

# Emergency Physician for the Emergency Ward

## Nykøbing Falster Hospital

### JOB DESCRIPTION AND REQUIREMENTS PROFILE



## Introductory background

Region Zealand has entered into an agreement with Mercuri Urval for the recruitment and selection of an emergency physician (with the possibility of hiring more than one) for the Emergency Ward at Nykøbing Falster Hospital.

This memorandum was prepared by Mercuri Urval on the basis of available written materials as well as interviews with several individuals in the Emergency Ward.

The job description and requirements profile constitutes a common framework of understanding for the Recruitment Committee and Mercuri Urval in relation to the area of responsibilities and the profile of the emergency physician, thus providing the basis for the selection of candidates for interviews and for the final decision on the candidates' suitability.

The job description and requirements profile additionally serves the following purposes:

- The profile may be included in the responses to questions from applicants who, on the basis of the job posting/recruitment process, desire additional information
- The profile provides a basis for assessing the personal and professional qualifications of the candidates in relation to the formulated requirements and expectations.

## The Emergency Ward

The Emergency Ward at Nykøbing Falster Hospital receives some 110-130 patients daily, around 50 of whom are patients who have suffered an injury. The ward has 42 beds between 08:00 and 18:00 and 32 beds during the evening/night. The ward deals with immediate assessment, diagnosis, stabilisation and initial treatment, observation and care, discharge and/or possible referral to specialist department. Patients expected to be discharged within 48 hours remain on the Emergency Ward. Other patients are to be transferred to a specialist department within six hours. The Emergency Ward cooperates closely with the medical, geriatric, surgical and orthopaedic surgery departments for the benefit of the patients.

The Emergency Ward has 39 observation rooms, 2 trauma rooms, 1 cardiac arrest room, 1 X-ray room, 7 emergency stretchers and 1 on-call unit. Going forward, the space will be extended for a CT scanner.

The Emergency Ward was set up in 2009. Already from the outset, a fruitful collaboration was formed with Beth Israel Deaconess Medical Center (BIDMC) in Boston, and in particular with their Emergency Department, to learn from their experiences. Specialist doctors and nurses from BIDMC have been assigned to the Emergency Ward at Nykøbing Falster and undertaken inspiring visits here, just as several doctors and nurses from the Emergency Ward have interned in Boston. Together, they have developed skills stations for the development of professional skills.

The ward thus has a strong foundation within the specialism of emergency medicine, and priority is given to emergency physicians upgrading their skills to gain recognition as specialists in emergency medicine.

The Emergency Ward focuses on ensuring a high level of professional quality and good patient pathways by means of fast, coordinated, and coherent examination and treatment. This requires a good educational environment for both junior doctors and emergency physicians, which the ward highly prioritises and succeeds in achieving. For example, the ward prioritises training all staff on dementia and how to screen for dementia.

The working environment in the ward is good and the collegial interaction is characterised by helpfulness, a sense of humour and an excellent commitment to learning new things and improving – both individually and as a team.

## Organisation

The Emergency Ward is led by the Director of Emergency Medicine, Anne Højlund Molzen, and chief senior nurse Tom Jimmy Hansen. At present, the Emergency Ward employs 14 emergency physicians on 24-hour shifts, 24 junior doctors and a total of about 100 nurses and social and healthcare assistants.

The Emergency Ward is divided into Akut 1, with an emergency room, and Akut 2-5 which have observation spaces. The emergency room comes under the Emergency Ward in terms of care and under the Orthopaedic Surgery Department medically.

The Orthopaedic Surgery Department and the Emergency Ward both send a junior doctor to the emergency room every day and, in addition, the Orthopaedic Surgery Department provides a daytime supervisor.

The observation section is divided into four teams, where 2 and 3, and 4 and 5, are equal in size. Morning meetings are held in each section at 09:00 every day, where the team greet each other and gets a brief update on individual patients (not all).

## The patient path in the ward

1. Is referred via a general practitioner or on-call doctor, through self-referral or via 112
2. Triage in Akut 1
3. The secretary orders blood tests and checks the ECG from the ambulance
4. If a “red” patient is received, the patient is seen by the on-call staff and on-call back-up staff in emergency room 14
5. The patient is taken to the observation section
6. Is seen by a junior doctor (YL) who writes AOP (anamnesis, objective and plan), possibly under the supervision of an emergency physician
7. In the event that an emergency physician decides to admit the patient for longer or less than 48 hours: If the expected in-patient time is more than 48 hours, a plan must be prepared, and the patient is to be moved to the referring unit in the building within one hour (except between the hours of 23:00 and 07:00). With an expected in-patient time of less than 48 hours, a plan must be made for discharge and the patient remains temporarily on the Emergency Ward.

