

VSA Assignment Description

Assignment Title	Doctor-Emergency Medicine
Country	Tonga
Location	Nuku'alofa
Partner Organisation	Ministry of Health
Duration	3-12 months
Sustainable Development Goals	

41632

1. Partner organisation overview

Tonga's Ministry of Health is dedicated to the delivery of preventative and curative health services for the people of Tonga.

The Ministry's vision is "To be the highest health care provider in the Pacific by international standards in 2020"
Its Mission is "To improve the health of the nation by providing quality care through promotion of good health, reducing morbidity, disability and premature mortality"
It is guided by its core values:

- Commitment to quality care
- Professionalism, integrity and accountability
- Care and compassion
- Commitment to staff training and development
- Partnership in health

Vaiola Hospital is the main hospital in Tonga, situated on the outskirts of Tonga's capital, Nuku'alofa. The Emergency Department addresses all acute care needs across communicable and non-communicable diseases, maternal and child health, injury and mental health. Training of Emergency Care staff in Tonga has been led by visiting emergency specialists from New Zealand and Australia, supported by MFAT, for almost 10 years. Formal training programs began in 2013 with the Australasian College for Emergency Medicine (ACEM) Certificate program. 7 doctors have completed this, 4 of whom are pursuing further training in the ACEM Diploma course.

2. Assignment overview

Emergency Care at Vaiola Hospital encompasses pre-hospital and Emergency Department presentations. The Emergency Department sees all patients with acute illness and injury, the efficient assessment and management of these patients being a priority.

Emergency clinicians need ready access to expert supervision and advice. This has been problematic in Tonga because of the limited and intermittent presence of senior clinicians.

This role will focus on:

- Teaching and supporting junior staff, with a focus on teaching, in their assessment, diagnosis and management of the patients who present to the Emergency Department
- Supporting staff to work proactively with, and strengthen relationships with, inpatient teams
- Assisting the development of Emergency Departments throughout Tonga in Vava'u, Ha'apai, and 'Eua, with an initial focus on Vaiola Hospital
- Supporting the strengthening of the safe inter-hospital transfer of patients throughout the Kingdom

This assignment will require the volunteer to work in their professional capacity therefore professional indemnity insurance, if not already in place, will be provided.



3. Goal/outcomes/outputs

Goal

Emergency Department staff are confident and competent in the professional tasks they carry out, and the Emergency Department runs efficiently and smoothly, delivering a high standard of practice for acutely unwell and injured patients.

Outcome 1

Current Emergency Department staff are supported and mentored, through the delivery of quality education and development training programmes.

Alongside current senior ED staff:

- Review current education and development programmes
- Develop, and participate in the delivery of, education and development programmes which are fit for purpose
- Support ED staff in their delivery of education and development programmes
- Supervise ED staff in their work towards Emergency Medicine Certificate and Diploma level study

Outcome 2

Regularly reviewed fit for purpose best practice Emergency Medicine principles are practised by all staff.

Alongside senior ED staff:

- Review current ED clinical guidelines, paying particular attention to:
 - current professional standards and legal requirements
 - the policies and procedures of Vaiola Hospital
 - patient safety
 - cultural considerations
 - patient referrals to inpatient specialties
 - staff and patient liaison with the hospital's interdisciplinary team
- Revise the guidelines as required, to ensure:
 - clinical practice is carried out to the professional standards and legal requirements in accordance with policies and procedures of Vaiola Hospital
 - Patient care clinical practice is appropriate, and department practice is innovative and evidence based
 - patient care is culturally appropriate
 - patients are referred to inpatient specialties as clinically appropriate
 - staff work in collaboration with members of the interdisciplinary team

Outcome 3

The overall services of the ED department are strengthened.

Support and mentor ED staff to:

- Use department resources effectively
- Provide cost effective care
- Meet OSH requirements, including ensuring compliance within the department with Health & Safety requirements, and encouraging proactive hazard identification and management

4. Reporting and working relationships and capacity building

The volunteer will report directly to, and be accountable to, the Medical Superintendent of Vaiola Hospital.

On a day-to-day basis, the volunteer will work most closely with Emergency Department doctors, nurses, and support staff.

The assignment will focus on teaching, simulation and quality improvement within individual staff members and across the department.

The volunteer will support and mentor junior staff, clinicians, and Emergency Department support staff.



They will work proactively to strengthen relationships with in-patient teams, and will promote quality service for the care of patients attending the Department.

There is a certain level of expectation that any staff member or volunteer based at the hospital at this time will be involved in COVID related activities and responses as the need arises.

The volunteer and the Emergency Department at Vaiola Hospital will have an ongoing relationship with the VSA Programme Manager in terms of assignment monitoring, reporting, professional advice and personal support.

