



NETCARE

# Vacancy

Closing date: 10.05.2024

## Role profile

Role title	Nursing Digitisation Manager
Division	Hospital Division
Location	Head Office - Sandton
Reporting structure	Nursing Systems and Process Manager

## Role summary

The Nursing Digitisation Manager will support and facilitate best practice and efficiency in the clinical domain through the implementation of focused digital improvement strategies. This individual will collaborate with the project teams, digitalisation leads, Application support specialist, Nursing managers (Regional, hospital and unit), as well as the relevant Hospital ExCo team members to drive Netcare's digitisation strategy, as well as process standardisation.

The Nursing Digitisation Manager will work in collaboration with the Nursing Systems and Process Manager within digitalisation and standardisation projects for the division which includes but not limited to the implementation of digital systems, process alignments and the facilitation of change thereof. The individual will be accountable to the Nursing department for project plan implementation, data quality, reporting, general IT oversight, sustainability and management of these projects, as well as facilitating change management, adoption and data quality outcomes

The individual will be required to work in consultation with the Hospital and Regional teams to form strategic and synergistic partnerships to achieve organisational objectives and the Netcare strategy. As such, the incumbent will work closely with the Nursing and Clinical teams in order to provide leadership, gap analysis and improvement strategies in order to achieve an optimal solution. Will also be responsible for ensuring certain that hospital sites meet the minimal requirements for set accreditation goals, as well as legislative requirements as appropriate.

They will further assist the Nursing Systems and Process Manager to achieve set goals, strategies and ensuring data quality, as well as maintaining compliance with the Netcare standards and the quality strategy aligned to Person Centred Health and Care which is digitally enabled to facilitate the best and safest care.

*This individual will also be expected to travel nationally to different hospital sites as required by the project plan and to facilitate change management, as well as sustainability.*

## Key work output and accountabilities

### Digitalisation to drive sustainability and business benefit

- Ensure the execution of the strategic direction, in terms of the vision and long-term goals.

- Ensure nursing process alignment between departments, legislation, best practice and overall business objectives.
- Drive the implementation of continuous improvement of operational processes and policies in support of business objectives and growth.
- Ensure compliance to core standards in area of control.
- Determine factors that could cause process and quality management systems to deviate from the planned outcome. Implementation of preventive controls to minimize negative effects and to make maximum use of opportunities as they arise.
- Pro-Actively highlight issues and milestones that may impact on nursing process and systems.
- Analyse of context and performance outcomes to determine areas of improvement.
- Risk-based thinking to determine the factors that could cause process and quality management systems to deviate from the planned outcome. Implementation of preventive controls to minimize negative effects and to make maximum use of opportunities as they arise.
- Pro-Actively highlight issues and milestones that may impact on nursing process and systems.
- Analysis of context and performance outcomes to determine areas of improvement.
- Closely working with other strategic programmes within the organisation, to improve the capability of front-line care providers to develop and implement scientific, context specific quality improvement tactics that will
- Assume responsibility, prioritise and participate in the implementation and successful use of the nursing digitalisation platform(s) implemented by Netcare.
- Identify gaps with regard to nursing requirements and processes and provide recommendations for systems and business improvements, practical application ideas and benefits realisation.
- Participate in the formulation of the national projects' implementation plans with technical and business stakeholders including functional requirements, technical requirements, process design, and scope and quality standards.
- Responsible for the preparation of hospitals and/or specific units to ensure successful implementation of project, this include but not limited to infrastructure and equipment readiness, change management and support.
- Actively involved with change management and support to facilitate adoption of the digital platform(s). Support and encourage the team through the process and assist end-users to understand the benefits to business and client (end-user and patient).
- Oversee systems development activities relating to nursing as well as updating, training and implementation.
- Participate in testing of software applications according to testing methodologies.
- Prepare and present business requirement specification documentation, identify issues, trouble shoot and resolve problems timeously and effectively.
- Liaise with end-users and technical staff when problems arise and provide user guidance and support during system changes.
- Support business objectives in the implementation, adoption and co-ordination of Netcare strategic and operational objectives within the designated functional areas.

- Responsible for optimal equipment and data integration, troubleshooting and implementation
- Ensure data quality in liaison with hospital management.
- Facilitate reporting needs on a regional and national level.

### **Best practice benchmarking and research**

- Keep abreast of current research in the discipline especially in the area of Nursing care practice and patient outcomes for the benefit of business sustainability, alignment to best practice standards and superior patient results.
- Conduct extensive research in the field of “Nursing informatics” and “HIMMS” to generate ideas to maintain medical systems which support the practice of nursing and to improve patient care outcomes.
- Responsible for HiMSS accreditation strategy, implementation and management.

