

## SINGLE CORPORATE SERVICES

Quality Governance  
Patient Outcomes

<b>Job title:</b>	Head of Patient Outcomes (Group)	<b>To be completed by HR</b>  <i>Job Reference Number</i>
<b>Reporting to:</b>	Associate Director of Quality Governance (Group)	
<b>Accountable to:</b>	Deputy Chief Nurse (Group)	
<b>Pay Band:</b>	8a	

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

As the Single Corporate Service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis, and 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.

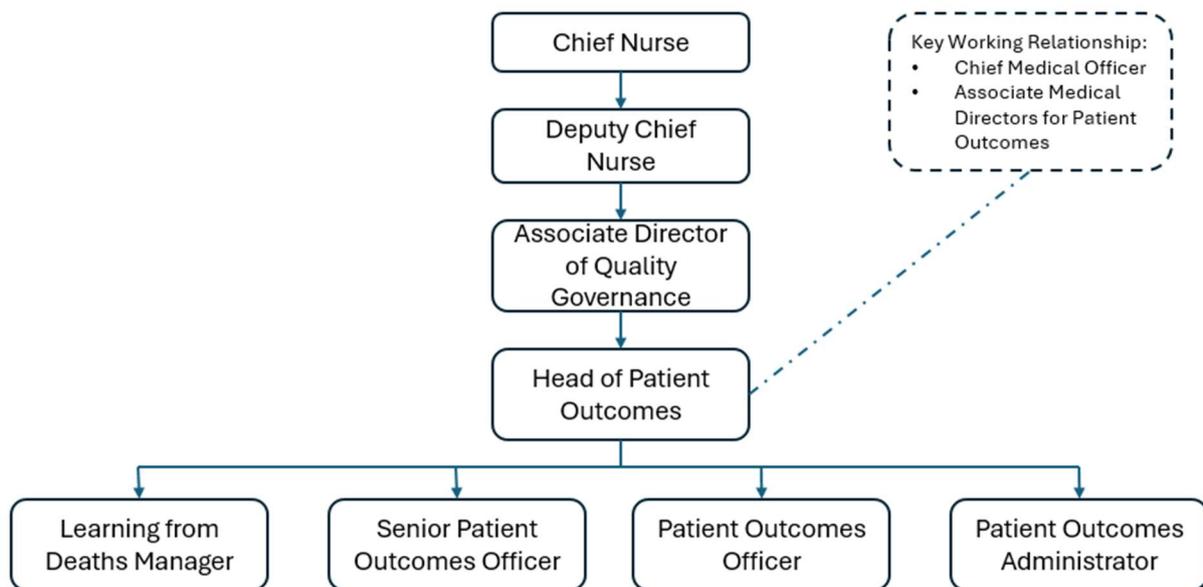
### Job purpose

To ensure both Trusts fulfil their legal and regulatory obligations relating to patient outcomes, clinical effectiveness, the Learning from Deaths programme, NICE, GIRFT, and national audits, and to maintain robust governance arrangements that support strong and well-led organisations. This includes providing assurance and escalating issues where necessary.

### Job summary

1. The postholder will provide strategic and operational leadership for patient outcomes across the Trusts, ensuring that programme activities and workstreams are delivered effectively. They will work collaboratively with colleagues at all levels and across a wide range of clinical and corporate services.
2. They will use analytics and business intelligence to support senior managers by interpreting local and national reports, benchmarking datasets, and identifying trends to inform and improve patient outcomes across the Trusts.
3. Reporting to the Associate Director of Quality Governance, the postholder will be responsible for the operational management, leadership, and development of the Patient Outcomes Team.
4. The role will support each Trust with the collation and analysis of information at service, divisional, and organisational level across the full range of clinical effectiveness and quality outcome data. This will include regular reporting to relevant committees on:
  - a. National Audits and benchmarking / NCEPOD
  - b. GIRFT
  - c. NICE compliance
  - d. Mortality and the Learning from Deaths programme

