



NON-CONTRACT ROLE DESCRIPTION

JD3966

ROLE TITLE:	Triage Coordinator	ROLE DESCRIPTION NO.:	01375
DEPARTMENT:	Heart Health	HEABC REFERENCE NO.:	18721095
REPORTING TO:	Manager, Heart Health	HSCIS CODE:	04099
CLASSIFICATION:	NCEM/Range 8	JOB CODE:	04099AW

ROLE SUMMARY

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health) patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Manager, Heart Health, the Triage Coordinator takes a leadership role in developing, implementing, evaluating and coordinating waitlist management system for the assigned area. The Triage Coordinator plays an integral role in facilitating a patient-specific plan that establishes a streamlined process, timely and appropriate access and placement to necessary care. The Triage Coordinator provides support and information to patients and families waiting for Cardiac services and works closely with referring Physicians, the British Columbia (BC) Cardiac Registry, PHSA/CSBC, and peer Coordinators in the province to ensure efficient and equitable access to cardiac services.

DUTIES AND RESPONSIBILITIES:

1. In collaboration with the appropriate physician group, develops the booking model and waitlist system. Establishes systems and processes to assist in triage and booking of patients undergoing cardiac procedures. Facilitates timely access to cardiac services by ensuring that referrals are dealt with in a timely manner and include complete demographic, clinical, and contact information, as well as relative urgency.
2. Actively manages the waitlist by contacting patients on waitlist to complete urgency score to facilitate triage of urgent, semi-urgent and elective procedures. Develops and implements a triage system with an appeal process, for the Interventional cardiologists, to ensure timely case review and patient selection.
3. Establishes systems for notification of cardiac surgeons, cardiologists and referring physicians of changes in patients conditions. Works with physicians to develop options to facilitate patients having procedures completed within recommended waiting time guidelines.
4. In collaboration with the BC Cardiac Registry, participates in development, implementation, and ongoing maintenance of a current, complete, and accurate database for all patients awaiting open heart surgeries, including tracking of patients waiting times and stability while awaiting various procedures. Maintains current waiting lists, identifying patients exceeding recommended maximum waiting time. Ensures, in conjunction with the BC Cardiac Registry, that statistics for waiting lists and cases completed are complete and recorded in the database in a timely manner. Generates and circulates wait list reports for each fiscal period.
5. Functions as primary contact for patients and their families waiting for cardiac surgeries. Provides patient/family centred support and educational information to patients waiting a variety of procedures or diagnostics by facilitating referrals to appropriate services, such as counselling, risk factor modification, and cardiac rehabilitation, internally or externally, based on assessment of patient needs and services availability.
6. Provides a key liaison function for internal and external providers and patients. Provides pertinent information to stakeholders using a variety of methods such as verbal, written and electronic communication to facilitate decision-making and timely access to care.

7. Communicates and collaborates with Triage Coordinators in other health care authorities in BC and Cardiac Services BC as part of the provincial program for the purposes of sharing best practice and learning.
8. Addresses system gaps impacting on quality of patient care such as pre-admission patient education, communication regarding wait list status, ongoing telephone support to wait listed patients, coordination of in-patient versus out-patient scheduling priorities and coordinating triage rounds to ensure the most urgent cases take priority and to ensure improvement to the current waitlist management.
9. Works closely with the Heart Health Manager, RJH Operating Room Manager and Physician Leader to integrate tracking of quality indicators and outcomes.
10. Upon request, prepares and presents monthly statistics to the Heart Health Leadership team. Leads and/or participates in continuous quality improvement initiatives to optimize program effectiveness and efficiency.
11. Provides work direction to a variety of staff such as Booking Clerks.
12. Performs other related duties as assigned

QUALIFICATIONS:

Education, Training And Experience

A level of education, training and experience equivalent to a Bachelor's degree in a relevant discipline and minimum of five (5) years' recent cardiac experience in a large, complex health care environment with expertise in clinical assessment and program management.

Experience in the use of a variety of computer applications such as MS Office and Powerchart.

Skills And Abilities

- Ability to communicate effectively both verbally and in writing.
- Comprehensive knowledge of health care delivery systems.
- Demonstrated ability to work independently and in collaboration/consultation with others.
- Demonstrated skills in leadership, communication, mediation and negotiation.
- Demonstrated skills in the application of communications and computerized technology to address communication needs and information analysis.
- Demonstrated ability to work in a fast-paced environment, under pressure and maintain priorities.
- Demonstrated ability to think laterally, solve problems, make decisions and take action in a crisis management environment.
- Demonstrated ability to work diplomatically and persuasively to establish and maintain effective work relationships with internal and external stakeholders.
- Physical ability to perform the duties of the position.