## The position

As an emergency physician in the Emergency Ward at Nykøbing Falster Hospital, you will be part of an international team that today consists of 14 emergency physicians and 24 junior doctors from both Denmark and abroad.

You will become part of a professional environment with a focus on quality, close collaboration with colleagues, flexibility in planning your working hours and a flat management structure where the door

is always open. You will have the opportunity to help make a professional mark on the ward and be part of the hospital's "professional lighthouses".

You will have many points of interaction, both internally and externally. You will be part of a close interdisciplinary collaboration with the other emergency physicians, emergency nurses, secretaries and external staff. The Emergency Ward also interacts extensively with other specialist departments, AMK and primary services.

As an emergency physician you will work day-shifts from 08:00–16:00, or 08:00–16:00 and late shifts from 10:00–21:00, as well as evening/night shifts from 16:00–09:00. The work can be organised so that it is possible to have continuous full week off.

## Your daily routine looks like this:

- Morning conference at 08:00 in the conference room.
- The morning conference is chaired by the two junior doctors (YL), who have been on evening/night shift, in consultation with the on-call back-up staff. Two to three patients are presented. The duty roster is reviewed. Morning teaching. Finishes 08:45.
- Morning meetings of the respective teams at 09:00
- On Wednesdays, there is a quality whiteboard meeting at 08:45 for everyone in the ward
- Patient chart writing, status (review via on-call back-up staff) ward rounds
- Afternoon conference at 15:30-15:45
- Regular on-call staff or on-call back-up staff shall receive the 'red' patients together, 24 hours a day
- "Sandwich meeting" for the hospital's on-call back-up staff at 18:00 in the conference room.

## Description of the task

<b>Job title</b>	Emergency physician
<b>Organisational placement</b>	Reports to the Director of Emergency Medicine
<b>Flowmaster</b>	The position and role of Flowmaster was established in 2020 in response to the COVID-19 pandemic. It remains to be seen whether or not the role will remain in place in the long term. See separate description of the task in Appendix 1.
<b>Status physician</b>	<ul style="list-style-type: none"> <li>▪ At 09:00, the emergency physician is in the unit and greets the unit's team nurse, and a short briefing is held concerning what should be prioritised</li> <li>▪ Status and medical follow-up of admitted patients</li> <li>▪ Supervising junior doctors in their day-to-day work including procedures and death certificates</li> <li>▪ Writing in patient charts if there is a need for this and there is no pending status</li> <li>▪ Being prepared to change task based on the Flowmaster's request, if there is a risk of overcrowding.</li> </ul>

<b>Fast-track emergency physician</b>	<ul style="list-style-type: none"> <li>• 10:00 – meetings of the secretariat of Akut 4-5 and empties the tray and in-box</li> <li>• Is associated with Akut 4-5</li> <li>• Receives outside phones calls</li> <li>• Status and medical follow-up of admitted patients</li> <li>• Supervises the junior doctors in their daily work including procedures and death certificates</li> <li>• Writes in patient charts if there is a need for this and there is no pending status or fast track</li> <li>• Is prepared to change tasks on request of the Flowmaster, if there is a risk of overcrowding.</li> </ul>
<b>Night shift</b>	<ul style="list-style-type: none"> <li>▪ After 21:00 – check status and participate in the “tidying-up” of the Emergency Ward</li> <li>▪ Go with junior doctors to ALL red patients in Akut 1</li> <li>▪ Stays overnight in the on-call room, minimum four hours as agreed (not applicable to locum doctors — they are paid for the entire night)</li> <li>▪ Can be summoned by on-call staff if needed</li> <li>▪ Provided that the emergency physician has taken their rest in the on-call room, they will check status from 06:00 so that any patients can be moved up before 08:00.</li> </ul>

## Your profile

We expect that you will have the following experience and skills:

- You are a trained medical doctor
- You are not required to be a specialist in emergency medicine. We will make sure that you receive the necessary training and upskilling. Our priority is to work to ensure that our doctors gain recognition as specialists in emergency medicine.

