

# **Comprehensive Primary Community and Rural Role Descriptions Extended Care Paramedic**

## Extended Care Paramedic

<b>Title</b>	<b>Extended Care Paramedic</b>		
<b>Reports to</b>	Comprehensive Primary Care Team Lead		
<b>Location</b>			
<b>Direct Reports</b>		<b>Total FTE (Full Time Equivalent)</b>	
<b>Date</b>			
<b>Job band (indicative)</b>			

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is health equity between all groups.

Building a healthcare system that works collectively and cohesively around a shared set of values and a culture, enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve six system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations to actively protect and enable Māori interests and aspirations to secure equitable outcomes for Māori, and take bold actions to address discrimination, bias, and systemic racism throughout the system.
2. Enable Māori to exercise their authority over Māori health in accordance with Māori philosophies, values, and Māori development. Enable and support whānau voice in the design and delivery of service that are culturally safe and produce equitable outcomes
3. All people will be able to access a comprehensive range of support in their local communities to help them stay well
4. Everyone will have equal access to high quality emergency and specialist care when they need it
5. Digital services will provide more people the care they need in their homes and communities
6. Health and care workers will be valued and well-trained for the future health system

## Te Mauri o Rongo – The New Zealand Health Charter

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Te Mauri o Rongo is currently being finalised – this section provides an overview of anticipated content. To guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles, and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

<b>Wairuatanga</b>	The ability to work with heart	<i>“When we come to work, we are able and supported by others to be our whole selves. When we return home, we are fulfilled.”</i>
<b>Rangatiratanga</b>	Ensuring that the health system has leaders at all levels who are here to serve	<i>“As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all”</i>
<b>Whanaungatanga</b>	We are a team, and together a team of teams	<i>“Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora”</i>
<b>Te Korowai Manaaki</b>	Seeks to embrace and protect the workforce	<i>“The wearer of the cloak has responsibility to act/embody those values and behaviours”</i>

### About the role

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The primary purpose of the role is to provide clinical assessment and care interventions across the comprehensive primary and community team for people and whānau at greatest risk of poor health outcomes and to actively support hospital avoidance through provision and coordination of care, to augment the primary care workforce.

The Extended Care Paramedic (ECP), irrespective of their employer, will work as an integral part of the Comprehensive Primary and Community Team (CPCT). The ECP is a key member of the interdisciplinary team (IDT). They will be actively involved in interdisciplinary (IDT) structure and functions including meetings and Practice education sessions, and utilise the systems and processes that support IDT functioning and outcomes.

This role, within a Locality, will require working within the primary and community health services provider network, to establish priorities and processes based on the focus areas and priority populations, the needs of the population within the Locality, and available services.

The primary purpose of the ECP role is to provide care directly to people and their whānau, particularly those requiring same day or urgent care. Additionally, population-level and practice-facing activities will support the comprehensive primary and community interdisciplinary care team to provide accessible and equitable care.

Further, this role will support increasing capacity within the team, providing assessment, diagnosis, treatment, and review of people and their whānau whose needs lie within the skillset, experience, and scope of practice of an ECP.

Examples of core activities include:

- Undertaking telephone triage (following appropriate training) to determine which people need to be seen face-to-face, how quickly, and by whom, and managing appropriate clinical problems over the phone
- Providing comprehensive clinical assessment and treatment for people requiring urgent care, both independently (including treatment, referral, and discharge decisions) and in consultation with other clinicians, as appropriate
- Providing unscheduled primary care to people who require a same day appointment
- Providing extended care to enable people and their whānau to be clinically managed in the community, for example urinary catheterisation, wound closure, management of constipation, and supply of medicines such as oral antibiotics under Standing Orders
- Providing care to people with life-threatening/time-critical conditions, including taking the lead when required
- Providing phone consultations (following appropriate training) for people who do not require a face-to-face assessment.
- Supporting practice clinical processes in collaboration with other clinicians such as inbox management, including follow up of test results, referral letters and filing documentation that does not require further action
- Providing home visits to people and whānau who are clinically appropriate to be seen in their home and in cases where transport is a barrier. This may also include assessing persons post-discharge who are at risk of re-admission and providing treatment to enable them to stay well in their home
- Providing informal education/information regarding the management of high acuity clinical conditions to other clinicians within the practice team, and to people and their whānau (as appropriate)
- Extensive collaboration with other community health providers, ARC, hospice, urgent care, hospital clinicians, district nursing, frequent presenter groups, and local emergency services.

