

Job Description

Position: Staff Physiotherapist



Requirements:

- Bachelor of Physiotherapy or equivalent
- Registration with Physiotherapy Board of New Zealand
- Professional Liability Insurance with Physiotherapy New Zealand
- Current Annual Practising Certificate
- Current First Aid/CPR certification

Reports to:

- Director/ Practice Manager

Collaboration:

- Allied Health colleagues.
- Medical and surgical colleagues.
- Gym Professionals.
- ACC Case Managers.
- Insurer Case Managers.

Clinic Site:

- Back In Action Masterton & Carterton
- Offsite work as required
 - Home visits
 - Workplace Clinics
 - Offsite workshops/ education sessions.

Limitations of practice:

The Staff Physiotherapist should practise strictly within his/her scope of practice and not perform any treatment practices for which he/she has not been formally trained. EG Manipulative therapy, Women's health, acupuncture.

Position Objectives

The position requires an junior/ intermediate physiotherapist to work as a member of the Back In Action team, in providing physiotherapy services to individuals seeking our services.

Overview

The position of Staff Physiotherapist at Back In Action is likely to involve the following:

- Full comprehensive orientation to Back In Action operations, computer systems and services.
- Administrative support.
- Assessment and treatment of those seeking our service both privately and ACC/Insurer funded.
- Delivery of ACC contract programs.

- Referral to and liaising with other health professionals for the purpose of providing the best care and keeping professionals up to date with client progress.
- Attend clinic meetings and development sessions.
- Collaboration with other health professionals.

Key KPI's Explained

KPI's are used within your role as a measure of performance and a way to benchmark against your peers. KPI targets have been set to provide expectations of what you should be achieving and help management to identify and target areas that you may need help and/or more training, or areas in which to celebrate success!

KPI targets are listed below:

- Customer Satisfaction – Net Promoter Score = Promoter
- Patient Visitor Average (PVA) \geq 1 initial to 4 follow-ups or a minimum total of 5 treatments.
 - This aligns with our pathway of care.
- Monthly Discharge data confirms above average treatment.
- Monthly consult 55-65pw (depending on experience) - 80% capacity
- No less than 80% outcome measures recorded at initial consultation.

PVA refers to client retention or more specifically, the average number of client follow ups. This is tracked over a 3 month period for ACC and private consults and also checked against the all discharged conditions on a monthly discharge report.

ACC read codes on the AHS Contract is now 50 for all read codes where previously the read code would be indicative of the ACC treatment benchmark - the minimum benchmark was 6. Therefore Back In Action expects 5 treatments as a minimum expectation per condition with a primary focus on getting the client sustainable results through Back In Action's Client Pathway.

Within our group pathway project we identified that we want to ensure our clients are supported beyond their rehabilitation phase into a level of function. Where they are in a better physical position than their pre-injury state - fitter, stronger, healthier, more aware of their body and its needs and with a greater understanding of the importance of continuing their self-directed program and continuing to seek professional reviews and input to advance them to a point where they are thriving.

Position Requirements

Work culture

- Contribute to a positive working culture and environment by engaging with other members on the team and encouraging others in their professional and personal areas of growth and development. Our values (Connection, Health, Integrity, Learning) are key to our culture and our culture is key to our success!

Continuing Professional Development (CPD)

- Dedication to professional development through the attainment of knowledge and skills. Maintain CPD records exceeding NZ Physio Board requirements.
- Clinical notes audits (Notes meet BSI Group auditing standard).
- Contribution and attendance at BIA in-services.
- Peer review to be completed at least every six months with another member of the BIA team (organised by self).

Caseload/Client Management

- Manage own caseload with good time management and follow-up care.
- Complete all notes to BSI Group auditing standard - within 24hrs of treatment.
- Complete ACC32 when required- for additional read codes or requests to insurers for further treatment.
- Complete all contract reports where you are the lead provider within specified contract timeframes.
- Advance booking clients to ensure appropriate follow-up is available.
- Refer on or seek second opinions in a timely manner.
- Run "Not Seen or Discharged" report to identify clients lots to follow-up and reschedule.
- Collaborate with external providers to give clients the best possible outcome and gains sustained and built on.

Treatment & Service Outcomes

- Record client outcome measures and goals at initial assessment and record progress.
- Actively manage the care of clients to achieve their goals and take them through the Back In Action clinical pathway.
- Record the following on discharge
 - Goals met
 - Form of discharge - by provider, self-discharged, lost to follow-up or referred to another service
 - NPR Scale at baseline and discharge
 - 11 Point Global Rating of Change Scale at Discharge
 - Provide a summary of discharge to any referring provider.

- Achieve a positive Net Promoter Score on patient satisfaction surveys.

Professional Conduct

- Conduct is consistent with Back in Action standards of professional conduct.
- Client safety/confidentiality is always protected.
- No complaints from patients or if so dealt with professionally and in accordance with BIA complaints policy.
- Uniform top will be made available. When not worn clothing must be professional and tidy and name badge worn. Black or blue shorts/ pants.

Privacy

- Adherence to the Privacy Act 2020 and the HIPC 1994
- Adherence to Back In Action Privacy Manual

Effective communication

- Clients and families are satisfied with the information provided, and have queries answered.
- Good and effective working relationships with other team members and any areas of conflict or hindering the performance of a high performing team are addressed directly with the individual concerned at the outset.

Efficiency of practice operations

- Required tasks are completed in line with Back in Action policy.
- A commitment to active involvement in the ongoing development of a positive and high performing team – attendance at team meetings and training opportunities.

Health & Safety

- Actively promote and participate in workplace health and safety.
- Maintain CPR qualification
- Abide by all Back In Action safety rules and regulations when using equipment.
- Notify management of any hazards or concerns immediately.

Quality Improvement

- Make use of downtime by completing a promotional activity
 - Blogs
 - Facebook post
 - Networking with referrers
 - Or any number of options outlined in the google doc.
- Quality improvement activities are identified and initiated.