We expect you to have the following personal expertise, skills, qualities and attributes:

- A strong adherence to professionalism and a strong commitment to learning new things and developing your skills
- Capable of maintaining an overview and remaining calm — even in pressured situations
- That you know your own limits and do not hesitate to speak out when/if they are exceeded
- Responsible and capable of exercising decision-making authority
- Flexible and willing to adapt
- An infectious sense of commitment and sense of humour
- Ability to work collaboratively and proactively in the dialogue with patients, colleagues, relatives, etc.
- Have your feet firmly planted on the ground — here it is your concrete contribution and your results that give recognition.

**In addition, we expect you to have the following personal and professional skills** in each of the seven doctor roles listed below:

1. **Medical expert:** Diagnostic and therapeutic skills essential to provide competent and effective assessment, preparation and treatment.
2. **Communicator:** Can communicate understandably, precisely and empathetically; can listen, discuss and provide relevant information to patients and their relatives as well as to colleagues and other staff.
3. **Interpersonal skills:** Works together effectively with all employees and primary sector care; contributes effectively in interdisciplinary activities.
4. **Organiser/leader/administrator:** Makes use of and prioritises resources efficiently and effectively; balances patient care, educational tasks, administrative functions, quality development and external activities.
5. **Health promotor:** Contributes effectively to increased health in patients as well as in inhabitants of the community in general; recognises and responds to the areas where information is required.
6. **Scholar:** Applies a personal strategy for continuous skills development; critically assesses information; facilitates learning with patients, colleagues, doctors in training, students and other staff groups; contributes to the development of new knowledge.
7. **Professional:** Provides high quality patient treatment and care with integrity, honesty, compassion; exhibits appropriate personal and compassionate behaviour; practices proper ethics in accordance with the Hippocratic Oath.

## Nykøbing Falster Hospital

Nykøbing Falster Hospital is one of Region Zealand's four hospitals where patients can receive both emergency and scheduled treatment, either as an in-patient or an out-patient. Nykøbing Falster Hospital is an attractive and modern hospital.

Nykøbing Falster Hospital serves approximately 150,000 people from Lolland, Falster and South Zealand and has, as per 1 March 2020, 264 beds and a wide range of outpatient services.

Overlooking scenic Guldborgsund, Nykøbing Falster Hospital is the hub for professional health and medical care for Lolland, Falster, Møn and South Zealand, both as a training facility, workplace, and as an acute care hospital offering the highest levels of professionalism and service. In 2018, a large new building was inaugurated. The buildings cover approx. 9,000 m<sup>2</sup> and include a new intensive care unit, expansion of the Emergency Ward and wards.

## The vision for Nykøbing Falster Hospital

At our core, we work for:

- **High level of quality and patient safety** in the field of diagnosis and treatment
- **Rapid assessment, diagnosis and treatment** of emergency patients
- A high level of **coherence and coordination of patient pathways** across specialisations and sectors
- To involve patients in their own pathway in order to ensure the **best possible experience** for both patients and their loved ones.

The hospital management at Nykøbing Falster Hospitalet wishes to maintain and develop Nykøbing Falster Hospital as an attractive and modern hospital, with high quality care and continuity in the individual patient pathways at the forefront. The goal is a patient pathway that is good, secure and

optimally coordinated, without unnecessary waiting times. The patient is at the centre and must experience inclusion, accessibility, attention, receiving clear information and follow-up.

The hospital management is working to establish and develop additional offers for the local inhabitants, so that after 2022 we can also offer appropriate patient pathways and proximity to the treatment services we offer.

The hospital is among the frontrunners in the field of acute care where, not least via the cooperative activities with Harvard Medical School in Boston in the USA and with Region Skåne in Sweden, there is a strong focus on the continuous development and training of highly qualified doctors and nurses.

Work is underway to create a “hospital without borders” with regard to cooperation both internally across specialisations and externally with other hospitals, general practitioners and municipalities. The philosophy must be adhered to by all employees in such a manner that it is felt by patients. Each patient must experience his or her pathway as coherent and well-coordinated, whether it requires the involvement of different specialisations and functions, or the involvement of the general practitioner and/or municipality.

## An excellent working environment

Nykøbing Falster Hospital employs a large number of people. A good working environment is the prerequisite for being able to provide good quality in examinations, diagnosis, treatment and care. The hospital prioritises professionalism and the core tasks in its clinical work, including research and development tasks.

