

JOB DESCRIPTION



Job title: Mobile Health Practitioner (MHP)

Location: Posted to and working at designated AWCs. He/she will be travelling more than 50% of the working days for pensioner home visits.

Reports Clinically to: Cluster Medical lead (CML)

Reports Administratively to: Respective S/AWOs

Interfacing with:

- Clinical Governance Board, SMP, OMM, CMLs, MAC Dr, AWC Drs
- SAWO, CST Mgr, AWO, Med MAC, AAWOs and other Admin staffs

A. Role Description:

- The Mobile Health Practitioner (MHP) is responsible for the management of the basic clinic facilities in the AWC and home visits to pensioners within the AOR of the AWCs. They will particularly visit vulnerable pensioners identified from each AWC and provide comprehensive assessments and primary care treatment.
- This will include lot of travel, often on foot, in the hilly VDCs. Majority of the work will be home visits in the area organized by themselves in conjunction with S/AWO and the CML according to needs based assessments. As such an individual must be fit to perform the tasks.
- They shall record their assessments and treatments in written formats or digitally depending on the situation and equipment provided. They will ensure that such records are legible and appropriate.
- They will predominately operate within AWC's AOR whilst stationed at that AWC. They may rotate between AWCs but generally only within the same cluster (unless exceptional circumstances arise). During operation they will be travelling depending upon the nature of the route (official vehicle/ hired vehicle/ public transport/ by foot).
- MHPs will also work from the AWC and provide consultations to pensioners in the AWC opportunistically or by appointment/prior arrangement.
- In the AWC and during home visits, MHPs will provide all required tests and examinations, using the various assessment tools equipment provided.
- MHP should discuss all consultations and visits with their CML or another doctor especially as regards prescriptions which should always be directed by a doctor. Therefore; all MHPs will regularly communicate with their RHP, CML, Cluster Doctor or with the MAC Dr or SMP.
- They should be able to utilize the medical equipment correctly for better diagnosis and treatment and should be able maintain and take good care of the equipments.
- MHPs shall look after the clinical equipment and environment of the AWC clinical areas including the pharmacy.
- They will take the lead in planning the medical aspects of the CST/PST prior to visit and when deployed along with counselling from CML and AWO of that particular AWC.
- During their outreach visits; they should be aware of necessary patient referral procedures in event of emergency and providing treatment in the higher centre.
- They will be required to train home carer's at regular interval of time and also need to assess the service provided by carer's to pensioners.

Within the AWC clinical area, they will be responsible for the following:

- Maintain the facility in a clean and tidy state of readiness at all times.
- Ensuring that all medical equipment is in working order and properly maintained.
- Monitoring inventory of medications and other supplies to ensure continuous availability of medications, disposable items and equipment at level agreed site Management.
- Maintaining and storing of all documentation and records related to the provision of medical services of medications used or dispensed and of consumable items used, including patient records.
- Maintaining a controlled drug register in compliance with applicable laws and regulations.
- Prepare orders of medical consumables and medications in line with min/max stock levels.
- Complete all daily check lists accurately where applicable.

Clinical Service:

- Promote a high standard of clinical service.
- Ensure quality control & improvement in all aspects of clinical service & patient care.
- Ensure a patient data base is maintained in an accurate & timely manner & that such data is utilised in the promotion of pensioner service programs.
- Assist the OMM in all aspects of patient feedback through surveys, feedback mechanisms, complaint, suggestion & compliment handling.
- Ensure quality control on all aspects of clinical service and patient care.
- Be able to work any shift according to roster and requirements.
- Build up links with the medical staff of local health posts and hospitals.
- Ensure that first aid equipment is maintained and checked on a regular basis.

Legal Requirement

- Ensure that patient care is carried out in accordance with national / local Regulations and Legislation.
- Maintain responsibility for any pharmacy that is held in the clinic area to ensure security in accordance with local control and legislation.
- Maintain medical registration license as required by Nepali law.

Training

- On instruction and under supervision assist to conduct basic and regular first aid training or refreshers for designated non – medical personnel, including CPR, to ensure their knowledge and skills are maintained at an appropriate level.
- Arrange and conduct Home Carers' training in cooperation with AWO and CML.

Environmental Health

- Ensure appropriate disposal of clinical waste in compliance with applicable laws and regulations.

Information and Counselling, Health Education and Health Promotion:

- Participate in GWT(N)'s information campaigns on the subjects of personal protective equipment, healthy lifestyle, and personal precautions for the prevention of transmissible diseases through briefings, collaboration in newsletters.
- Advise patients on general matters relevant to their health and well-being.
- Present information to the clients on healthy lifestyle (alcohol, drugs, smoking, diet, weight control, exercise, etc.) or other health-related topics (blood pressure, cholesterol and heart disease, communicable diseases, etc.).