Key Result Area	Expected Outcomes / Performance Indicators – Position Specific
Equity	<ul style="list-style-type: none"> <li>• Remain focused on the pursuit of Māori and Pacific health gain as well as achieving equitable health outcomes for Māori and Pacific people</li> <li>• Support Māori-led and Pacific-led responses, including tāngata whenua- and mana whenua-led care coordination to deliver mana motuhake and Māori self-determination</li> </ul>

	<ul style="list-style-type: none"> <li>• Co-create pro equity health planning and care for individuals and whānau</li> <li>• Willingness to personally take a stand for equity and commitment to helping all people achieve equitable health outcomes</li> <li>• Demonstrate awareness of colonisation and power relationships</li> <li>• Demonstrate critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery</li> <li>• Work in accordance with Pae Ora Māori holistic model of wellbeing</li> </ul>
<b>Comprehensive Primary and Community Teams</b>	<ul style="list-style-type: none"> <li>• Work in accordance with Te Mauri o Rongo</li> <li>• Identify skill sharing opportunities and delegation to other roles, in particular non-regulated roles such as kaiāwhina</li> <li>• Demonstrates commitment and understanding of simplify and intensifying care based on risk profile and risk of health inequities</li> <li>• Promote comprehensive primary care teams by being fully involved and an active participant in the care for those with the most complex health needs.</li> <li>• Utilise as available IT enablers for interdisciplinary team functioning, including record sharing, tasking, messaging, assessment, care plans and risk stratification tools</li> <li>• Active participation in CPCT interdisciplinary processes, including model of care development and cross-agency approaches</li> </ul>
<b>Hospital avoidance/ supporting early discharge</b>	<ul style="list-style-type: none"> <li>• Prioritises hospital avoidance and early supported discharge activities</li> <li>• Work alongside and advocates for people and their whānau who are at highest risk hospital admissions to support successful care in the community</li> <li>• Be responsive to acute care needs</li> </ul>
<b>Supporting those at greatest risk of poor health outcomes</b>	<ul style="list-style-type: none"> <li>• Identify people and whānau at greatest risk of complex health issues, and assess and / or review health and wellbeing need, including contribution to NASC assessments</li> <li>• Pro-actively plan and co-ordinate care for individuals and communities</li> </ul>
<b>Collaboration</b>	<ul style="list-style-type: none"> <li>• Support interdisciplinary team functioning and collaboration of the CPCT and other services by actively contributing to leading, nurturing, and supporting team development</li> <li>• Demonstrate commitment, urgency and be visibly open, clear, and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally</li> <li>• Model good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing the best and collegially supports others to do the same</li> </ul>
<b>Professional</b>	<ul style="list-style-type: none"> <li>• Accept responsibility for ensuring that care and conduct meet the standards of the professional, ethical, and relevant legislated requirements.</li> <li>• Understand the principles of the Te Tiriti o Waitangi and be respectful of people and whānau personal beliefs, values, and goals.</li> </ul>

	<ul style="list-style-type: none"> <li>• Read and adhere to the organisation’s vision, values, policies, and procedures while representing the organisation in a committed manner and projects a positive image.</li> <li>• Demonstrate understanding of the Code of Health and Disability Services Consumer Rights and Health Information Privacy Code</li> <li>• Undertake and education and professional development appropriate to the role</li> <li>• Maintain confidentiality and appropriate escalation of concerns</li> <li>• Ensure infection control and health and safety measures are understood and followed</li> <li>• Recognises and values the roles and skills of all members of the health care team in the delivery of care</li> <li>• Communicates effectively in an appropriate and professional manner with people and whānau, and members of the health care team that reflects the cultural needs of whānau.</li> <li>• Establishes and maintains relationships with people and their whānau, other members of the interdisciplinary team and providers of services.</li> </ul>
<b>Innovation &amp; Improvement</b>	<ul style="list-style-type: none"> <li>• Be open to new ideas and contribute to a culture where individuals at all levels bring their ideas on how to ‘do it better’ to the table</li> <li>• Model an agile approach –tries new approaches, learns quickly, adapts fast</li> <li>• Develop and maintain appropriate external networks to support current knowledge of leading practice</li> </ul>
<b>Health &amp; safety</b>	<ul style="list-style-type: none"> <li>• Take all reasonable practical steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others’ health, safety, and wellbeing centrally, alongside high-quality patient outcomes</li> </ul>
<b>Compliance and Risk</b>	<ul style="list-style-type: none"> <li>• Models’ responsibility to ensure appropriate risk reporting, management and mitigation activities are in place</li> <li>• Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit</li> <li>• Understands, and operates within, the financial &amp; operational delegations of the role</li> </ul>