At the core of Nykøbing Falster Hospital are our three fundamental values: Take good care of the patient, pay attention to finances, and take care of each other. This is expressed through a high level of patient and employee involvement. Nykøbing Falster Hospital is characterised as being at the forefront when it comes to developing organisational and collaborative forms, with a focus on highly specialised functions, especially within multimorbidities and cross-sectorial initiatives.

## Research

Nykøbing Falster Hospital works with research in a large number of fields and disciplines and has a special research unit which is tasked with, among other things, supporting and developing research and development throughout the hospital. The hospital has two professorships, two associate research professorships and six doctoral students earning their PhDs.

Two major regional research projects are housed at Nykøbing Falster Hospitalet: the “Lolland-Falster Health Study,” which is the largest Danish study of a rural population to date and involves up to 100 researchers, and the “Bridge to Better Health,” which focuses on the general population of Lolland and Falster across age, sex, ethnicity and health profile. The objective is to increase the level of health. Moreover, the hospital collaborates extensively with other hospitals and the universities.

## Education

Nykøbing Falster Hospital is the training ground for a wide range of professional groups. One key responsibility is to train specialist doctors, and the hospital has about 36 main educational positions in various specialisations, for example in medicine and surgery. In addition, there are 17 entry-level positions in several specialisations and 26 pathways for newly qualified doctors in basic clinical training. The hospital helps to train general practitioners who undertake an internship at the hospital as a fixed part of their training.

Nykøbing Falster Hospital places significant emphasis on being an attractive educational establishment that provides excellent conditions for students. The hospital seeks to establish the best framework for the students at Nykøbing Falster Hospital, both when it comes to professional challenges and development opportunities and to social and other frameworks.

## Specialising in working together

At Nykøbing Falster Hospital, professional specialisation and development must go hand in hand with close cooperation and mutual assistance across all specialisations and professional groups in the hospital. At the same time, the close partnership with municipalities, general practitioners and other hospitals must continue to be developed and strengthened. With this as a basis, we can and will further develop an attractive and modern acute care hospital, where high quality and continuity for the individual patient is paramount.

We want to be both the natural first choice for patients and a sought-after workplace for employees and students. The patient must be at the centre and must experience accessibility, understanding, clear information and follow-up. The patient pathways must be organised with respect for both the patient and their family.

## Specialists in acute and chronic diseases

Nykøbing Falster Hospital is to be specialised in managing the acute and chronic diseases that befall patients in the immediate region, and we shall perform our tasks across traditional borders and in a manner that optimises use of the total resources available.

Nykøbing Falster Hospital is thus constantly evolving both professionally and organisationally, and in relation to its physical framework.

You can read more about Nykøbing Falster Hospital here:

- [Region Zealand's Hospitals, Coherence and Specialisation \(NFS\)](#)
- [About the Hospital – see the website](#)

You can read more about Region Zealand, of which Nykøbing Falster Hospitalet is a part, [here](#).

## Moving to Denmark and Nykøbing Falster

Region Zealand has professional and well-designed on-boarding processes and will assist you and your family throughout the moving process. Read more in the attached document: "It's Great Working for us."

There are flexible working hours and the possibility to organise your work week, so there is a good balance with your private life. This applies whether you live in Nykøbing Falster, in Copenhagen (1.5 hours' drive), or in Malmö (2 hours' drive).

On weekdays, there is bus transport from Copenhagen (the Capitol of Denmark) directly to Nykøbing Falster Hospital arranged by the hospital, with return journeys both in the morning and in the afternoon corresponding to the shift changes, so you have the possibility to adjust your working hours accordingly.

## We assist with your and your family's relocation

Region Zealand can offer a wide range of services. We work together with Relocation Scandinavia, which will assist you with all the practical aspects relating to your relocation from your home country to Denmark.

This includes, among other things, assistance in processing paperwork and contacts with the Danish authorities prior to arrival, help finding temporary accommodation and more permanent housing, introduction and registration with schools or day-care facilities, and an introduction to banking services, personal insurance brokers and tax professionals. In addition, Region Zealand reimburses moving expenses up to EUR 2,000 for a single person and up to EUR 2,600 for couples/families.

