

## Job Description

**Title:** Urgent Care Patient Flow Coordinators

**Band:** 4

**Reports to:** ED Business Manager

### Job Summary:

This role includes working as part of a team on a month rota which runs 24/7, 365 days per year. This role can be an extremely challenging and demanding front facing role. You will be working closely with the Senior Triumvirate which includes EPIC (Consultant in Charge), MOD (Matron of the Day) and Bronze.

The roles will have the candidate working across the Emergency Department and Acute Medical Unit:

- To support the Emergency Department including nursing staff and doctors in the timely discharge/admission of patients to ensure that flow is maintained and always optimised.
- Work with multi-disciplinary teams including SCAS to ensure effective offloads and ambulance handover times are dealt with as a priority.
- Follow protocols for escalation to ensure maximum patient time in the department does not exceed local standards from the time of arrival to the time of departure.
- The post-holder will be responsible for collecting, recording, and communicating accurate, timely and complete clinical data to support operational and clinical needs and commissioning.
- The post-holder will expedite admissions for patients, if necessary, through negotiation with the clinician, shift coordinator and the operations department.
- Present for time critical departmental huddles to discuss the sitrep within the department and creating plans.
- Coordinating all moves out of the department with our EMA teams.
- Support operational implementations and changes to support the end goal of flow and throughput through ED.
- Flagging risks, hazards and being aware of these triggers within the department, to ensure these are dealt with in an appropriate timeframe.

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### Key Responsibilities:

#### Trust Organisational Expectations

- Proactively and positively contribute to the successful overall performance of the Trust.
- Deliver excellent levels of customer service to all patients/visitors and staff at the Trust.
- Develop effective ways of working and create strong partnerships and relationships with all stakeholders to support the implementation of the Government's policies on Health.
- Develop an organisational culture that fosters collaborative working among all staff groups, to ensure a focused commitment to delivering quality services and outcomes.
- Comply with corporate governance structure in keeping with the principles and standards set out by the Trust.

- Support the Trust culture of collaborative, flexible cross-team working and commitment to delivering quality services and outcomes, which support the Government's policies on public health.
- In compliance with the Trust's practices and procedures associated with the control of infection, you are required to:
  - Adhere to Trust Infection Control Policies always assuring compliance with all defined infection control standards.
  - Conduct hand hygiene in accordance with Trust policy, challenging those around you that do not.
  - Challenge poor practice that could lead to the transmission of infection.

Proactively, meaningfully, and consistently demonstrate the Trust Values in your everyday practice, decision making and interactions with patients and colleagues.



### Shared Core Functions

- Provide a high-quality service and oversee comprehensive administrative and/or secretarial support for a function, programme or project with the focus being on delivering excellent customer service as a front line of the team.
- Deliver discrete administrative work to the specification of the Department/Section, on time and within budget.
- Liaison with other senior personnel and their support personnel for close co-ordination of diverse aspect of work.
- Support team members to deliver on their functionally relevant objectives through offering advice, guidance, and support as appropriate.
- Work with those you support to develop a collaborative working partnership, which positively contributes to their overall efficiency & role performance.
- Proactively identify additional support services which would increase the efficiency of those you support and instigate these activities in agreement with your executive / team.

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- Maintain and improve your knowledge & understanding of the health service arena, including health systems, policy support and current issues.
- Engage with external clients/partners/stakeholders (e.g., Patients, Health practitioners, individuals and representatives' bodies) to gain their necessary level of contribution & commitment to the successful delivery of your work.
- Increase the level of guidance knowledge & skills within the Trust through documenting key learning and supporting others to develop their abilities.
- Dissemination of knowledge through engagement in writing and/or typing reports, data capture and other administrative documentation and reviewing, taking full responsibility for technical accuracy and reliability and being sensitive to the wider implications of that dissemination.

### Specific Core Functions

- Greet and respond to all patients and visitor enquiries (both face to face and via the telephone) in a courteous and helpful manner, always ensuring messages are delivered to other staff as required.
- To deal with enquiries promptly, either face-to-face or over the telephone for a variety of external sources such as GPs, Ambulance Service, Police and from internal sources such as Diagnostic Services, Pathology, and operational colleagues.
- Liaise with ED doctors and nurses regarding their patients' timely journey through ED, ensuring that both doctors and nurses are aware of the time constraints.
- Aid with patient discharge and discharge information.
- Responsible for prioritising own workload and ensuring collaborative working with other PFCs and effectively handing over the state of the department when nearing the end of a shift.
- Assist with the provision of cover for colleagues' absences. This may involve working additional shifts to cover leave/sickness.
- Being able to work flexibly (Earlies, Lates and Nights)
- Follow protocols for escalations to ensure that, where possible, the time in the department does not exceed 4 hours from time of arrive to time of departure where possible.
- Overseeing SCAS and ensuring handovers are completed as soon as possible, enabling the crews to be mobile and dispatched into the community ASAP.
- Uses initiative and takes pride in the quality of their work and the service they are providing.
- Ensure that complex clinical data regarding diagnoses and procedures on patient records are coded using national classifications, e.g., Emergency Care Data Set, or any other classifications that may be implemented in the future, adhering to national standards and conventions.
- Validate admission/discharge details to maintain accuracy of data and for the identification of missing activity.
- Help and support distressed relatives when clinical staff are not available. In the initial stages of a critical incident will provide the contact point between the clinical staff and the relatives, relaying non-complex medical information until a member of the clinical staff is available to give the full clinical picture.
- Endeavour to calm aggressive patients or anxious relatives/friends who are either waiting to be seen or who are in the waiting area waiting for news.
- Lead on the navigation and allocation of jobs to our Emergency Department Portering team by using our own in-house job allocator.

