

SINGLE CORPORATE SERVICES

Digital Services

Job title:	One EPR Clinical Systems Specialist	
Reporting to:	Clinical Systems Supervisor	
Accountable to:	Head of Software Delivery, Automation and Clinical Systems	
Pay Band:	6	

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.

As this role will cover both Trusts there will be an expectation to travel to both sites. For internal applicants the existing primary location will remain unchanged. The staff mobility local agreement will apply.

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 patients.

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

Clinical Systems Specialist Job purpose

To improve the effectiveness and value of health care delivery for Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust (the Trusts). This post is a member of the Digital Service, within the Electronic Patient Record (EPR) function. Working as one service, to minimise the impact of IT services affecting service users and on patient care, support services and management by:

Job summary

To support the delivery and improvement of local and national Digital Healthcare Systems by ensuring Electronic Patient Record (EPR) applications are managed efficiently and securely to maximise their availability and usefulness to users by:

- Implementing robust procedures for the management of all Group EPR applications
- Developing into a local expert on EPR and other departmental clinical applications, where required, and maximising the functionality.
- Act as an interface to the Digital Systems Programmes and IT Service Desk with the aim to enhance and support the levels of Digital Healthcare Systems maturity.
- Review Software Specifications, Technical Designs, Operational & Service Level Agreements for new Clinical Applications, and follow through implementation and deployment to the live environment to provide the highest levels of knowledge and support.

Specific Core Functions

EPR Applications Management

- Follow departmental procedures for the management of all corporate EPR applications to ensure each one is configured and maintained to securely meet customer needs.
- Assist in the process of setting-up and maintaining EPR applications masterfiles:
 - Vet user requests for masterfile code creations, changes and deletions, check proposed codes are not already in use and liaise with all system stakeholders (internal and external to the Trust) to agree proposed masterfile changes.
 - Enact the masterfile change on both live and training systems, file the request and log on the ICT Service Desk system.
 - Notify requesting users and any other relevant stakeholders of changes made.
 - Where widespread notification to application users is required, produce and issue a newsletter.
- Following departmental procedure for dealing with application faults that are diagnosed as system faults, which:
 - Ensure the fault is logged on the 3rd party supplier's incident tracking system with

- an appropriate description of the problem and priority level;
 - Record the supplier's helpdesk fault number on the ICT Service Desk system with details of the problem;
 - Ensure, where necessary, that ICT Service Desk staff are fully briefed on the problem;
 - For serious faults, ensure user departments are notified of the problem and the path being taken to resolve it;
 - Ensure regular liaison with the supplier and local IT staff to check progress, assist with diagnosis and resolution.
- Escalate critical problems that are not resolved in a timely fashion to the relevant technical teams.
- Develop test scripts and report documentation explaining pass/fail criteria whilst establishing an effective sign off process ready for implementation.

EPR Applications User Support & Development

- Assist in the provision of a comprehensive EPR applications user support & development service, by:
 - Using produce and process knowledge to diagnose the cause of problems through effective questioning of the user.
 - Advising the user of the correct way of using systems to overcome the identified problem.
 - Where more intensive training is required, but not formal classroom training, visiting the user on site to provide 1:1 coaching.
 - Acting as a champion in application developments and enhancements through software releases and upgrades
- Provide client support for Service Desk issues, log faults with EPR application suppliers, manage resolutions, negotiate priorities, debate causes, and test fixes.
- Provide specialist expertise, advice and training to support approved projects across the Group and supporting various departmental teams.
- Provide video and on-site support and development to EPR applications end users as required.
- Provide specialist advice and support to clinical services over unravelling complex scenarios, identifying staff who have caused such problems and ensuring their training needs are notified to the department training team.
- 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.
- Provide audit use reports to information governance and other stakeholders, when required

EPR Applications Development

- Following ITIL Change and Release processes, and following pre-defined patient flow pathways, conduct robust tests on system releases and upgrades in the test environment. Where anomalies/bugs become apparent as a result of these tests, liaise with the 3rd part supplier to remedy these, documenting them as they arise, and ensuring fixes are implemented and thoroughly tested prior to release into the live environment.
- Working with Stakeholders to ensure that all parties are aware of the changes and following

ITIL Change and Release processes, following pre-defined patient flow pathways, conduct robust tests on system releases and upgrades in the test environment.

- Work closely with the IT Development Team helping to test the interfaces between Clinical applications to ensure data integrity is maintained between applications.
- Where there are functional changes, liaise with the IT Trainers to ensure these are reflected in the appropriate training courses, and where relevant, assist in the production of user flyers/leaflets to raise awareness in the Trust.

Key Responsibilities

Communication and Working Relationships

- The post holder will be providing and receiving complex, sensitive or contentious information, where persuasive, motivational, negotiating, training, empathic or re-assurance skills are required. This may be because agreement or cooperation is required or because there are barriers to understanding and/or providing and receiving highly complex information.
- To communicate with Senior Managers, Clinicians, Operational Managers to understand the system configuration required to meet the needs of the Hospital. To ensure the configuration of clinical systems will also meet the local and national reporting requirements. Provide regular feedback on progress, outcomes and issues.
- Communicates complex analytical matter to non-analytical professionals, to advise and influence the correct techniques and clinical systems to use.
- Communicate with system suppliers and participate in system supplier SLA meetings.
- To work positively with colleagues to maintain effective relationships.
- Provide complex reports to senior management and key stake holders to make effective decisions.