Immunization Program:

- In conjunction with the medical management team and GWT(N) standards, ensure that appropriate immunization recommendations are understood and implemented as required (e.g. immunization for Hepatitis B).

Participation in Disaster Planning:

- Understand your role in site emergency response and disaster plans.
- Ensure that you are familiar with the area allocated for triage and multiple casualties.
- Ensure that critical medical supplies and equipment are pre-packed and available for emergency use at dispersed sites or during patient transport.
- Participate in simulation exercises organized by management.

Administration:

- Ensure that GWT (N) Standing Instructions are complied with.
- Ensure an effective and organized delivery of medical services through a self-audit program.
- Secure and protect confidential information.
- Track and report data on clinic utilization.

Secondary Medical Claims Administration:

- Contribute to an efficient and effective claims and general customer service delivery to GWT (N) pensioners.
- Deal with all aspects of invoice/claim, escalation process on claims queries from pensioners within a timely and professional manner to AWOs/AAWOs/MAC Team. This will include receiving invoices from Providers, checking the required paperwork is in order and scanning these files accurately to the MAC Team for processing.
- Responsible to extract medical and blood tests results from the information system, scanning and recording results (numerical entities) and dates.
- Involve the Medical Department for any medical irregularity on invoices escalating to the Finance Cell any cases where fraud is suspected.

Reports, documentation & communication:

- Ensuring that daily, Weekly, Monthly / Handover reports as requested are accurately completed and delivered.
- Report on actual areas of concern to relevant managers.
- Ensuring that all patient reports are accurately completed.
- Ensuring that the times are filled in correctly.
- Ensuring of patient confidentiality.
- Ensuring all documents are completed according to policy.

Quality of service & CQI (Continuous Quality Improvement):

- Ensure that the centre is maintained to an operational standard of professional excellence according to set criteria and set standards.
- Ensure that all Policies, Procedures and standing instructions are maintained and adhered to
- Partake in the medical centre CQI program (Participate in regular facility audits).
- Ensure a high standard of patient satisfaction taking a direct and personal hands-on approach with clients.
- Reports incidents in accordance with Incident management procedure.

- Participate in the overall development of personal education/skill level by attending training, seminars and lectures.
- Ensure that our clients' choice of use of GWT(N) medical Centre is confirmed by our professionalism and competence.
- A neat and clean personal appearance.
- A professional, friendly, tactful attitude and behaviour to all.
- A strong service commitment at all times.
- Effective communication skills.
- Professional teamwork with doctors and other members of staff.
- A positive attitude.

Pharmacy Management:

- Accurately dispense medications to pensioners according to the Doctor's prescriptions and adhere to policies as regards regular reviews of chronic medication.
- Develop a good understanding of the medications dispensed through continuing learning.
- Help to manage stores (pharmaceuticals, consumable health stores, first aid kits and medical equipment) and update details in the Information Management system;
- Counsel patients on medication usage and re enforce such practice as good inhaler technique etc
- Conduct stock takes of health stores in accordance with GWT(N) stocktaking policies;

Additional duties:

- To work within, promote and ensure compliance with GWT(N) policies, practices, Equal Employment Opportunity (EEO) and corporate values.
- Performing other tasks allocated by the GWT(N) PM as might be required within the scope of the Services.
- They will also be involved in the medical camps that are within their cluster AOR.

Required Skills and Knowledge:

- Able to work clinically and effectively with both medical and non medical staff.
- Able to use the medical equipment provided.
- Able to train home carers.
- Ability to analyze the situation and take appropriate decision during home visit within GWT(N) policies.
- Ability to work independently and as part of a team, paying careful attention to detail and managing multiple tasks.
- Proactive and solutions focused.
- Able to write/ maintain good medical case history of the pensioners.

Required Qualifications:

- Must have qualified as Health Assistant/Staff Nurse.
- Must be registered with Nepal Health Professional Council (HA) or Nepal Nursing Council (Staff Nurse / BSc Nursing / BN).
- Must have good command of written English.
- Must be computer literate.
- Must be Nepali citizen.
- It is highly desirable that the individual has a motorcycle license or is prepared to get one.

Required Work Experience:

- Minimum of three years of work experience with GoN/Private hospitals/ Health Posts/centres.
- Experience of working in remote areas with Government/ international organizations preferable.

Contract:

- The contract is offered initially for three years and may be extended on the basis of need and performance.

Name & Signature of Reporting Manager (CML)

Date: _____

Name & Signature of Employee

Date: _____

Name & Signature of Fd Dir

Date: _____