### **Clinical effectiveness and business improvement**

- Actively monitor and advise on the performance of the nursing quality management systems.
- Interpret data and report on performance measured against set standards.
- Evaluate and address alignment of nursing content with regards to legislative requirements, evidence-based practice and patient outcomes.
- Provide guidance and support during all system changes.
- Interact with the end user and communicate important information regarding system functionality.
- Continuously focus on troubleshooting to identify potential problems and escalate unresolved queries to the appropriate work stream.
- Ensure that where a third party is involved that there is continuous follow up to achieve resolution of the query.
- Analyse workflow processes and communicate to Management, areas identified that could potentially assist in improving patient services and satisfaction aligned to the Netcare strategy of Person Centred Health and care.
- Schedule and conduct meetings with the relevant stakeholders if necessary to resolve any outstanding issues.
- Participate in related project meetings as required.
- Coordinate and consult with internal and external clients to gather information about project needs, objectives, functions, features, input and output requirements and maintenance of project plans. Ensure that the feedback of these discussions is provided to the application, training and support team.

- Act as an expert on the system and a super user to all Nursing teams in the Hospital environment.
- Assume responsibility for logging calls on Sigma where resolution has not been reached and escalate where necessary aligned to the SLA.
- Liaise with the Application, Training and Support team with regards to related problems and routine maintenance.
- Generate system reports as and when required by Management.
- Ensure that updates to the system software are made, liaise and follow up with the relevant stakeholders to ensure the completion of this task.
- Ensure that minimum requirements are met to determine system readiness, this may include passing certain assessments to qualify one to use the system.
- Design and implement solutions to support business requirements and evidence-based practice

### **Marketing and branding**

- Coordinate the national deployment of strategic programs. Including change management for the adoption of required behaviours and processes by extensive stakeholder-groups such as managerial or administrative (hospital and corporate management, patient administrative etc.), clinical (nursing, physicians, pharmacists etc.) and external agencies (agency staff, catering, linen, radiology etc.).
- Initiate and ensure implementation of operational activities of Netcare.
- Nursing nationally, which will require alignment to the Netcare goals of broadening access to healthcare in South Africa specifically and to the vision of being a market leader in nursing and healthcare related solutions and activities.
- Formulate, develop and communicate a clear vision and comprehensive strategies that will generate the required changes for the business to ensure its long-term profitability and sustained growth.
- Implement strategic plans, objectives and budgets through effective resourcing, training, motivation & evaluation of employees.

### **Training and Development**

- Evaluate training program content to ensure that it is aligned with expected documentation requirements as per policy, SOP and regulations.
- Manage all gaps and needs with the appropriate teams.
- Assist in formulating training material to ensure data quality and set expectations. .
- Identify any potential gaps in training and inform the application, training and support team of any updates to the training content to ensure that these areas are addressed. Apply various training methodologies to ensure the ongoing improvement of training delivered to end users.
- Ensure that all changes to the system is communicated to the end-users, as well as the training team.

### **Organisational effectiveness and continuous improvement**

- Facilitate and coordinate input from cross-functional teams and ensure that this is provided to the application, training and support team.

- Observe Hospital processes and through these observations communicate effective improvement projects throughout the hospital.
- Assist with business decisions relating to system implementation, modification, maintenance etc. Review and recommend digital solutions and the use of relevant platforms to improve the level of patient care.
- Drive the change processes with moving to a digital platform, support and encourage the team through the process and assist stakeholders and employees in understanding the benefits to business.
- Serve as a primary point of contact between the end user, Hospital Management and the IT team to ensure continuous improvement and the effectiveness of the system.

### **Risk and compliance**

- Ensure full compliance statutory regulations, policies, procedures, best practice and professional standards.
- Participate in the process towards compliance of all system interventions.
- Identify risks, maintain a risk register and mitigate any risks identified.
- Ensure alignment of the system to governance requirements and the regulatory framework and manage any uncertainties from the business that may arise as a result of such concerns.

### **Build and maintain Stakeholder relationships**

- Build strategic inter-departmental and multi-disciplinary through attending relevant forums and stakeholder engagements.
- Communicate status/progress and issues to business management and end-users.
- Develop and maintain collaborative relationships with relevant stakeholders in the business to ensure that adequate support is provided and that goals are accomplished.

### **Professional development**

- Assume responsibility for own personal and professional development.
- Keep up to date with Netcare's evolving policies and procedures.
- Ensure full understanding of projects and solutions supported by the Netcare Nursing Teams.

## **Skills profile**

### **Education**

Essential:

- Current registration with the South African Nursing Council as a Registered/Professional nurse.

Preferred

- Additional registration with the South African Nursing Council as a Critical nurse and/or Trauma nurse.
- A post graduate qualification in Nursing Administration/Education or related NQF level 7 qualification.

## Work experience

### Essential

- Minimum 5-7 years' experience as a Registered/Professional Nurse in the private healthcare industry.
- Minimum 5-7 years' experience in a Nursing management position / leadership role preferred
- Experience in the development and administration of large scale projects, personnel and strategic leadership.
- Experience working on an electronic medical record system and or provide IT support to end users.