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- Work with multidisciplinary teams to ensure the timely patient care is at the forefront and patients are reviewed by speciality teams in a timely manner.
- Take ownership of equipment supplied to enable job role to be fulfilled, including teaching staff on the use of equipment.
- Safe and correct use of equipment and other resources.
- Support and train all new members of staff
- Have an oversight (in terms of activity and pathway) of all patient attendances within the department.
- Ensure Oceano remains accurate at all times, chase clinical and medical staff if plans are not completed, or need refreshing. Actively walk round the department to update on patients' locations in ED and ensure this is accurately reflected on Oceano.
- Ensure ambulance crews click on the system in a timely manner and record data of any ambulance breach handovers which have taken longer than 15 mins.
- Support the ED Admin Team if the booking of patients is taking >30mins.
- Be familiar with and have an understanding of the Department and Trust escalation policy being confident to enact this when necessary.
- Regularly liaise with the site team (DHMs) on expected admissions and the availability of beds across the trust.
- Lead and work with members of the team to investigate the causes of any variance from target/plan and proactively contribute to action planning.
- Monitor patients' LOS to minimise time within the department, accurately reflect discharge times on Oceano when required.
- Handle all requests for information sensitively and confidentially and only pass on when it is necessary and relevant to do so and in accordance with the Data Protection Act.
- Organise/plan and actively chase any intervention the patient may need to ensure the patient flow is done with minimal delay.
- To access clinical applications to chase time critical results and swabs to again ensure flow happens as soon as it possibly can.
- To liaise with Urgent Care Bronze and Site Team regarding expected admissions and availability of beds.
- Liaise directly and assist the Nurse in Charge with coordination of the flow of patients through the department.
- Ensure that any recent previous ED attendance history is made available to Triage Nurse/Treating clinician either by obtaining the casualty card or medical records.
- Utilise all appropriate information systems (PAS, ICE, Bedview, Oceano and Minestrone)
- Arrange patient transportation as required.
- Access patient records from the electronic database as required.
- Act as a cohesive member of the department team, attending multidisciplinary meetings as appropriate and maintaining own personal development and mandatory training. Provide cross cover for other ward areas as directed by the Business Manager.
- Provide induction training support to all new members of staff as and when required by your line manager.
- Assist in identifying and facilitating possible areas of process improvement. Championing new ways of working and embracing and supporting development of a culture of innovation.

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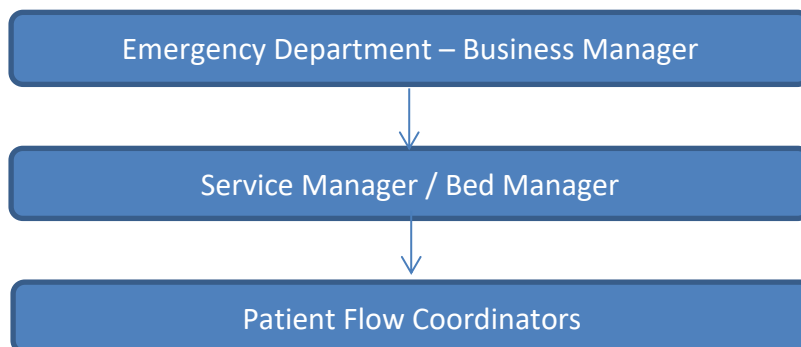
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- Behave consistently with the values and beliefs of the organisation and promotes these on a day to day basis.
- Maintain hygiene standards and wear appropriate Personal Protective Equipment (PPE) as required.

## Organisational Chart



## Person Specification

### Qualifications

#### Essential

- Excellent Communication
- Educated to GCSE / Degree level in operational flow / departmental flow, or can evidence relevant experience in a role of this nature
- Assertiveness
- Ability to adapt to an ever-changing environment
- Caring and compassionate
- Organised

#### Desirable

- Experience of working in an NHS Trust
- Experience in a role working primarily on flow and with multidisciplinary teams
- Articulation of ideas and changes to practice
- Pragmatic, problem-solver
- Knowledge of NHS patient IT systems i.e. Oceano / Bedview (training will be provided)

### Skills and Knowledge

- Ability to use a personal computer with knowledge of word processing, and Windows applications
- Working knowledge of clerical procedures
- Ability to achieve high levels of accuracy ensuring departmental KPIs are met
- Ability to liaise with staff at all levels
- Ability to prioritise and plan workload

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- Knowledge of dealing with highly sensitive / patient confidential information
- Being able to effectively lead, or be a leader

### Personal Qualities

- Ability to cope with occasionally unpleasant working conditions and exposure to acute complex situations, anxious and distressed patients and relatives and care of the seriously or terminally ill
- Ability to act effectively in emergency situations
- Pro-active to managing workload
- Excellent communication, interpersonal and organisational skills
- Ability to work as part of a team and independently
- Strong administration skills
- Effective communicator both orally and on paper
- Skill in working with cross-functional teams
- Ability to act and ensure delivery
- Responsible and flexible attitude and approach
- Ability to juggle many priorities at one time, whilst remaining calm

### TRUST VALUES

#### Quality of Care (Trust Value)

- Demonstrate an understanding of the importance of quality of care
- Accountable

#### Respect and Dignity (Trust Value)

- Respects the privacy and dignity of individuals
- Demonstrate an understanding of equal opportunities

#### Working together (Trust Value)

- Ability to work efficiently, effectively and professionally in a multidisciplinary team
- Demonstrate that you value everyone's contribution

#### Efficiency (Trust Value)

- Understanding and experience of improving efficiency and reducing waste
- Demonstrate that you will be open to improving everything you do

**Print Name: Brad Archer**

**Date: 06/01/2023**

**Signature:**

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