## Where to live?

Guldborgsund Municipality is a wonderfully scenic area and offers excellent opportunities for a good work-life balance.

Guldborgsund has charming towns and villages with good private and public schools including pre-schools, plus extensive opportunities for water and sports activities. The infrastructure and facilities are excellent, and it is easy to become part of the local communities. The main town, Nykøbing Falster, is the centre for business, culture and education for the whole of Lolland-Falster.

Property prices are attractive, so your money goes further. You will find all types of accommodation here, whether you prefer urban life or would rather live near woodlands or the shore. With a coastline of 274 km, we are surrounded by the beautiful sea, where opportunities to sail, fish and swim abound. We have vast woodlands and areas of natural beauty, offering every opportunity to enjoy an active outdoor life.

Guldborgsund Municipality can provide all the help you and your family need, both in terms of moving to Denmark and becoming integrated into the local community. You can read more [here](#).

## How to learn Danish?

A prerequisite for working at Nykøbing Falster Hospital is that you learn the Danish language. Region Zealand has some very good and effective courses that you will be offered, even before you start in your position.

The compulsory language course included in the job offer is an important and prioritised part of the recruitment and integration process. In cooperation with the language school and a personal one-on-one teacher, you will participate in a customised and highly intensive language course that will prepare you to take on the job.

## Talk to a colleague

As an integral part of the recruitment process, we also offer the opportunity for you to speak with a colleague at Nykøbing Falster Hospital who has previously undergone the same career change as you and moved to Denmark to work and live.

## Terms and Conditions of Employment

As a physician you will work 37 hours on average per week. The salary we offer is based on current agreements including seniority, qualifications, shifts, etc. and the possibility of extra payment if you work more than 37 hours in a week. For danish standards physicians are very well paid.

To work as a medical doctor in Denmark, you are required to **obtain authorisation and permission to work independently as a medical doctor**. You can read more about the application process though this [link](#). Be aware, that if you are a citizen of a non-EU country and/or have completed medical training in a non-EU country it may take several years to obtain Danish autorisation and permission to work independently as a medical doctor.

## The recruitment process

Qualified and motivated candidates will be invited to an interview to discuss the position on an ongoing basis but please apply no later than September 1<sup>st</sup> 2021.

Anyone who is considering applying for the vacancy based on this description is very welcome to contact Line Møgelvang, consultant at Mercuri Urval, on +45 4167 8243. All inquiries will be handled confidentially.

You are also welcome to contact the Director of Emergency Medicine, Anne Molzen, on +45 5651 6900 or +45 2035 8959.

The recruitment process is administered by Project Coordinator Sofie Fogh-Andersen, telephone +45 3022 0321.

## Appendix 1: Flowmaster task description

<b>Job title</b>	Flowmaster
<b>Organisational placement</b>	Reports to the Director of Emergency Medicine
<b>Qualifications</b>	Specialist or very experienced senior resident who is familiar with the Emergency Ward
<b>Responsibilities and areas of expertise</b>	The Flowmaster function is the daily operations manager for the Emergency Ward
<b>Physical location</b>	Located in Akut 1 Workplace with PC at reception
<b>Framework</b>	The Flowmaster function is covered 24/7, 365 days a year. Shifts start at 08:00, 16:00 and 21:00 or by agreement.
<b>Tasks</b>	<ul style="list-style-type: none"> <li>▪ The Flowmaster carries telephone 5651-6950 24/7</li> <li>▪ Assists triage and the referral secretary</li> <li>▪ Sends patients on fast-track pathways (using colour coding)</li> <li>▪ Sees the “red” patients together with the on-call person</li> <li>▪ Downgrades triage when needed</li> <li>▪ Keeps an overall eye on flow in the ward and throughout the hospital</li> <li>▪ Participates in capacity meetings</li> <li>▪ Holds a conference at 15:30-15:45</li> <li>▪ Holds a “sandwich meeting” at 18:00 in the conference</li> <li>▪ Reassigns on-call staff and emergency physicians as needed</li> <li>▪ Keeps an eye out for “long-term residents”</li> <li>▪ All patients must be seen by a doctor and a treatment plan must be in place within four hours</li> <li>▪ Helps to “call” OMEGA early on in the process</li> <li>▪ Acts as emergency leader when emergency situations arise</li> </ul>
<b>Date/approval</b>	04/01/2021/Anne Molzen, Director of Emergency Medicine