

JOB DESCRIPTION – MEDICAL DIRECTOR

Position Summary	<p>Care 24-7 strives to provide the highest quality 24/7 Emergency Care in Australia with a continual focus on excellence and prides itself on providing health care services to our local communities in a caring environment within high standard Emergency Centres.</p> <p>This position is the senior medical leadership role for Care 24-7 in Adelaide and is responsible for:</p> <ul style="list-style-type: none"> • leading and managing the provision of emergency medicine services within the Calvary Adelaide ED • supporting continual improvement of emergency medicine services within the Calvary Adelaide ED • building a collaborative partnership with key partners including Calvary Executive and Management (clinical and non-clinical) • fostering and encouraging a good relationship between the ED Practitioners and the Hospital Practitioners • facilitating and developing strong professional relationships and developing an understanding of the services and expertise available within the Hospital. <p>This position requires a patient centric mindset with a focus on patient safety, operating efficiencies and effectiveness and works closely with the Care 24-7 General Manager.</p> <p>This position is a key medical leadership position within Care 24-7 group.</p>
Significant internal/ external relationships	<p>Primary – Clinical Directors / Leads, FACEMs and other Emergency Department Senior Medical Officers, Other Senior Medical Staff and Visiting Medical Officers (VMOs), Clinical Manager, Doctors in Training (DiTs), Medical Imaging/ Pathology, Nursing team</p> <p>Internal – Care 24-7 General Manager</p> <p>External – Calvary Executive and Senior Management, General Practitioners (GPs), SAAS, Australasian College for Emergency Medicine (ACEM), SA Health, Patients & their families</p>
Special conditions	<ul style="list-style-type: none"> • Must be prepared to attend relevant meetings and staff development / education activities as required. • A formal performance appraisal will be conducted annually. • Can be a challenging environment where stakeholders expectations are challenging to manage • Some out of hours and weekend work may be required

Key Responsibilities and Outcomes		Measurements of Success	Indicative Time Required
Leading and managing the provision of emergency medicine services (50%)	<ul style="list-style-type: none"> Developing productive relationships with internal and external parties with a focus on the efficient and effective operation of the ED Leading and role modelling the delivery of emergency medicine services Supporting the achievement of ED KPIs Ensuring compliance with Calvary Health Care and Care 24-7 contractual requirements Having a patient centric mindset Fostering and encouraging a good relationship between the ED Practitioners and the Hospital Practitioners 	<ul style="list-style-type: none"> Attend multidisciplinary meetings held at the Hospital (if requested to do so by visiting medical specialists or Calvary) Participate in any Hospital procedures and accreditation processes as reasonably requested by Calvary Attend meetings of the Hospital's medical committee as reasonably required by Calvary Participate, if requested by Calvary, on Hospital in-service committees and meetings dealing with such issues as clinical services and any other issues within the expertise of a medical practitioner in an emergency department Ensure availability on-site for not less than 20 hours each week between Monday to Friday, over the course of each year, exclusive of statutory leave 	Ad-hoc Ad-hoc MAC – Bi-monthly Ad-hoc Availability
Supporting continual imp. of emergency medicine services (20%)	<ul style="list-style-type: none"> Working closely with Care 24-7 leadership and management, ED doctors and Calvary staff to maintain excellent levels of communication and pro-actively deal with all customer issues Developing/reviewing relevant policies, procedures, guidelines and standards for emergency medicine Leading/participating in quality improvement initiatives Escalating and mediating patient throughput issues with ED practitioners i.e bed access, bed availability Minimising Diversion incidents with a positive mindset to reduce Managing and responding to complaints and feedback 	<ul style="list-style-type: none"> Participate in any Patient survey forms and similar feedback questionnaires reasonably required by Calvary <30 hours per month of diversion Timely resolution of patient complaints in accordance with policy 	Ad-hoc Ongoing Ad-hoc
Human Resource Mgmt	<ul style="list-style-type: none"> Performance management of all medical staff including credentialling and scope of practice, skills 	<ul style="list-style-type: none"> Delivery of On Call Rosters within agreed timeframes for specialists 24x7 on call roster for the ED physicians 	As required Monthly

Key Responsibilities and Outcomes		Measurements of Success	Indicative Time Required
(20%)	<ul style="list-style-type: none"> and training requirements, advice, support, and coaching for career development Managing and co-ordinating On-Call Rosters in accordance with CAH agreed principles Liaising with Calvary and specialists' groups on the On-Call Rosters to resolve issues and improve practices Overseeing the ED physician roster and resolving issues Maintaining pro-active and responsive relationships in order to achieve a high rate of employee/contractor satisfaction and performance 	<ul style="list-style-type: none"> mNPS >30 Timely resolution of ED physician complaints Assistance in the delivery of the ED physician meetings as required from time to time Compliance with Calvary credentialing requirements 	<p>Monthly</p> <p>As required</p> <p>As required</p> <p>Ongoing</p>
<p>Practice Policies/ Standards and Systems</p> <p>(10%)</p>	<ul style="list-style-type: none"> In collaboration with the Care 24-7 management team: <ul style="list-style-type: none"> Developing and maintaining systems, including ED Policy and Procedures Ensuring privacy and integrity of patient records is maintained Ensure the appropriate management of, and/or escalation where relevant, of patient complaints / feedback 	<ul style="list-style-type: none"> Ensure the appropriate management of, and/or escalation where relevant, of patient complaints / feedback Compliance with ED KPIs and critical numbers 	<p>As required</p> <p>As required</p>
Person Specification	<ul style="list-style-type: none"> Strong relationship management and stakeholder engagement skills Strong interpersonal and communication skills, a focus on organisation, and enhanced multitasking abilities Ability to think strategically, understand complex issues, work with multiple demands, work well under pressure, work with initiative, flexibility and creativity, and work as a member of a team Ability to use time, task and people management skills to optimise the organisation and efficiency of the ED in alignment with the Care 24-7 business strategy and Calvary Adelaide Hospital strategy Ability to effectively liaise with core stakeholders including doctors, staff, suppliers and patients 		