JOB DESCRIPTION

JOB DETAILS	
Job Title	Pathway Validation Co-ordinator
Reports to	Admin Line Manager & Patient Access Manager
Band	4
Department/Directorate	Operational Support

JOB PURPOSE

To undertake analysis, judgement and detailed patient pathway validation directly from dashboards and reports within EPIC and provide patient level pathway information when requested to Operational areas across the Trust.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Analyse, validate and resolve RTT (Referral to Treat) patient pathways on EPIC.
- Investigate and resolve data quality issues by working closely with divisional administrative staff and identifying any occurrence of themes to support training.
- Be readily available to offer training and guidance to specified specialities, enabling open discussions to support continual learning of RTT and adherence to the Access Policy.
- Support with Mutual Aid (whereby patients are potentially suitable to transfer to other providers for their treatment), which would involve tracking and updating pathways for this group of patients.
- Manage and process IPT (Inter-provider Transfers) for patients transferring to our Trust from another provider.
- Deal with any queries from DRSS on patients wishing to change provider.
- Attend and support at weekly PTL meetings, giving expert advice and ensuring adherence to the Access Policy.
- Manage and maintain EPIC dashboards with data quality edits.

KEY WORKING RELATIONSHIPS

Areas of Responsibility: data analysis of patient pathways within EPIC

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Divisional Management Teams • Patient Access Manager • BI Analysts • Information Managers • Admin Service Managers & Admin Line Managers • Cluster Managers/Support CMs	• DRSS and ICB • NHS England

ORGANISATIONAL CHART

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                    │  Patient Access Manager │
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                    ┌────────────┴────────────┐
                    │    Admin Line Manager   │
                    └────────────┬────────────┘
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│ Pathway Validation Co-│ │ (POST HOLDER) │ │ Pathway Validation Co-│
│      ordinator        │ │               │ │      ordinator        │
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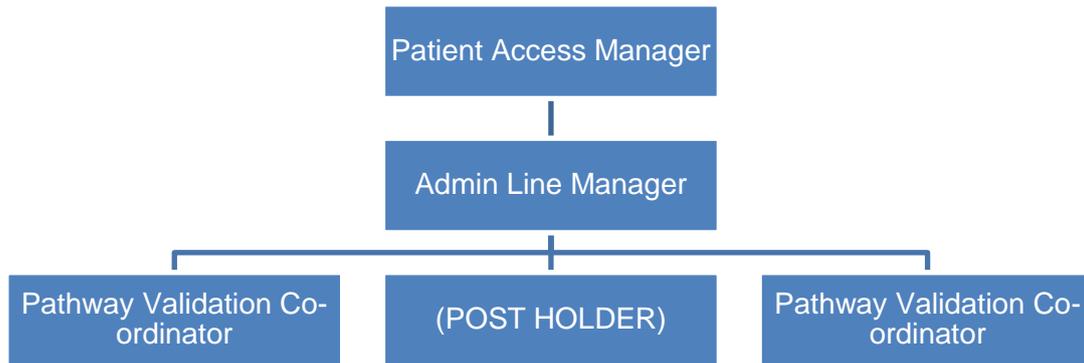
FREEDOM TO ACT

- To plan and organise own work schedule, demonstrating good time management and ensuring anticipated difficulties in meeting deadlines are reported promptly.
- Interpret BI reports and reports from EPIC to include PTL reports in order to plan and prioritise own workload.
- Work is managed rather than supervised then reviewed at regular intervals.
- Provide specialist operational knowledge on administration within Epic
- Work within Trust and NHS-E policies and processes

COMMUNICATION/RELATIONSHIP SKILLS

- To provide the Access Support Manager and relevant ASMs, Cluster Managers & Cluster Support Managers with updates of any patients identified as not having received the planned level of care or breach of targets identified as a result of validation; enabling feedback to the Patient Access Group, Data Quality Integrity Forum and Safety and Risk Committee.
- To attend relevant meetings and represent the Access/Validation Team as requested.
- To be an active participant in speciality PTL meetings, providing subject matter expert advice.
- To provide direct support, training and guidance Trustwide on RTT pathways which can at times be complex due to the variation in patient pathways.
- Provide day to day supervision and co-ordination to new staff within Department on procedures and policies.
- To communicate complex information and provide support to both clinical and administrative staff to resolve and correct patient tracking issues relating to Access and RTT. Reassurance skills required due to barriers to understanding complex patient pathways.
- There is a requirement to deliver training to a range of staff including department managers.
- To ensure confidentiality and security of data in accordance with organisational requirements and in line with the GDPR.

ANALYTICAL/JUDGEMENTAL SKILLS

- To analyse, interpret and exercise judgements involving a range of options to complex multi patient pathways to ensure compliance with national 18 Week RTT and Access Policy rules.
- Ability to interrogate complex information reports.
- To have autonomy to investigate and validate patient pathways in liaison with Divisional Management Teams, Access Support Manager and Head of Operational Performance and Information.
- To correct outpatient clinic outcomes where an incorrect outcome has been recorded.
- To update RTT pathways where information is identified that has not been included on the pathway which may affect clock start or stop dates.

