

SINGLE CORPORATE SERVICES

DIGITAL SERVICES

Job title:	Associate Chief Nursing Information Officer	
Reporting to:	Chief Nursing Information Officer	
Accountable to:	Chief Digital Officer	
Pay Band:	8A	

As part of the Single Corporate Service, this role provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

The intention for the existing primary work locations to remain unchanged as there is no desire to change base locations unnecessarily. However, as the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel from time to time. The staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

The OneEpr Programme exists to implement a single integrated electronic patient record (EPR) designed to improve patient outcomes and the experience of delivering care for our colleagues.

The solution is the direct result of the combined vision and strategic goals of:

1. Isle of Wight NHS Trust (IWT)
2. Portsmouth Hospitals University NHS Trust (PHU)
3. Hampshire Hospitals NHS Foundation Trust (HHFT)
4. University Hospital Southampton Foundation Trust (UHS)

The Trusts will work together with their clinical and departmental experts alongside regional digital colleagues to procure and implement a joint EPR over the coming years .

The introduction of EPR will support us in transforming how we work every day, helping us to run our services with the information we need at our fingertips. It will also help us to deliver care in a different way, according to best practice, efficiently and consistently.

Our EPR will act as an enabler for a greatly improved integrated healthcare system, in which caregivers and patients have electronic access to more complete health records and are empowered to make better health decisions. The key objectives of the programme are:

1. Enhance patient care by empowering clinicians, providing them with the right information at the right time and in the right place
2. Improved continuity of care for many of our patients who receive treatment at more than one Trust
3. Provide a 'single source of truth', making sharing information across pathways much simpler

4. Maximise efficient working and reduce errors when making decisions
5. Allow significantly greater clinical information-sharing with our partners in primary care, community care, mental health and ambulance
6. Enable integration of acute services across the four Trusts

General Duties

1. Support the digital agenda for nursing working closely with PHU/IWT Digital and the senior nursing team. Influence and effect change in clinical working practices to deliver digital at the point of care and remove paper based working practices.
2. Work alongside the CNIO and CCIO to support the strategic direction for PHU/IWT Digital through the implementation and delivery of clinical systems across the Trust and the wider healthcare community.
3. Provide high quality clinical guidance for PHU/IWT Digital and leadership across the organisation in collaboration with other stakeholders promoting innovation.
4. Actively engage with the midwifery services in supporting them achieve their digital vision and the SHIP LMS Digital Strategy for Midwifery.
5. Support the CNIO to apply best practice with regards to digital standards within the organisation.
6. Support the CNIO to advise on implications of national and local digital policy/strategy development from a clinical perspective.
7. Support the CNIO to monitor effective and valid information flows within health care systems which are necessary for the delivery of clinical care.
8. Support with the development and implementation of a nursing focused digital plan that provides modern designed patient care and makes a positive contribution to nursing practice.
9. Ensure that nurses are appropriately involved in the development of the Trust's digital strategy, by engendering a commitment and culture of ownership and quality.
10. Provide clinical expertise for the design and development of PHU/IWT Digital enabled change programmes and development strategies, plans and activity to ensure they deliver safe, effective, evidence-based, and accessible services and systems to meet the health and care knowledge and information needs of nurses and other clinicians.
11. Challenge current practice and innovate – bring new ideas and processes into nursing/AHP/Midwifery services that appropriately use digital and work towards finding solutions for issues that may arise.
12. Produce and present nursing/AHP focused communications and reports to demonstrate benefits achieved from digital to show the impact on the nurses, their colleagues in other disciplines and patient care.
13. Ensure that all key stakeholders are consulted in the design, delivery, and evaluation of clinical informatics systems, including patients, carers, clinicians, technical and programme teams and best practice groups.
14. Practice and develop senior leadership and utilise strong and effective communication skills to promote and encourage the use of digital across the nursing, midwifery and AHP workforces.
15. To have visibility on the wards through regular walkabouts to provide on the spot education and attend study days promoting the use of digital.

