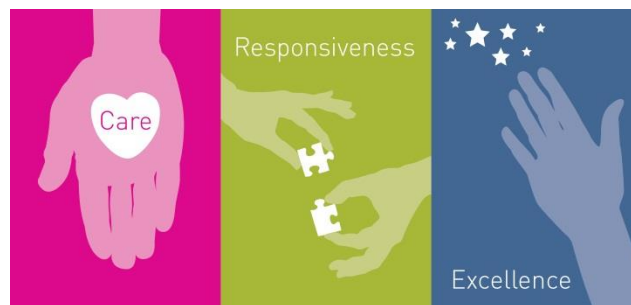




*FERTILITY
associates*

a better understanding

TE RAUHANGA O TE WHARETANGATA



Position Description

Specialist Fertility Nurse

2020

Position: Fertility Nurse

Name:			
Position:	Specialist Fertility Nurse		
Location:	Fertility Associates Clinics – Auckland, Hamilton, Wellington, Christchurch, Dunedin		
Reports to:	Nursing Team Leader	Direct Reports:	None
Key Internal Relationships	Team Leader Doctors Nurse colleagues Laboratory Team Business Support Team	Key External Relationships	Patients, Nurses in related areas Health service providers, (eg radiology, laboratory)
Organisation Context – How the role adds value to FA			
The specialist Fertility Nurse is key to ensuring quality support and communication through the patient pathway. FA Nurses work collaboratively to provide timely, proficient, patient-centered services for all patients, supporting the FA physicians' treatment plan. FA Nurses collaborate with physicians, embryologists and multidisciplinary team members providing physical and psychological support to patients undergoing investigation and treatment for infertility with FA			
Role Overview – Key Contribution			
<ol style="list-style-type: none"> Supports the value of CARE through: <ol style="list-style-type: none"> Understanding and respecting the differing needs of patients for support, communication and information. Acting with compassion and diligence at all times Being a strong team player and working towards success for patients Supports the value of RESPONSIVENESS through <ol style="list-style-type: none"> Adapting communication, education and support to individual patient profiles and needs Working positively through the challenges patients and team members face Keeping informed, learning from others, and sharing best practice Supports the value of EXCELLENCE through: <ol style="list-style-type: none"> Looking for ways to improve service Continuous focus on achieving high standards Contributes to KPIs : <ol style="list-style-type: none"> Significant impact on patient satisfaction through communication and support Can influence patients taking up treatment through style and follow up Strong and effective teamwork - with laboratory and Drs - can impact pregnancy rates Impacts engagement through being a positive, collaborative, and supportive team player 			
Key Goal/ Responsibility 1: Consistent high performance of Nursing Tasks		Expected Outcomes	
<ol style="list-style-type: none"> Perform tasks according to documented procedures and protocols, observing the principles of infection control and good nursing practice, including: <ol style="list-style-type: none"> collection of blood samples preparation of theatre oocyte pick up inseminations collection of Post Coital Test samples dispensing drugs monitor and care for the sedated patient 		<ul style="list-style-type: none"> Consistent, high levels of competence in all nursing tasks is maintained. Good quality samples collected, correctly labelled. Adequate supplies for theatre procedures available. Optimum quality eggs retrieved. Correct drugs dispensed in appropriate quantity and all documentation completed Patient safety is maintained at all times. Pre-consultation checks completed and documented. 	