## Organisational Chart



## Specific Core Functions

1. Responsible for informing changes to clinical practice to improve patient outcomes, including where appropriate patient safety and experience, and supporting on the implementation of these changes across divisional and organisational boundaries.
2. Accountable for the oversight of maintain good data quality used for reporting and managing mortality data, patient outcomes data, NICE guidelines, national audits, and for ensuring that these systems are fit for purpose.
3. Responsible for advising the senior leadership team across IWT and PHU Group, on patient outcomes concerns of the highest sensitivity which (may) have political/reputational/financial ramifications for the organisation both locally and nationally.
4. Holds senior accountability for ensuring the quality, accuracy, and timeliness of patient outcomes information, supporting effective local patient-outcomes management, informing the Trust performance, and meeting all external reporting requirements.
5. Exercise sound judgement to interpret and present highly complex, sensitive clinical information in clear, accessible formats tailored to different audiences, enabling both clinical and organisational improvement.
6. To establish and maintain effective management systems to monitor progress, escalate issues, manage risks, and share learning across all patient outcomes workstreams.
7. As principal expert for the Trust in patient outcomes, maintain constructive relationships with key stake holders.
8. Provide senior leadership and expert oversight to triangulate patient-outcomes data with information from wider Trust programmes including performance, strategy, patient experience, and patient safety to deliver a holistic assessment of care quality and identify opportunities for improvement.
9. Responsible for reporting patient-outcomes issues internally to the Board of Directors and externally to relevant agencies. This includes providing expert advice and input into the identification and monitoring of the Trust's Patient Outcomes Quality Priorities, which inform the development of the Trust's Quality Accounts
10. Contributes to the implementation of the Trust's Clinical Strategy and associated policies, actively engaging medical, nursing, and AHP workforces to support effective delivery of the strategy.

11. Support on the delivery of the Group governance structures in relation to patient outcomes. This includes ensuring that Trust-wide outcomes committees operate within the Trust's governance framework and deliver against key standards.
12. Maintain an up-to-date and comprehensive knowledge of local, national and international patient outcomes issues, including the interpretation of national health policies to ensure that goals and standards are reflected in the Patient Outcome Team's programme of work.
13. Develop, manage, and lead the implementation of a coordinated approach to National Audits and benchmarking; GIRFT and Model Hospital; and NICE compliance.
14. Provide annual top-down, organisation-wide surveillance and exception reporting of agreed quality metrics and outcomes, ensuring early identification of risks or indicators of poor outcomes that may not have emerged through divisional or service-level reporting.
15. To work closely with the Chief Operating Officers in relation to GIRFT, who lead this programme across both Trusts. Collaborate with the central GIRFT team to ensure effective information sharing and robust triangulation of data and insights.
16. Support the agenda preparation and coordination of patient outcomes meetings.
17. Produce and analyse regular reports to the Trust Board's subcommittees and subgroups on patient outcomes. This will include the analysis and presentation of highly complex, sensitive and/or contentious information, drawing upon and interpreting information from services across the Trust and various data systems.
18. Influence and input into the development of an environment and culture that improves the monitoring and management of patient outcomes and compliance throughout the Trust's.
19. Provide specialist guidance to the Associate Director of Quality Governance on existing and new legislation pertaining to patient outcomes requirements.
20. Provide robust intelligence which enables continuous review of patient outcomes so that the Trust is able to respond flexibly to meet its changing environment and ensure it is clinically effective and safe. Regularly undertake and facilitate audit and projects and to develop services from research and best practice guidance.
21. Develop key relationships with clinical, operational and corporate leaders, in order to develop and lead change. This includes working closely with Clinical Directors, Lead Nurses, Service Managers and Matrons.
22. Work collaboratively with the Chief Medical Officer and Associate Medical Director for Patient Outcomes to deliver the workstreams within portfolio.
23. Ensure data from each team is systematically brought together and cross-checked with patient outcomes information so that Trust-wide learning is identified and acted upon consistently and in a timely manner, working collaboratively with Divisions, Care Groups, and Corporate Teams.
24. Work with the Patient Safety, Patient Experience, Risk, Health and Safety, Security and Compliance teams to enable consolidation of data to flag emerging concerns and risks.
25. Support Divisions and Care Groups with establishing and maintaining their internal assurance systems.
26. Line management responsibility for all staff within the Patient Outcomes Team and accountability for all work undertaken by staff within the department.
27. Provides strong leadership to the team that enables them to reach their full potential, completing appraisals, career development plans, personal development plans in line with the organisational cycle.