16. Ensure that proposed service redesigns will be effective in improving clinical practice and patient care outcomes, whilst adhering to professional and IT standards.
17. Substitute for the CNIO at meetings when required.
18. Work with the CNIO, CCIO and the CSO on the clinical safety assessment process, in accordance with NHS guidance and legislation, relating to all relevant clinical information systems within the Trust.
19. Work with the CNIO, CIO and CCIO in the further development and implementation of the Digital Strategy.
20. Support the realisation of clinical benefits from digital investments through working with services to encourage uptake and changes in practice.
21. Work with workforce team to measure and improve the level of digital literacy and skills for nurses across all grades. Support implementation of a plan for improvement.
22. Support the development of opportunities for the Trust to develop models of nursing care using digital solutions by working closely with nursing, midwifery and therapy leads and the digital teams.
23. Provide expert guidance on the systems, projects and developments to enable and deliver effective training programmes.
24. Review proposals and business cases for the procurement of new systems feeding back on feasibility and affordability and reviewing proposals.
25. Ensure that robust testing of clinical digital systems takes place for all amendments and new systems prior to launch.
26. Carry out post implementation review of updates and new systems to ensure fit for purpose.

Key Responsibilities

Communication and Working Relationships

- The post holder will be providing and receiving highly complex, highly sensitive or highly contentious information, where developed persuasive, motivational, negotiating, training, empathic or re-assurance skills are required. This may be because agreement or co-operation is required or because there are barriers to understanding and/or presenting complex, sensitive, or contentious information to a large group of staff.
- Provides liaison between the ICT function in the design and deployment of new technologies and systems to support nursing/clinical care and documentation processes.
- Collaborates with the SIRO, CIO, CNIO and CCIO and health care executives to create the organisational mission and vision for a paperless organisation.
- Serves as an expert to communicate clinical and health care trends and issues within the group digital dept, hospitals, ICB and/or national level as required.
- Creates and leads on the implementation of a communications strategy and cross-organisational vision for nursing/clinical informatics in conjunction with the CNIO, CCIO and CIO.
- Maintains relationships with key business partners and other senior industry leaders in order to leverage best practices, evaluate emerging technologies, and distribute knowledge internally to inform plans and strategies.
- Acts as a change agent in the identification, development, planning, implementation, and value measurement of informatics strategies and projects to support quality patient care and professional practice.

- Work with peers across other providers to share best practice and find solutions to key barriers or issues associated with using technology or systems in clinical practice
- Occasional formal and informal, oral or written contact with external organisations such as:
 - GPs and Practice Managers
 - NHS IT suppliers and consultants
 - Other NHS Organisations

Analytical and Judgement

- Judgements involving highly complex facts or situations, which require the analysis, interpretation, and comparison of a range of options.

Planning and organising

- Planning and organisation of a broad range of complex activities or programmes, some of which are ongoing, which require the formulation and adjustment of plans or strategies.
- The post holder will be responsible for formulating long-term, strategic plans, which involve uncertainty, and which may impact across the whole organisation.
- Collaborates with nurse leaders and Informatics in planning and implementing EPR
- optimisation including changes in workflow.
- Combines knowledge of patient care, informatics concepts, and change management to effectively address the information and knowledge needs of healthcare professionals and patients to promote safe, effective, and efficient use of health informatics in clinical settings.
- Collaborates with administrators, clinicians and Informatics leads to translate clinician requirements into coordinated specifications for new clinical solutions.
- Defines health informatics requirements for nursing/clinical as they relate to the digital strategy.
- Works with clinical and Informatics leads in evaluating the effectiveness of technologies and workflows that impact clinical users.
- To take responsibility for the development and implementation of protocols and policies relating to areas of responsibility as appropriate.
- To provide input to the development of business cases for areas of responsibility and provide leadership on specific projects where required.
- Lead on developing and delivering relevant service plans, working with key stakeholders including the CIO and Chief Nurse.
- Develops and implements appropriate service delivery in collaboration with Informatics leadership in defining, delivering, and improving services for the organisation and its customers.
- Identify ways of making efficiencies to take action to ensure delivery of the CIP.
- In liaison with the CIO, CNIO and CCIO, review and update the risk register.
- Lead on developing and approving relevant documentation relating to Informatics/clinical systems/pathway changes engaging with wider stakeholders across the Trust and STPs.

Physical Skills

- The post requires physical skills which are normally obtained through practice over a period of time or during practical training e.g. standard keyboard skills

Patient Client Care

- Provides specialist clinical technical services

Policy and Service Development

- The post holder is responsible for major policy implementation and policy or service development, which impacts across or beyond the organisation.

Financial Management

- The post holder will be responsible for the safe use of expensive or highly complex equipment.