PLANNING/ORGANISATIONAL SKILLS

- Plan and organise weekly Patient Tracking meetings with operational areas required for the purpose of reviewing patient pathways or training requirements. There will be a requirement to adjust plans as required based on operational requirement.
- Plan and organise training sessions for other areas of the Trust to attend.

PATIENT/CLIENT CARE
- There may be a requirement to speak to patients about their waiting list procedure in terms of identifying decisions about the choice of provider for their treatment. This would be telephone contact only.

POLICY/SERVICE DEVELOPMENT
- Follow Policies and Procedures within own role, and propose changes to practises and procedures in own area.
- Implement and promote learning of National and Local RTT rules to promote safe and accurate data quality and recording of patient level detail.
- At the request of the Information Manager, to be involved with testing new processes and systems relating to improved data collection.

FINANCIAL/PHYSICAL RESOURCES
- Personal duty of care in relation to equipment and resources.

HUMAN RESOURCES
- To inform the on-going adjustment and training for all Trust staff in issues relating to Access and RTT pathways and data quality in relation to this.
- To participate and plan trust-wide training events to meet the needs of the service when required.
- Regularly required to provide training in Access and RTT pathways to Administrative staff across the Trust.
- Co-ordinate staff to attend Trust Patient Tracking Meetings
- Provide advice, training and coaching to new or less experienced employees in the Validation Team.

INFORMATION RESOURCES
- Recording own information, entering data and updating EPIC to ensure complex patient pathways are accurately monitored and tracked through the use of Dashboards, Reports and BI reporting.
- To provide support to Cluster Managers, Cluster Support Managers Access Support Manager in identifying, reporting and resolving complex data issues in order to achieve a high standard of quality data collection to support completeness of RTT.
- Respond to ad hoc requests relating to complex data validation for other national and local targets.
- Use of advanced IT skills required for EPIC and other hospital systems such as PAS and CDM and Microsoft applications such as Excel
- Ensure patient pathways are correctly linked in EPIC and reflect the patient journey against other hospital systems such as CDM, Unisoft and PAS.
- Occasional requirement to use computer software to develop or create reports or documents which use query parameters to collate specific patient data for analysis.
- Use excel to create and work on complex spreadsheets, analysing data to present evidence to improve patient pathways following extensive validation.

RESEARCH AND DEVELOPMENT
- Occasional requests to provide audit support to ensure data quality is maintained and to provide training to staff groups in areas of poor data quality.
- Undertakes surveys as necessary to their own role.

PHYSICAL SKILLS
- Advanced keyboard skills required to be able to competently use multiple systems with the degree of accuracy required to maintain accurate patient data.

PHYSICAL EFFORT
- There is a requirement to sit for long periods of time at a VDU in order to analyse data on a PC/laptop for a substantial proportion of the working time.

MENTAL EFFORT
- Requirement for concentration and attention to detail when reviewing and amending complex pathways for RTT. This will be daily for a majority of the working day.

EMOTIONAL EFFORT
- There will be the occasional indirect exposure to distressing and sensitive information through the course of the role. The post holder should maintain confidentiality in accordance with Trust Policies

WORKING CONDITIONS
- VDU usage for long periods of time on a daily basis.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:
- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

PERSON SPECIFICATION

Job Title	Pathway Validation Co-ordinator

Requirements	Essential	Desirable
QUALIFICATIONS / TRAINING		
• NVQ/BTEC Level 3 in administration/business or equivalent or A Level standard or equivalent in experience	E	
• Medical Administration in a Patient Administration System/Software or equivalent experience.	E	
• RTT Validation in a Patient Administration System/Software or equivalent experience.	E	
• GCSE or equivalent grade A-C in English and Mathematics or equivalent experience.	E	
• ECDL or equivalent experience (Computer/keyboard literate)	E	
• Medical Terminology Level 2 or equivalent		D
KNOWLEDGE / SKILLS		
• Working knowledge of Microsoft Office packages – including Word, Excel, pivots and spreadsheets	E	
• Excellent communication skills, both written and verbal	E	
• Able to demonstrate practical analytical skills	E	
• Ability to liaise with staff across all grades	E	
• Knowledge of outpatient and inpatient procedures across secondary care		D
• Advanced keyboard skills with ability to use multiple systems requiring speed and accuracy	E	
• Knowledge of the Trust systems including EPIC, PAS, CDM		D
• Knowledge of issues of working with confidential information and understanding of need for confidentiality	E	
EXPERIENCE		
• Proven strong administration skills including organisation to meet deadlines	E	
• Proven experience of managing complex administration procedures where non-routine issues require a degree of problem solving	E	
• Proven experience of managing patients on waiting lists within RTT targets and dealing with complex and non-routine pathways	E	
• Experience of inputting accurate and timely data into computer systems	E	
• Good working knowledge of operational practice in an acute NHS setting	E	
• Good understanding of Referral to Treatment Waiting Times		D
PERSONAL ATTRIBUTES		
• Able to follow Trust policies and procedures	E	
• Excellent interpersonal and communication skills	E	
• Good attention to detail	E	
• Ability to work as part of a team including improving processes	E	
OTHER REQUIRMENTS		
• The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	

• Ability to travel to other locations as required.			D	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				F
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y	R			
Mental Effort	Y				F
Emotional Effort	Y	R			
Working in isolation	N				
Challenging behaviour	N				