Monash Health Position Description

Honorary Palliative Medicine Research Assistant and Telehealth Co-ordinator

Last Updated: March, 2019

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Palliative Medicine Research Assistant and Telehealth Co-ordinator</th>
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<tbody>
<tr>
<td>Classification:</td>
<td>Honorary Research Assistant</td>
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<tr>
<td>Reports to:</td>
<td>A/Prof Peter Poon</td>
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<td>Department:</td>
<td>Supportive and Palliative Care</td>
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About Monash Health

Monash Health provides a world of healthcare across south eastern Melbourne, uniquely integrating primary, secondary and tertiary health services, as well as world-renowned research and teaching facilities in one organisation.

Our health service provides access to public health services for a greater community of 1.3 million residents or 24 per cent of Victoria’s population. Monash Health also has a wider official specialist role for greater Melbourne, regional Victoria and interstate in such specialties as paediatrics, cardiology, transplants and neonatal intensive care, with extensive university affiliations.

More than 15,000 staff work at more than 40 care locations across south eastern Melbourne, including Monash Medical Centre, Moorabbin Hospital, Dandenong Hospital, Casey Hospital, Kingston Centre, Cranbourne Centre, and an extensive network of rehabilitation, community health and mental health facilities.

The Supportive and Palliative Care Unit at Monash Health is a Monash University academic unit focused on excellence of care for patients and their families who have a life limiting illness.

Our unit comprises:

- 16 bed level-3 inpatient unit with admissions in excess of 600 per annum
- Bi-disciplinary medical/nursing consult team covering the Monash Health Network and with annual consultations numbering in excess of 1500 per year
- Onco-Pain Outpatients Clinic

The unit is an accredited palliative medicine registrar training facility with all our physicians being accredited supervisors of the Chapter of Palliative Medicine (Royal Australasian College of Physicians). We also provide undergraduate medical student palliative medicine teaching for Monash University, teaching for resident medical officers, physician training registrars and nursing - undergraduate, post graduate and nurse practitioners. Currently the unit is supervising 2 Phd Students and 1 Bachelor of Medical Science student.

To promote collaborative research and identifying important areas for clinical and translational research our physicians are members of the following bodies:

- Palliative Care Clinical Network which reports to the Department of Health and assists palliative care consortia state wide in clinical tools, research and clinical policy. An efficacious platform to receive information about prospective areas of required research from consortia and disseminates findings and suggested practice changes. Membership includes: Department of Health Victoria, Palliative Care Consortia managers, Palliative Care Victoria, Clinicians from both rural and metro Victoria and Cabrini Health Palliative Care.
- Cancer Council Victoria: Palliative Medicine Network – supportive of collaborative research and attended by all key palliative medicine physicians state-wide. Ability to both receive input for areas of required clinical research as well as output to members and their organizations.
- Victorian Southern Palliative Care Consortia – ability to disseminate research findings into clinical practice and identify areas of required research as membership includes hospital and community palliative care services state-wide.
- Victorian Integrated Cancer Streams
- Gippsland Regional Palliative Care Consortium (GRPCC)
- Victorian Palliative Medicine Training Program (VPMTP)
- Palliative Care Research Network Victoria
- Australian Lung Trials Group
- Royal Australasian College of Physicians – Council, Chapter of Palliative Medicine and Adult Medicine Division.
Job Summary (Purpose /Key Result areas/Scope)

Purpose

This is an honorary position for a part-time research assistant, based in Gippsland, to assist in the co-ordination of telehealth research efforts. The candidate will be required to work with the Monash Health tele-palliative care team to facilitate telehealth services between Monash Health and community palliative care patients in their home.

The ideal candidate will be interested in clinical research that will benefit rural Australia. The appointed candidate will be part of a collaborative team, including a research assistant and PhD student based at Monash Health in Clayton, Melbourne. The candidate will have the opportunity to attend Monash Health research meetings, contribute to publications and improve their research skill set. Ongoing, there is potential for further research collaboration.

The candidate will be engaged on a part-time, as required, basis and be required to work in the Western Gippsland, Central Gippsland and Gippsland Lakes Region. The candidate will work closely with the West Gippsland Healthcare Group, Latrobe Community Health Service and Gippsland Lakes Community Health. It is anticipated that the candidate will be required to dedicate the equivalent of two (2) working days per week, dispersed throughout the week according to differing demands and requirements.

A grant of $20,000 will be awarded to support the work. The contract will be for a period of 12 months and then subject to review funding dependant.

Tasks:
- Assist in co-ordination of recruitment of patients
- Liaise with associated GPs in regards to the recruitment and ongoing progress of referred patients
- Assist associated District Nurse Practitioners with the set-up of teleconsultation equipment
- Assist patients and carers in the completion of quality-of-life measures and research data collection
- Work closely with Monash Health Supportive and Palliative Care physicians and research staff

Telehealth

Effective delivery of medical services into rural Australia is a key gap in the Australian health care system. The tyranny of distance has prevented the delivery of much needed services such as Palliative Care.