Analytical and Judgement

- Judgements involving complex facts or situations, which require the analysis, interpretation, and comparison of a range of options.
- To consider the development of new clinical systems and functionality, ensuring that the data requirements are fully understood and supported. To advise and investigate opportunities exploring solutions to support the Trust.
- To be able to analysis and interpretation of complex data for areas of interest and investigation.
- To produce data extracts around clinical system usage.
- Highly developed specialist knowledge over a range of clinical systems and how they integrate.

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 expected to be able to prioritise the ever-changing workload to be able to provide excellent service to internal and external customer with day-to-day issues on the different systems and keeping customers informed on progress.

Physical Skills

- The post requires highly developed physical skills where a high degree of precision or speed and high levels of hand, eye and sensory co-ordination are essential.
- Self-motivated and capable of demonstrating initiative to solve problems and make decisions
- Logical and efficient, with good attention to detail
- Makes effective use of learning opportunities within and outside the workplace
- Standard keyboard skills/ inputting, and manipulating data, into computer databases and systems

Patient Client Care

- Any patient contact will be incidental

Policy and Service Development

- To contribute to the development and implementation of Policies and Procedures as required by processing changes to support National and local requirements and policy changes.
- Work closely with other agencies and services in the implementation of local and national programmes for Digital and requirements of the Information Governance Toolkit.
- Keep abreast of and where appropriate action published Data Dictionary Change Notice (DDCN), Data Set Change Notice (DSCN) or Information Standards Notice (ISN). To develop plans and policies for system changes to meet the changes as detailed and communicate these to any relevant directorates.
- To be responsible for goal setting objectives commensurate to individual projects and timescales initiating an audit trail in accordance with Trust policies and procedures.

Financial Management

- The post holder will monitor and/or contributes to the department/service budgets or financial initiatives.
- To be aware of costs generated by the Team and ensure effective use of such resources

Management/Leadership

- To attend relevant training days and Trust forums as required.
- Compliance with Trust arrangements for continuing professional development.
- Able to support and demonstrate activities and work routines to others in own work area.

Information Resources

- The post holder is responsible for the operation of one or more clinical systems that support multiple services, where managing these systems is the primary focus
- Expertise in multiple Information systems, software and procedures is essential.

- Assist in the development and maintenance of robust procedures for the management of all corporate Clinical systems.
- Ensure that the 'Safehaven' environment is adhered to at all times in the interests of confidentiality to the patient.
- An in-depth understanding on the systems that interface with each other.
- Be able to troubleshoot complex issues effecting multiple connected systems.
- Liaise with software providers for development and upgrade planning.

Research and development

- Undertake appropriate research in the latest updates on Healthcare Clinical Systems and EPR's.
- To understand working processes within other departments to ensure systems are developed, configured, and tested to meet their requirements
- To be able to understand where ISN's, DDCN's & DSCN's might affect working practices, research the implications and provide solutions

Freedom to Act

- Required to work unsupervised and on own initiative according to the controls in place.
- Manage own workload as required to ensure required results are achieved and deadlines are met.
- Resolve day to day problems independently.
- Work within and according to Isle of Wight NHS Trust, Portsmouth Hospitals University NHS Trust and National policies and procedures ensuring they are interpreted correctly.
- Accountable for own actions.
- To hold a clean driving licence
- To attend external meetings and conferences across the country.
- Attend high level meetings with Key stake holders to actively advise and guide using our expert knowledge and judgement to decide future trust policies.

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.

Emotional Effort

- Occasional exposure to distressing or emotional circumstances, or frequent indirect exposure to distressing or emotional circumstances, or occasional indirect exposure to highly distressing or highly emotional circumstances.

Working conditions

- Requirement to use Visual Display Unit equipment more or less continuously on most days.
- Exposure to unpleasant working conditions or hazards is rare.

Person Specification

Criteria	Essential	Desirable	How criteria will be assessed
Qualifications	• Degree level qualification or equivalent in computing, information or related field • Experience in a professional application management environment, preferably involving patient ECR systems	• Business management qualification • Technical qualification relevant to application management, printer routing, etc. • Project management qualification, preferably accredited PRINCE2 practitioner • Teaching/training qualification, or equivalent experience. • ISTQB Qualification • ITIL Foundation certification	Application
Experience	• Strong customer service skills. • Excellent communication and interpersonal skills to support and train application users at all levels, from consultants to clerical staff, including via the telephone and in situations of considerable stress for the user. • Excellent negotiating skills to persuade staff from all backgrounds and levels of ICT literacy to commit to implementing new technology within their working practice.	• Experience working within the NHS, either clinically or as direct clinical support.	

	• Good relationship-building skills to gain maximum input from colleagues and software suppliers. • Excellent planning and time-management skills. • Able to set clear and appropriate priorities for self and others to meet overall goals. • Expertise in the use of MS Word, Excel, PowerPoint and Outlook. • Good presentation skills. • Service-orientated, customer-focused • Self-motivated, enthusiastic and confident • Patient and flexible, able to operate as part of a team • Ability to juggle many priorities at one time, for team as well as self, whilst remaining calm and patient • Flexible approach to work outside normal office hours, when and if the need arises.		
Knowledge	• Good knowledge of data protection and information security/governance issues. • Good technical awareness to understand and resolve technical problems, communicating effectively with technical experts. • Knowledge and experience of computerized applications management and security practices.	• Knowledge of issues in acute health sectors. • Knowledge of NHS information flows, including statutory reporting requirements and mechanisms and clinical coding.	

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 every day 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.