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<ul style="list-style-type: none"> 1.8. post-procedure patient care 1.9. obstetric, gynae and fertility clinic support 2. Monitor stock levels as required; including information sheets/documents, consumables, drugs, housekeeping supplies. 3. Prioritise workload including clerical, billing and cleaning/maintenance tasks 	<ul style="list-style-type: none"> • Required equipment, drugs, consumables, documents available as necessary. • Daily tasks completed efficiently. Work areas clean and tidy after use. Electronic and written documentation complete and accurate.
Key Goal/Responsibility 2: Patient Care	Expected Outcomes
<ul style="list-style-type: none"> 1. Assess patient, collate and document patient information (Day 1), and where appropriate past treatment(s), to plan treatment in conjunction with other members of the patient care team. 2. Find out what patients' needs are in terms of frequency and type of communication and support and build a communication plan for them. 3. Participate in evaluation and interpretation of laboratory and radiology data to manage individual treatment plans. Document patient instructions appropriately. 4. Provide timely daily treatment instructions and advice to patients. Follow up, and chase up where necessary. 5. Provide instructions, education, information, and advice (counselling) to patients covering all aspects of FA's service, and provide appropriate written information. 6. Make appropriate use of other clinic team members to ensure patients fully informed of, and understand treatment choices. 7. Provide support to patients throughout treatment, including follow-up contact as appropriate. 	<ul style="list-style-type: none"> • High levels of patient satisfaction - feedback and survey. • Documentation of patient information required for treatment planning is complete and accurate - including written and electronic records. • Treatment plans follow FA group protocols. Appropriate advice and authorisation sought for decisions outside of guidelines. Written and electronic documentation is complete and accurate. • Patients are accurately informed and understand treatment information. • Informed consent is given by patients in an appropriate timeframe.
Key Goal/Responsibility 3: Communication and Teamwork	Expected Outcomes
<ul style="list-style-type: none"> 1. Demonstrate teamwork in patient-care meetings through shared problem solving, use of effective communication and consultative decision-making. 2. Work co-operatively with other members of the nursing team to achieve the team objectives. 3. Act as the representative of the nursing team when required in dealing with groups and individuals outside the organisation, for example: <ul style="list-style-type: none"> 3.1. individual patients 3.2. patient groups 3.3. SIG groups 3.4. other professional groups 4. Quickly builds productive working relationships with patients and colleagues based on respect and good rapport. Listens well. 5. Displays a positive viewpoint; sees the good in situations and how they can make things better. 	<ul style="list-style-type: none"> • Demonstrated interest and understanding is evident in which all aspects of the patient's situation are considered. • Contributes effectively as a member of the nursing team – helps, supports, shares information, pitches in etc. • Is clearly valued as a member of the team. • Patients and colleagues find the individual approachable and knowledgeable and quickly obtains credibility. • Views are clearly understood and respected. • Seen as someone who will help out.

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6. Goes the extra mile to assist others – looks for opportunities to help and support colleagues.			
7. Communicates directly and honestly and respectfully while avoiding being negative, complaining, or gossiping.			
Key Goal/Responsibility 4: Quality and Continuous Improvement		Expected Outcomes	
1. Initiate Quality Reports when appropriate. Critical incidents, complaints, system failures etc, recorded and appropriate initial actions taken.		• QR seen as process improvement not ‘blame’	
2. Contribute to the continuous improvement of processes/protocols/nursing practice within FA		• Comfortable about providing feedback, critique and new ideas.	
3. Follow the company safety policies for personal and patient safety.		• Regular discussions with TL about performance and development.	
4. Seek and use performance feedback to improve own performance		• Asks for help	
5. Will bring things to others attention/ raise issues of concern.		• Learns quickly and applies suggested improvements	
6. Supports colleagues - sharing knowledge and experience to help them do things better/more efficiently.		• Problems and issues are brought to the appropriate people / line manager	
		• Zero patient complaints.	
Key Goal/ Responsibility 5: Self-Managed, Positive, Accountable Work Practices		Expected Outcomes	
1. Proactive rather than reactive. Able to avoid mistakes that could/should be anticipated.		• Achieves accuracy targets.	
2. Well prepared and organized. Plans ahead as much as possible. Carries out all responsibilities and action items in a purposeful way.		• Finishes all allocated work efficiently and on time.	
3. Is punctual and responsive to the workload of others.		• Works well without supervision.	
4. Displays a positive viewpoint; sees the good in situations and how they can make things better – pushes through setbacks.		• Positive feedback from patients and colleagues.	
5. Able to work confidently and effectively on weekends or when TL is absent		• Displays a helpful and courteous manner.	
Key Goal/Responsibility 6: Self Development		Expected Outcomes	
1. Develop own skills and knowledge through participation in clinic education meetings, attendance at national/international conferences, seminars, workshops and reading relevant literature.		• Knowledge gained from relevant national and international meetings is reported back.	
2. Belong to relevant professional body		• Uses multimedia learning – peers, internet, and professional bodies.	
		• Willingly shares learning.	
		• Incumbent is a member of the professional body.	
Reviewed By:	LB, HM, EB, JB	Date:	November 8, 2012
Approved By:	A Stringfield HR	Date:	February 14, 2013

