

SINGLE CORPORATE SERVICES

Digital

Job title:	Integration Specialist	
Reporting to:	IT Principal Development Consultant	
Accountable to:	Head of Software Delivery, Automation and Clinical Systems	
Pay Band:	7	

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

Job purpose

The Systems Integration Specialist will be a key player in the trusts strategic goal to converge to a single EPR. This will involve working with system suppliers to identify any new data flows required to link key systems as well as migrating integration solutions across different integration platforms.

Job summary

- Stay current on new digital technologies, and new healthcare interoperability standards and
- Maintain an understanding of trust-wide applications as well as those applications with which they interface.
- Create use case specific implementation guides in accordance with HL7 standards including FHIR
- Maintain interfaces based on user requirement changes, and/or modifications to data formats, or protocols, of either the sending or receiving systems in both on-premise and cloud based architectures

Specific Core Functions

- Working with EPR, PAS, laboratory and other clinical systems identifying the most appropriate method and product to satisfy individual integration requirements.
- Participate in development specifications such as user story and task design
- Fully responsible for unit testing, working with systems analysts to confirm successful data flows.
- Develop unit tests to accurately test business logic and functionality
- Taking a lead role within a project, providing a supervisory role for other members of the integration team.
- Day to day management of the interfaces maximising uptime
- Troubleshoot interface issues and document interfaces and incidents as required.
- Participates in thorough testing during system upgrades and instalment of new applications.
- 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.
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Key Responsibilities

Communication and Working Relationships

- The post holder will be providing and receiving complex, sensitive 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.
- Communication with Programme Manager around deployment timelines, risks and issues and delivery.
- Communication with stakeholders when downtime is required
- Develop and foster relationships with key contacts in the organisation
- Develop working relationship with Suppliers and Contractors where appropriate.
- Must have the communication skills and ability to develop and present solutions at all levels of management (including executive levels.)

Analytical and Judgement

- Judgements involving complex facts or situations, which require the analysis, interpretation, and comparison of a range of options.
- Solve or recommend solutions to complex interoperability challenges
- Analyse interface specifications from both sending and receiving systems to determine feasibility and interface methodology.
- Analyse and independently identify complex problems within the interface software. Take appropriate course of action critical to the operation of the interface to remedy problems and issues identified.
- Diagnose and resolve complex technical issues. Provide onsite and remote assistance in the research and support of problem situations

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.
- To plan and deliver the deployment of integration projects.
- To inform and make recommendations to support the Digital deployment and roll out project plans.
- To provide technical expertise for highly complex and multiple work stream projects.
- This role will require the organisation and planning of meetings and presentations to ensure full stakeholder liaison and this is likely to be challenging when presented with tight delivery dates.
- It will also be necessary to organise a range of tasks and work packages and meetings to resolve risks and issues which may lead to the adjustment of plans.

Physical Skills

- The post requires physical skills which are normally obtained through practice over a period of time or during practical training e.g. keyboard skills, use of some tools and types of equipment.

Patient Care

- Although this role is not expected to have direct contact with patients there is responsibility for ensuring that systems being developed comply from a patient safety perspective.
- All testing of systems will need to ensure that consideration for this has been taken.

Policy and Service Development

- The post holder is responsible for implementing policies within a team/department and proposes changes to working practices or procedures for own work area.
- Assists in the development and implementation of application policies, procedures, and standards

Financial Management

- Responsible for capturing and identifying efficiency benefits attaching to integration
- Technical support in determining adequate scoping to determine costs for budgets.

Management/Leadership

- Foster a team approach to solution development and deployment
- Liaison and co-ordination with other Subject Matter Experts
- Liaison and co-ordination with Clinical users
- Deliver workplace support to facilitate transition into the live.
- Act as mentor to junior members of the team, supporting in-house development and training.
- Participate in the recruitment process for new posts within the Programme organisation.
- This role will provide advice and guidance to staff within the Programme but also make recommendations for process changes to operational areas.

Information Resources

- The post holder is responsible for adapting / designing information systems to meet the specifications of others.
- Be a confident and capable user of Microsoft packages to produce relevant documentation.
- Handle large amounts of raw data and manipulate into simple formats to interpret findings.
- Develop full awareness of Trust clinical systems and data schemas

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Freedom to Act

- The post holder is guided by general health, organisational or broad occupational policies, but in most situations the post holder will need to establish the way in which these should be interpreted.
- This is a position of influence in the organisation and it is important to be able to demonstrate the knowledge, skill and gravitas required to operate effectively at all levels.
- This position carries responsibility for the delivery of the Trusts integration requirements according to external and internal priorities.
- Responsible for technical decisions around integration in liaison with key stakeholders, informing the Trust Strategy.
- This role will be required to use own initiative and work independently with full accountability for own actions and the effects shown by others due to own actions. The role requires independence and well balanced decision-making.
- This role will be expected to interpret current policies and where necessary lead on adjustments, in order to implement required changes.

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 concentration where the work pattern is predictable with many competing demands for attention

Emotional Effort

- Occasional exposure to distressing or emotional circumstances

Working conditions

- Requirement to use Visual Display Unit equipment more or less continuously on most days.
- 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.

Person Specification

Criteria	Essential	Desirable	<i>How criteria will be assessed</i>
Qualifications	<ul style="list-style-type: none"> • Bachelor degree in Computer Science or related field or equivalent experience required 		Application and Interview
Experience	<ul style="list-style-type: none"> • Database Experience: Ability to Read and Write complex SQL code Database Experience: Preferred: Microsoft SQL Server • Network Experience: Ability to investigate and diagnose connectivity issues using tools such as netstat, etc. Some knowledge of LANs, WANs, VPNs, and load balancing. • Adequate relevant experience with standard health care formats (CCDA, HL7, etc.) to enable the autonomy required in this role. • Verifiable experience with programming and scripting required. • Experience in a health care systems environment is required • Demonstrable understanding of Interface Concepts (both end user and data) • Demonstrable ability to work and communicate effectively with both 		Application and Interview

	technical and business audiences.		
Knowledge	<ul style="list-style-type: none"> • Must have proven applied knowledge in a combination of two or more of the following areas: XML , C#, SOAP, REST, SQL, JSON, HL7/CCDA • Must have an extensive knowledge with Healthcare Interface Engines, Web languages, scripting and web development. 		Application and Interview

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.

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.