28. Managerial lead for the Patient Outcomes Committees and Groups and responsible for ensuring that all regulatory reporting requirements relating to patient outcomes re reported to the Board and any external bodies.

## **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.

### ***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***

The post holder will be responsible for formulating long-term, strategic plans, which involve uncertainty, and which may impact across the whole organisation.

### ***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 driving or keyboard skills, use of some tools and types of equipment.

### ***Patient Client Care***

Assists patients/clients/relatives during incidental contacts.

### ***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 holds a delegated budget from a budget for a department/service.

### ***Management/Leadership***

The post holder is the line manager for the Patient Outcomes team, responsible 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.

### ***Information Resources***

The post holder will be responsible for data entry, text processing or storage of data compiled by others, utilising paper, or computer-based data entry systems.

### ***Research and development***

Undertakes surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

### ***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**

There is a frequent requirement for sitting or standing in a restricted position for a substantial proportion of the working time.

**Mental effort**

There is a frequent requirement for intense concentration.

**Emotional Effort**

Frequent exposure to distressing or emotional circumstances, or occasional exposure to highly distressing or highly emotional circumstances, or frequent indirect exposure to highly distressing or highly emotional circumstances

**Working conditions**

Occasional exposure to unpleasant working conditions, or occasional requirement to use road transportation in emergency situations, or frequent requirement to use road transportation, or frequent requirement to work outdoors, or requirement to use Visual Display Unit equipment more or less continuously on most days.

**Person Specification**

Criteria	Essential	Desirable
<b>Qualifications</b>	<p>Management qualification master's qualification in a health-related management, or business management subject, or equivalent training &amp; experience.</p> <p>Clinical experience – registrant NMC/HCPC with up to date and active registration.</p> <p>Demonstrates evidence of commitment to professional development.</p>	<p>Analytics or business intelligence</p> <p>Project management qualification</p>
<b>Experience</b>	<p>Experience of relevant leadership/management roles in the health sector.</p> <p>Experience of regulatory assurance management.</p> <p>Experience of using analytics and business intelligence to provide senior managers with information for decision making.</p> <p>Experience of working and influencing at a senior level and leading a team or service.</p> <p>Demonstrable evidence of assessing safety, effectiveness and compliance, analysis and</p>	<p>Proven track record at a senior level in a patient outcomes or clinical effectiveness related field in a large complex healthcare organisation.</p>

	<p>synthesis of numerous data sources including highly complex, sensitive and/or contentious information.</p> <p>Experience of supporting strategy development, impacting on the wider organisation.</p> <p>Experience of achieving changed clinical practice or service transformation.</p> <p>Demonstrable experience of leading and developing staff and teams.</p> <p>Demonstrable experience of implementing and managing change effectively.</p> <p>Experience of involvement in Clinical Governance.</p> <p>Strong organisational skills – able to organise own workload, meet deadlines and take responsibility for actions and systems / standards across area of responsibility.</p> <p>Highly effective communication skills – able to communicate verbally and written to large groups of staff, patients and relatives including in situations of conflict, ensuring that communication is tailored to the person being addressed.</p> <p>Ability to write management reports identifying findings, clearly documented with appropriate judgement and actions needed.</p> <p>Able to lead specific policy development.</p>	
<p><b>Knowledge</b></p>	<p>Thorough and up to date knowledge of health professional theory and best practice, particularly within speciality areas and the application of this in practice.</p> <p>Able to gain credibility with and influence clinicians, managers and speciality leads – including influencing clinical changes where appropriate.</p>	

**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 times; 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 adult's 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.

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.