The volunteer will additionally have the opportunity to engage with the ACEM global emergency care committee (GECCo) and the Country Liaison Representative (CLR) for Tonga for technical guidance and access to specific resources for resource limited setting and low- and middle-income countries (LMICs).

As needs on the ground may change over time, the volunteer is encouraged to review and update the Assignment Description on arrival in consultation with the partner organisation and VSA Programme Manager. By their very nature, development situations can involve significant change, so it is advisable that the volunteer periodically review and reflect on the Assignment Description throughout the Assignment to ensure the best development outcomes are being achieved.

5. Selection criteria/position requirements

- High standard of written and verbal communication.
- Able to work as an integral member of a multidisciplinary team.
- Able to maintain good professional relationships and be respectful of other team members' skills.
- Demonstrated ability to work flexibly in a constantly changing and challenging environment

Education and Experience

- Specialist in Emergency Medicine
- Fellow of ACEM or other professional college or Masters of Emergency Medicine
- Medical practitioner fully registered with the Medical Council or equivalent of home country
- Have worked in a variety of Emergency Medicine settings including LMICs, high income countries (HICs) and resource limited settings, urban and rural departments
- Experience in Quality Improvement
- Experience supporting and mentoring junior staff

Knowledge, Skills and Abilities

- High standard of written and verbal communication.
- Able to work as an integral member of a multidisciplinary team
- Able to maintain good professional relationships and be respectful of other team members' skills.
- Demonstrated ability to work flexibly in a constantly changing and challenging environment

6. VSA Essential Attributes

- Commitment to volunteering, to VSA and to the partner organisation
- Cross cultural awareness
- Adaptability and a willingness to approach change or newness positively
- Able to form good relationships, both personally and professionally, with work colleagues and in the community
- Resilience and an ability to manage setbacks
- Initiative and resourcefulness
- An ability to facilitate learning through skills exchange



7. Country Context

For more information about Tonga, see vsa.org.nz/about-vsa/countryregion/tonga

Additional information

Residency status

VSA volunteers must be New Zealand citizens or have New Zealand permanent residency status, and currently living in NZ.

Pre-departure briefing

As part of the volunteer's contract, successful candidates will be required to take part in a pre-departure briefing course run by VSA in Wellington and complete all required pre-reading.

Final appointment

Final appointment will be subject to satisfactory medical and immigration clearances (costs covered by VSA), partner organisation acceptance, and successful completion of the pre-departure briefing course.

Family status

VSA supports partners to accompany volunteers on assignments of six months or longer. However volunteers with accompanying dependents will not be considered for this assignment.

Fundraising

Volunteers are encouraged to fundraise at least \$1000 with the support of VSA's fundraising team. Accompanying partners are encouraged to raise the same amount. All funds raised will help VSA keep its programmes in action and support future volunteers.

Vaccination requirements

Potential volunteers are advised that VSA's insurers require volunteers to be inoculated, prior to departure, in accordance with the instructions of VSA's medical adviser. VSA covers the cost of any required vaccinations.

Children's Act

While on assignment, VSA volunteers may be required to work with children and/or may choose to participate in informal activities in their own time that involve interactions with children (such as coaching teams or teaching English). VSA is committed to the protection of vulnerable children and adults, which also includes meeting our commitment under the Children's Act 2014.

The information requested during the application process is necessary to assist VSA to determine applicant suitability to work and/or interact regularly with children and is part of a series of pre-selection checks undertaken on all applicants for VSA assignments.

Volunteer package

The volunteer's package includes the following:

Reimbursements and grants

1. Volunteers will receive an establishment grant of NZ\$750 to help them set up in their country of assignment. For volunteers with an accompanying partner (whether that partner is also a VSA volunteer, or not), VSA will pay an establishment grant of NZ\$1,100 per couple.



2. For assignments longer than 15 months, the volunteer will receive a rest and respite grant of NZ\$1,000 on completion of the first 12 months.
3. A resettlement grant of NZ\$200 will be paid for each month the volunteer is on assignment. This is payable on completion of the assignment.
4. The volunteer will receive a monthly living allowance of TOP \$1,150

Accommodation

Basic, comfortable furnished accommodation will be sourced by VSA. In some circumstances volunteers may be asked to share accommodation.

Airfares and baggage allowance

VSA will provide the volunteer with economy airfares to and from New Zealand for their assignment plus a baggage allowance.

Insurance

VSA will provide travel insurance to cover baggage and personal property, and non-routine medical expenses for the duration of the assignment. Further details of the insurance cover will be provided during the volunteer pre-departure briefing.

Utilities

VSA will reimburse volunteers reasonable expenses for household utilities while on assignment.

Final terms and conditions relating to the specific volunteer assignment will be confirmed in a personalised volunteer contract.

