

SINGLE CORPORATE SERVICES

Governance and Risk

Patient Outcomes

Job title:	Senior Patient Outcomes Officer	<i>To be completed by HR Job Reference Number</i>
Reporting to:	Head of Patient Outcomes	
Accountable to:	Associate Director of Quality Governance	
Pay Band:	6	

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.

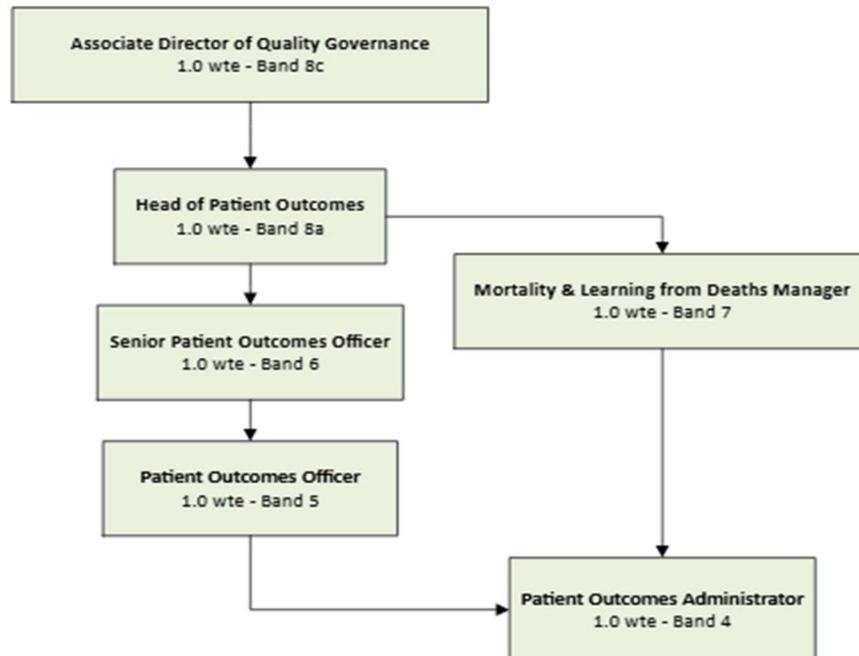
Job purpose

To ensure both Trusts meet their legal and regulatory obligations associated with patient outcomes and to ensure that there are robust arrangements in place to continue to be well led organisations. This includes assurance and escalation as necessary.

Job summary

1. To support patient outcomes across the Trust's to ensure that workstreams and programmes are carried out effectively and to work with all levels of staff and varied areas across the Trust's.
2. Assist the Head of Patient Outcomes with (service to division) level collation of information across the full range of patient outcomes (quality outcome) data available, for regular reporting to the Joint Patient Outcomes Subcommittee:
 - a. National Audits and benchmarking
 - b. GIRFT and Model Hospital
 - c. Local Audits (where applicable)
 - d. Local QI projects (where applicable)
 - e. NICE compliance
 - f. National Confidential Enquiry into Patient Outcome and Death (NCEPOD)

Organisational Chart



Specific Core Functions

1. Support the implementation of a coordinated approach to National Audits and benchmarking; GIRFT and Model Hospital and NICE compliance.
2. Provide support in the form of advice and guidance on Local Audits and Local QI projects, and where appropriate seek feedback and collate feedback on patient outcomes.
3. Support compilation of Divisional patient outcomes reports on a regular basis.
4. Assist the Head of Patient Outcomes to provide annual top-down (organisation-wide) surveillance, and exception report of agreed quality metrics and outcomes to ensure any areas of risk or flags for poor outcomes (that may not have surfaced through service level or divisional reporting) are identified to the Joint Patient Outcomes Subcommittee. This would be using the same data sources as above, plus any other intelligence available.
5. To work with the central GIRFT team to ensure information sharing and triangulation to support reporting requirements, assurance and escalate area of concern.
6. Support the agenda preparation and coordination of patient outcome meetings as requested.
7. Work with medical, nursing and AHP workforces and the Head of Patient Outcomes to develop a patient outcomes strategy.
8. Produce regular reports on behalf of the Head of Patient Outcomes required for the Trust Board's subcommittees and subgroups on patient outcomes.
9. Input into the development of an environment and culture that improves the monitoring and management of patient outcomes and compliance throughout the Trust's.