Management / Leadership

- The post holder is the line manager for Digital Nurses/AHP, with responsibility for appraisals, managing sickness absence, dealing with disciplinary and grievance issues, leading on recruitment and selection, staff development and succession planning and managing all aspects of people management.
- Provide professional leadership and direct line management as required to any nursing, allied health professional or midwifery staff recruited into digital posts or seconded to the Digital Health team undertaking regular performance review and overseeing personal development plans. This includes the Digital Midwife post.
- Raise the awareness of the role and the nursing and midwifery profession, representing nursing and midwifery informatics trust wide.
- Maintain high visibility in the clinical areas and be aware of current issues through undertaking activities such as clinical practice or observations of care.
- Provide mentorship, coaching, supervision and shadowing opportunities to individuals in order to support their development, as appropriate.
- Act as the directorate advisor for recruitment and retention of any other nursing and midwifery positions created in the Informatics department.
- Articulate and educate the nursing team at all levels within the Trust and others within the organisation around the importance of technology to clinical care.
- Be appraised at least annually and contribute to own personal development plan (PDP).
- Be responsible for developing and sustaining own knowledge, management & clinical skills (as appropriate) and professional awareness in accordance with CPD requirements and maintain a professional profile.
- Be accountable for and maintain own competence in practice.

Information Resources

- The post holder is responsible for adapting / designing information systems to meet the specifications of others.

Research and development

- Undertakes surveys or audits, as necessary to own work
- Participate and initiate audits in line with the Performance Management Framework as requested by the organisation.
- Undertake spot checks to monitor staff compliance with policies, procedures and standards providing reports to senior nurse manager.

Freedom to Act

- The post holder is required to interpret overall health service policy and strategy, in order to establish goals and standards.

Physical effort

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

Mental effort

- There is a frequent requirement for prolonged concentration, or there is an occasional requirement for intense concentration.
- The multi-faceted nature of this type of job role means that work with a range of staff will be frequent so concentration level will need to be high.
- Required to multi-task and run with several discussions at any one point in time.
- Time management will be a challenge, given the various projects and engagement exercises that the post holder will need to undertake.
- Must be a Self-Motivator who is not afraid to get involved to resolve any issues.

Emotional Effort

- Occasional exposure to distressing or emotional circumstances
- Due to the direct impact the role will have on clinician's ability to provide better patient care, the pressure on the job holder to succeed can be at times high.

Working conditions

- Frequent requirement to use road transportation,
- Requirement to use Visual Display Unit equipment more or less continuously on most days.
- Will be required to work in many areas of the Trust as well as being based in the Digital department.
- Required to travel at short notice to other Trusts, represent the Trust and attend User group meetings.
- Requires a medium level of VDU usage.

Person Specification

Criteria	Essential	Desirable	<i>How criteria will be assessed</i>
Qualifications	• Holds clinical registration in a nursing, midwifery or allied health professional profession. • Evidence of education to post graduate diploma level. • BSc in Nursing or health related subject or working towards • Evidence of continued professional and		Application and Interview

	educational development with evidence of training and qualifications in a relevant health discipline • Clinically competent and credible with frontline staff and senior multi-disciplinary colleagues • Has attended an accredited CSO course or will be attending a course within 6 months of appointment to the post.		
Experience	• 3 years post registration experience • Working in a senior position in a nursing or related setting for 18 months • Evidence of progressing clinical practice • In audit, research and clinical effectiveness • Demonstrate evidence of successfully leading change		Application and Interview
Knowledge	• Knowledge is required of measures that can be effectively applied to reduce associated clinical risk. • An in-depth understanding of the various IT packages and systems in use across the agencies • Good organisational and time management • Ability to manage and organise time effectively to meet the needs of the service. • Ability to work as autonomously. • Ability to implement, manage and support change processes. • Ability to negotiate, persuade and stimulate staff that may be resistant to change. • Use specialist skills to assist managers and teams in		Application and Interview

	identifying potential benefits and in developing benefits realisation plans to maximise value and build upon the ideas of key stakeholders. • Proven ability to make judgements involving complex facts or situations which require the analysis, interpretation and comparison of a range of options. • Ability to motivate, manage and lead others.		
--	---	--	--

Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to:

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to

innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.

- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your everyday practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.
- Contribute to the IT Departments on-call rota and if required, maintain required skills, experience and resource levels allowing for hospital digital 24/7 services.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.