FERTILITY ASSOCIATES KEY COMPETENCIES REQUIRED FOR NURSES

Patient Insight: understanding what patients want, feel and need, and to meet those needs

FA Nurses –

- are able to educate and provide clear and understanding information to patients of all kinds
- can provide detailed information tailored to individual patient needs
- create trust and rapport quickly
- are able to demonstrate an understanding of the range of emotional responses to treatment
- can deal constructively with the most difficult issues
- find the right words when dealing with patients
- keep calm under pressure

Analytical Thinking: tackling problems using a logical, thorough and systematic approach.

FA Nurses

- pause, step back from problems & collect the facts
- use extensive knowledge of fertility knowledge to assess and investigate
- use FA processes and protocols to investigate issues
- use analysis/data to support decisions & recommendations
- provide information and encourage patients to make their own decisions
- clarify, check, and test their decisions.

Teamwork: working within and across teams in a supportive, collaborative and productive way

FA Nurses

- willingly offer help and support to others
- build rapport and keep others informed
- pay attention to feelings and emotions, and listen without interrupting
- give consistent messages, and keep promises
- bring disagreements into the open, and address and resolve conflict early

Initiative: developing innovative approaches that enable us to improve

FA Nurses-

- keep looking for ways to do things better
- listen to others ideas and are willing to try different methods/tactics/technology
- think ahead and prepare for problems or opportunities in advance
- work independently and effectively
- recognise limits and ask for help
- provide input to team leader and others on how to improve services
- follow up on QRs or complaints to ensure closure or improvement

Education: commitment to learning and growth for staff, patients and external stakeholders

FA Nurses -

- maintain currency in fertility nursing skills and protocols - keeps NZNO portfolio up to date
- actively seek opportunities and challenges for personal & professional learning and growth
- acknowledge mistakes and treat them as learning opportunities
- change their behaviour in the light of feedback and reflection
- obtain, analyse and act on feedback from a variety of sources
- coach, support and teach others
- work to understand the role, responsibilities, priorities and work practices of others e.g. lab

Technology: continuous development of our competence in technology, science and medicine

FA Nurses –

- ask questions of colleagues to better understand systems, processes and science
- stay abreast of technology trends and developments in their field
- welcome system and process improvement – integrate improvements into work practices
- ensure the highest levels of patient confidentiality in all media

FERTILITY ASSOCIATES KEY COMPETENCIES REQUIRED FOR NURSES

Leadership: professional, proactive, accountable

FA Nurses –

- use personal skills and attributes to guide patients or influence colleagues
- set high expectations for self
- genuinely listen to others' views and are willing to examine their own beliefs
- despite setbacks, rise to the challenge
- are positive advocates and ambassadors for FA

Business Focus: knowledge of how businesses operates; using understanding of strategy, finance, planning processes

FA Nurses -

- understand the purpose, aims, functions, policies and business practice of FA
- know about the fee structure, access to treatment and funding of treatment and can discuss these with patients in a clear and informative manner
- understand the billing and invoicing process and can answer queries or refer them quickly to the right person
- contributes to and supports the One FA concept of teamwork and consistency of practice across the group.