10. Support with policy and procedures development and implementation that are within the Patient Outcomes portfolio, ensuring their compliance with national standards, best practice guidelines and patient safety requirements.
11. Develop working relationships with clinical, operational and corporate leaders and to be a point of contact.
12. To triangulate data across each of the teams and validate with data from Patient Outcomes to ensure that Trust wide learning is being identified and responded to consistently and in a timely way, working with Divisions, Care Groups and Corporate Teams to do so.
13. Work with the Patient Safety, Patient Experience, Health and Safety, Risk and Compliance teams to enable triangulation of data to flag emerging concerns and risks.
14. Support Divisions and care groups with establishing and maintaining their internal assurance systems.
15. Supervise and support junior members of the team.
16. This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties, which fall within the grade of the job, in discussion with the manager.
17. This job description will be reviewed regularly in the light of changing service requirements, and any such changes will be discussed with the post holder.

Key Responsibilities

Communication and Working Relationships

The post holder will be providing and receiving routine information orally, in writing or electronically to inform work colleagues, patients, clients, carers, the public or other external contacts. The communication will include;

- a) Providing and receiving routine information which requires tact or persuasive skills or where there are barriers to understanding
- b) providing and receiving complex or sensitive information,
- c) providing advice, instruction, or training to groups, where the subject matter is straightforward.

Analytical and Judgement

Judgements involving 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.

Physical Skills

The post requires developed physical skills to fulfil duties where there is a specific requirement for speed or accuracy. This level of skill may be required for advanced or high-speed driving; advanced keyboard use; advanced sensory skills or manipulation of objects or people with narrow margins for error, or the post requires highly developed physical skills, where accuracy is important, but there is no specific requirement for speed. This level of skill may be required for manipulation of fine tools or materials.

Patient Client Care

Assists patients/clients/relatives during incidental contacts.

Policy and Service Development

The post holder is responsible for a range of policy implementation and policy or service development for a directorate or equivalent.

Financial Management

The post holder is responsible for maintaining stock control and/or security of stock,

Management/Leadership

The post holder is responsible for day-to-day supervision or co-ordination of staff within the Patient Outcomes team. They will deal with work allocation and daily responsibility for the monitoring or supervision of one or more groups of staff.

Information Resources

The post holder is responsible for the operation of one or more information systems for several services where this is the major job responsibility.

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

Expected results are defined but the post holder decides how they are best achieved and is guided by principles and broad occupational policies or regulations. Guidance may be provided by peers or external reference points.

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 intense concentration.

Emotional Effort

Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or 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
Qualifications	<p>Clinical Effectiveness accreditation and/or</p> <p>NVQ Level 4 (or equivalent experience)</p>	Degree level (or equivalent)
Experience	<p>Advanced skills for keyboard use for producing reports, spreadsheets and correspondence.</p> <p>Excellent verbal, telephone and written communication skills.</p> <p>Ability to use own initiative and deal with competing priorities.</p> <p>Works autonomously but can seek advice when necessary/manages a discrete area of work.</p>	<p>Management of team and line management responsibilities.</p> <p>Excellent skills to communicate effectively, both verbally and in writing including attention to detail and high standards of accuracy</p> <p>Planning and implementation skills including the ability to design, implement and evaluate all processes, systems and operating procedures</p> <p>Organisational and presentation skills</p>
Knowledge	<p>IT experience and advanced analytical skills</p> <p>Advanced understanding and application of patient outcomes, clinical effectiveness and application to practice.</p> <p>Understanding of national and local agenda related to patient outcomes workstreams</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 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 and 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.