**Matters which must be referred to the [insert title of reporting manager]**

- [insert matters which must be referred]

**Relationships**

External	Internal
<p>Strong trusted relationships with whānau to support coordination across a broad range of services and providers including:</p> <ul style="list-style-type: none"><li>• CPCT members in other practices</li><li>• Māori and Pacific Providers</li><li>• Community Pharmacies</li><li>• Hospital and Specialist Services</li><li>• Community health services</li><li>• NGOs, social service agencies and other government agencies</li><li>• Needs Assessment Service Coordination</li><li>• Home Based Support Services</li><li>• Emergency Services</li><li>• PRIME responders (in rural areas)</li></ul>	<ul style="list-style-type: none"><li>• Comprehensive Primary and Community Team members</li><li>• Clinical supervisor</li><li>• CPCT members</li></ul>

**About you – to succeed in this role**

**You will have**

**Essential:**

- Registration with Te Kaunihera Manapou Paramedic Council
- Current annual practising certificate (APC) with no restrictions
- Postgraduate Diploma in Health Science (Paramedicine) with Extended Care Paramedic specialisation, or equivalent.
- Experience in implementing Te Tiriti o Waitangi in action
- Primary or community healthcare experience
- Comprehensive understanding of the inequities in access and health outcomes in Aotearoa New Zealand
- Advanced written and verbal communication skills
- Excellent time management and organisational skills
- Excellent critical appraisal skills and being able to identify the best evidence-informed solutions to clinical and practice questions and issues

**Desired:**

- Has extensive post-graduation experience within an emergency ambulance service (to ensure an appropriate background in acute care)
- Previous experience practising as an Extended Care Paramedic within primary care or in an emergency ambulance service.

**You will be able to**

**Essential:**

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role
- Demonstrate an understanding of Pae Ora Māori model of hauora
- Demonstrate an understanding of the intent of comprehensive primary and community teams and model appropriate practice
- Take care of own physical and mental wellbeing, and have the stamina needed to support complex health and social situations
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose, and goals
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry, and community interest groups
- Demonstrate a strong drive to deliver and take personal responsibility
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve
- Demonstrate the highest standards of personal, professional, and institutional behaviour through commitment, loyalty, and integrity
- Work in an evolving role and health system and be adaptable and flexible
- Proactively build trust and whanaungatanga with individuals and whānau so conversations and the sharing of information is effective for all, and enabling of self-determination and autonomy of people receiving care
- Undertake clinical procedures within scope of practice, and in accordance with the needs of the practice team.
- Lead and facilitate development and delivery of quality improvement activities.
- Develop and maintain relationships within the practice team, wider community and secondary care providers, external agencies, and NGOs
- Effectively gather necessary information clinical and care needs through interviewing and assessment
- Formulate a clinical judgement and course of action following a clinical encounter
- Advocate for an individual's health through identifying health literacy and health needs, identifying problems or concerns and their potential solutions, provides support to the individual to enable them to self-manage and self-determine their health.



**Desired:**

- Demonstrate the ability to be independent – able to prioritise work effectively, develops one’s own ways of doing things able to guide oneself with little or no supervision.
- Ability to manage changing and unpredictable workloads and be innovative and proactive.
- Able to work with some ambiguity as the ECP role becomes embedded in CPCT.

**Note:** All paramedics are currently registered in a single, broad scope of practice. The ECP role has not yet been separately defined by Te Kaunihera Manapou Paramedic Council. Te Kaunihera Manapou is currently considering the implementation of a paramedic specialist scope of practice (or specialist endorsement on current scope), which would include ECPs. If implemented, a paramedic specialist scope/endorsement would formally define the role title, scope of practice, prescribed qualifications, and CPD requirements for ECPs. If implemented, ECPs would be required to work within and adhere to the new specialist scope of practice/endorsement, and some information within this role descriptor will likely need to be updated.

*This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.*