## Knowledge and abilities

- Knowledge and support of the ever evolving Netcare strategy of patient centred Health and care. Continuously deepen the awareness of the strategy to address new challenges within the Healthcare sector, to build a competitive advantage and sustainability through the Netcare moat strategy.
- An intermediate to advanced level of Computer Literacy and proficiency in MS Office applications.
- Knowledge with regards to nursing and health care flow, standardisation of documentation, Standard Operating Procedures (SOP's) and policies as well as process requirements.
- Knowledge of health-related policies, procedures and legislation.
- Superior interpersonal skills (developing and maintaining positive relationships; communicating clearly and effectively with people at all levels with verbal and nonverbal communication; working with others to identify, define and solve problems).
- Demonstrates excellent organisational skills: organised and structured. Manage timelines to ensure that work is completed timeously.
- Ability to network and gain support for proposed ideas.
- Ability to drive the change management process alongside the change management team.
- Ability to challenge the current status quo, to ask the critical and relevant questions and to effectively deal with conflict should there be disagreements in thinking amongst stakeholders.
- Knowledge of any electronic medical record (EMR) system.
- Knowledge of international accreditation will be advantageous.

## MANAGERIAL/ SPECIALIST SKILLS

Coaching Others*	The capacity to recognise development areas in others and support them to facilitate personal development through coaching.
Leading and Managing Change*	The capacity to implement and support change initiatives and to provide leadership in times of uncertainty.

Performance Development*	The ability to evaluate and develop different levels of capacity within a team to achieve set objectives.
Taking Action	Capable of recognising the need for action, considering possible risks and taking responsibility for results.
Decision Making	Capable of making decisions timeously and taking responsibility for the consequences.
Managing Self	Capacity to plan, organise and control own work environment by setting appropriate priorities and achieving set objectives within a given time frame.
Customer Focus and Service Delivery	The capacity to identify and respond to the needs of *internal and external customers.  <i>*Internal and external customers include patients, doctors, colleagues, suppliers, visitors, vendors and any other person that requires a relationship</i>
Adapting and Responding to Change	Capable of supporting and advocating change initiatives and managing own reaction to change.
Continuous Improvement	The capacity to improve systems and processes to facilitate continuous improvement.
Personal Work Ethic	Capacity to instil an ethic of quality and consistency in self and others.
Building Relationships	Capacity to establish constructive and effective relationships.
Communication	The capacity to clearly present information, either written or verbal.
Teamwork	Capacity to cooperate with others to work towards a common goal.
Technical Knowledge	The capacity to perform a technical function to required standards.

## Values and behaviours

Netcare values	<p>At Netcare, our core value is care. We care about the dignity of our patients and all members of the Netcare family. We care about the participation of our people and our partners in everything we do. We care about truth in all our actions. We are passionate about quality care and professional excellence.</p> <ul style="list-style-type: none"> <li>Care - The basis of our business. The professional, ethical patient care and services we offer at every level of the organization.</li> <li>Truth - The crucial element in building relationships that work. Open communication with honesty and integrity is essential.</li> <li>Dignity - An acknowledgement of the uniqueness of individuals. A commitment to care with the qualities of respect and understanding.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Compassion - We engage everyone with empathy and respond with acts of compassion in all interactions with our patients and their families.</li> <li>• Participation - The willingness and desire to work in productive and creative partnerships with others and the commitment to communicate.</li> </ul>
The Netcare way	<p>Netcare is committed to providing quality care. Our basic service standard holds us accountable for the below seven behaviours, which you will be accountable to uphold:</p> <ul style="list-style-type: none"> <li>• I always greet everyone to show my respect.</li> <li>• I always wear my name badge to show my identity.</li> <li>• I am always well-groomed to show my dignity.</li> <li>• I always practise proper hand hygiene to show my care.</li> <li>• I always engage to show my compassion.</li> <li>• I always say thank you to show my appreciation.</li> <li>• I always embrace diversity to strengthen inclusivity and belonging.</li> </ul>

## Application process

### Netcare is an equal opportunity employer

The Company's approved Employment Equity plan and targets will be considered as part of the recruitment process aligned to the Group's Employment Equity strategy. Netcare actively supports the recruitment of people with disabilities.

Interested candidates who meet the above criteria are requested to e-mail a detailed CV to [martha.stols@netcare.co.za](mailto:martha.stols@netcare.co.za)

### Please note:

- Please note that reference checks for internal applicants will be conducted with the applicant's current and past Netcare direct line managers and the relevant Netcare HR Managers. Therefore, employees are encouraged to discuss internal job applications with their direct line manager to ensure that the line manager is aware of the application.
- The terms and conditions of employment relating to the function you have applied for will be based on those in the Division you will be employed.
- If a candidate has any disability that may impair the individual's ability to perform the job function, the candidate must kindly inform the employer so that an assessment for reasonable accommodation can be made.
- By applying for this position and providing us with your CV and other personal information, you are consenting to the information being used for the specific purpose for which it was provided, which is recruitment purposes and possible appointment purposes (should you be successful). Please note that your information will be processed for recruitment purposes only or for such purposes relating to assessing the establishment of an employment relationship with yourself, and this will be done in accordance with the applicable data protection and privacy legislation. We confirm that such information will not be used for any other purpose without obtaining your prior consent.



- If your application is not successful, we retain your CV and other information provided on our electronic system. If you object to your information being used in accordance with the aforementioned clauses, please indicate your objection, and we will immediately securely destroy your personal information.

