinating the design, printing and publication of all promotional materials for Virtual Health programs</li> </ul>	<ul style="list-style-type: none"> <li>• Provides support for the HCH initiative and meets the requirements for for the Patient Portal delivery and reporting for the HCH Project Manager</li> <li>• Virtual healthcare and portals are better understood across the district</li> <li>• Manages the relationship with vendors throughout the implementation and support lifecycle</li> <li>• Adoption of Virtual Health and enhanced Patient Portals across the district</li> <li>• Establish relationships with appropriate constituents including key internal and external stakeholders</li> <li>• Programme evaluation and continuous improvement measured quarterly</li> <li>• Resources for programme delivery well-managed</li> <li>• Virtual Health and Patient Portal educations sessions organized on a quarterly basis.</li> <li>• Meets regularly with key practice network staff to keep the informed of activities and developments</li> </ul>

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<ul style="list-style-type: none"><li>• Assists in designing, organizing and coordinating videoconference events at the University of Otago Education Center.</li><li>• Coordinates facilities, catering, signage, displays, translation, audio-visual equipment, printing and security</li><li>• Develops strong relationships with key customers both internal and external.</li><li>• Identifies, partners with and manages appropriate resources (i.e. vendor relationships, other departments) to ensure all VTC (video teleconference) events meet objectives.</li><li>• Evaluates program impact and reassesses objectives and outcomes, planning for continuous improvement.</li><li>• Assists in planning, budgeting, report writing and development of goals and objectives.</li><li>• Assists with the development and implementation of policies, procedures, protocols, surveys and evaluations</li><li>• Is adept with qualitative, quantitative or technical tools needed to perform the job.</li></ul>	
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<p><b>DOCUMENTATION</b></p> <ul style="list-style-type: none"><li>• The Project Co-Ordinator is responsible for thoroughly and accurately documenting each patient interaction and enrollments in the “portal / virtual health tracking sheet” on a daily basis. Documentation must contain quality information that accurately reflects patient encounters.</li></ul> <p><b>Patient Navigation Service:</b></p> <ul style="list-style-type: none"><li>• The Project Co-Ordinator uses resources to anticipate, address, and overcome barriers to care and to guide patients through the health care system.</li></ul> <p><b>New Patient Orientation:</b></p> <ul style="list-style-type: none"><li>• The Project Co-Ordinator should be familiar with Care Clinics services in order to provide an overview of our services if needed.</li><li>• The Project Co-Ordinator will spend one on one time with general practice to communicate and explain specific information about consent forms, HIPA requirements etc.</li><li>• Performs other related duties as appropriate and as assigned</li></ul>	<ul style="list-style-type: none"><li>• Documentation is accurate, timely and kept up to date in a central repository which is easily accessible for management staff</li><li>• Barriers to care are anticipated and addressed</li><li>• Patient, practice and family feedback is collected. Ethics approval is required through line manager.</li></ul>
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# Position Description

<p><b>BEHAVIOURS</b></p> <ul style="list-style-type: none"><li>• Be available to work as scheduled and report to work on time</li><li>• Be available to work overtime if needed</li><li>• Be willing to accept supervision and work well with others</li><li>• Be well groomed and dressed appropriately for your role</li><li>• Demonstrate a willingness to learn</li><li>• Be able to communicate clearly, think clearly, and concentrate on assigned tasks</li></ul> <p>Able to understand and apply information, policies, procedures and skills required by the position.</p>	
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\*Note: Metrics are captured on a monthly basis unless otherwise stated