This proposed study will focus on two areas of telemedicine applicable to Palliative Care delivery into rural Victoria. The first will be the ability to utilize telehealth for community palliative care home visits. This will specifically investigate the efficacy of bedside video-consultations by metropolitan palliative care physicians when community nurses assess patients in the home. A secondary area of investigation will be to explore the benefits of telemedicine on community palliative care multidisciplinary meetings (MDMs) in allowing metropolitan palliative care physicians to contribute and follow-up on the patients in which they video-consulted on in the patient’s home. Both areas of telemedicine allow metropolitan palliative care physicians to contribute to the management of all patients, including those with whom they video-consulted on in the patient’s home.

Objectives of this research:
• To determine the efficacy of bedside videoconference consultations provided by metropolitan based palliative medicine physicians to patients in rural Victoria.
• To measure the impact of early palliative care physician input into the patient care plan upon: afterhours calls and emergency department attendances.
• To assess user feedback about the telehealth platform (questionnaire and interview) in regards to the user experience including, ease of use, impact upon normal routine, and problems encountered.
• To assess the effectiveness of teleconference support of follow-up multidisciplinary team meetings (MDM), subsequent to the bedside videoconference.
Scope

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<th>Dimensions</th>
<th>Budget</th>
<th>Equivalent Full Time Staff</th>
<th>Direct reports</th>
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<td>N/A</td>
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**Key relationships**

<table>
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<th>Internal</th>
<th>External</th>
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| ▪ Unit Head
▪ Senior Medical Staff
▪ Registrars and HMOs
▪ Junior Medical Staff
▪ Nurse Unit Manager and Nursing staff
▪ Allied Health Staff | ▪ LRH/WGHG – Gippsland
▪ Monash University |

Responsibilities/Accountabilities

**Operational / Clinical Quality and Safety**

The following responsibilities/accountabilities deliver our National Standards. Refer to the Clinical Governance Framework for more information.

**Staff**

- Carry out compliance and improvement against the key elements of quality and safety
- Be responsible for quality of care at point of care
- Participate in continuous improvement activities
- Manage project data management timelines and tasks, ensuring deliverables are met
- Liaise with internal and external project stakeholders

**Financial Management**

- This position does not have financial or budgetary responsibility but is required to demonstrate an understanding of how the position affects the financial performance of the organisation.
- Demonstrate commitment to the ethical and appropriate use of resources
- Demonstrate a commitment to Monash Health’s “Living within our means” initiative

**Workforce**

- Participate and co-operate in consultative processes to improve health and safety.
- Observe safe working practices and as far as you are able, protect your own and others’ health and safety.
- Maintain clinical knowledge, skills and attributes appropriate to your practice.
- Seek regular feedback on your progress with your line manager and other members of your team formally and informally.
- Complete all necessary personal training and professional development requirements.
Person Specification

Qualifications/ Registrations/ Licenses
- Tertiary qualification in Nursing with previous clinical experience
- Current Victorian driver’s licence

Technical Skills/ Knowledge / Experience
- Appropriate level of knowledge, skills and experience to competently undertake the role of Research Assistant
- Experience and understanding of competent data collection
- Ability to maintain good record keeping that meets the privacy standards of the organisation
- Interested in the improvement of health care service and outcomes in rural Victoria

Capabilities (Refer to Monash Health Capability framework)
- Demonstrates all the attributes that accord with the Monash Health values – iCARE (Integrity, Compassion, Accountability, Respect and Excellence)
- Demonstrates a high level commitment to ethical practice
- Understands medico-legal issues associated with clinical care
- Demonstrated ability to work in collaboration with members of interdisciplinary teams and committees
- Capacity to be an effective member of the relevant Department/Program, stimulate constructive debate and support colleagues in the achievement of Department/Program objectives
- Able to communicate effectively with team members and colleagues
- Able to communicate effectively and appropriately with patients and families, including those of diverse cultural backgrounds
- Maintains clinical and administrative documents accurately
- Facilitates continuity of patient care through effective communication and handover of relevant information
- Ability to work effectively within a team environment or independently
- Demonstrated initiative, innovation and ability to contribute to the development of new systems and processes
- Excellent written and verbal communication skills
- Proven ability to meet operational and project targets
- Ability to participate in the development of procedures
- Demonstrated ability to maintain positive working relationships, a safe environment, innovation and productivity improvement.

Monash Health Values

| Integrity | Honesty, open and transparent, admit mistakes, maintains confidentiality, fairness, builds trust |
| Compassion | Empathy, sensitivity, concern for others, interacts with dignity, tolerance, anticipates needs |
| Accountability | Understands roles, uses resources wisely, delivers on time, timely decision making, achieves stretch goals, takes responsibility for performance |
| Respect | Builds relationships, courteous, listens and understands, gives & receives feedback, sensitivity & understanding, values difference & individual worth |
| Excellence | Supports creativity & innovation, proactive & solution focused, seeks out opportunities, embraces quality improvement, professionalism |

Approved (Job title): Honorary Palliative Medicine Research Assistant and Telehealth Co-ordinator
Date: March 2019
Contact: Linda Jay, Personal Assistant to Director, Supportive and Palliative Care linda.jay@monashhealth.org Tel: 9594 5347