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***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

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| **JOB DETAILS** | |
| **Job Title** | **Pathway Validation Co-ordinator** |
| **Reports to** | Admin Service Manager |
| **Band** | Band 4 |
| **Department/Directorate** | Women’s and Child Health |

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| **JOB PURPOSE** | | |
| To undertake analysis and detailed patient pathway validation directly from dashboards and reports within EPIC and provide patient level pathway information when requested from Business Intelligence.  The post holder will validate, resolve and correct RTT and data quality issues by working closely with divisional administrative staff and identifying any occurrence of themes to support training. The post holder will be readily available to offer guidance to specified specialities, enabling open discussions to support continual learning of RTT and adherence to the Access Policy. | | |
| **KEY WORKING RELATIONSHIPS** | |  |
| * Divisional Management Teams * Access Manager * BI Analysts * Information Managers * Admin Service Managers * Admin Line Managers * Cluster Managers * Clinical Service Manager for Cancer Services | | |
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** | | |
| The post holder will validate, resolve and correct data quality issues by working closely with Women’s and Child Health administrative staff and identifying any occurrence of themes to support training. The post holder will be readily available to offer guidance to the team, enabling open discussions to support continual learning of RTT and adherence to the Access Policy.  The post holder will have strong working relationships with specified admin teams and will therefore build self knowledge of speciality and sub-speciality clinical pathways within those specialties.  The post holder will attend specified speciality PTL meetings. | | |
| COMMUNICATION | | |
| To provide the ASM, ALM, 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.  To provide direct support, training and guidance to staff on RTT pathways.  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. There may be barriers to understanding complex patient pathways.  To ensure confidentiality and security of data in accordance with organisational requirements and in line with the Data protection Act. | | |
| **ANALYTICAL/JUDGEMENTAL SKILLS** | | |
| To use own initiative to implement, analyse, interpret and apply judgements involving a range of options to complex multi patient pathways to ensure compliance with local and national guidance.  Ability to interrogate complex information reports. | | |
| **PLANNING/ORGANISATIONAL SKILLS** | | |
| To have autonomy to investigate and validate patient pathways in liaison with Women’s and Child Health ASM, ALM, CM & Admin Teams.  To amend 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.  To analyse, interpret and apply judgements involving a range of complex multi-specialty patient pathways to ensure compliance with national 18 Week RTT and Access Policy rules. | | |
| **PHYSICAL SKILLS** | | |
| Requirement for concentration and attention to detail when reviewing and amending complex pathways for RTT.  To be responsible for ensuring that patient pathways are correctly linked and reflect the patient journey within EPIC against other hospital systems such as CDM, Unisoft and PAS. | | |
| **PATIENT/CLIENT CARE** | | |
| To review clinical letters on EPIC and CDM frequently resulting in exposure to emotional circumstances.  To request and review patient case notes, where required, to establish patients have received follow up care within clinically agreed timescales and identify and escalate as appropriate. | | |
| **POLICY/SERVICE DEVELOPMENT** | | |
| Interpretation of Access Policy and subsequent learning together with 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 Women’s and Child Health in 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. | | |
| **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, other hospital systems and Microsoft applications such as Excel. | | |
| **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. | | |
| **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, reports from EPIC to include PTL reports and to plan and prioritise workload.  Work is managed with minimal supervision. | | |
| **OTHER RESPONSIBILITIES** | | |
| To take part in regular performance appraisal.  To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling  To contribute to and work within a safe working environment  The post holder is 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. | | |
| **THE TRUST- VISION AND VALUES** | | |
| Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:  Honesty, Openness & Integrity  Fairness,  Inclusion & Collaboration  Respect & Dignity  We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.  We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.  We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards. | | |
| **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.  The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462. | | |
| **POST** | Pathway Validation Co-ordinator | |
| **BAND** | 4 | |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATIONS / TRAINING**  NVQ Level 4 in administration or equivalent  Previous PAS level 3 Outpatients or equivalent supervisor level information system  EPIC EPR application or equivalent to Medical Administration Level  Minimum GCSE (or equivalent) grade A – C in English and Mathematics  ECDL or equivalent (Computer/keyboard literate) | E  D  D  E  E | E  E  E  E  E |
| **KNOWLEDGE / SKILLS**  Working knowledge of Microsoft Office packages – including Word, Excel, pivots and spreadsheets  Excellent communication skills, both written and verbal  Able to demonstrate practical analytical skills  Ability to liaise with staff across all grades  Knowledge of outpatient and inpatient procedures across secondary care  Advanced keyboard skills with ability to use multiple systems requiring speed and accuracy  Knowledge of the Trust systems including EPIC  Knowledge of issues of working with confidential information and understanding of need for confidentiality | E  E  E  E  D  E  D  E | E  E  E  E  E  E  E  E |
| **EXPERIENCE**  Proven strong administration skills including organisation to meet deadlines  Proven experience of managing patients on RTT pathways  Experience of inputting accurate and timely data into computer systems  Good working knowledge of operational practice in an acute NHS setting  Good understanding of Referral to Treatment Waiting Times | E  D  E  E  D | E  E  E  E  E |
| **PERSONAL ATTRIBUTES**  Frequent requirement for concentration  Able to follow Trust policies and procedures  Excellent interpersonal and communication skills  Good attention to detail  Ability to work as part of a team including improving processes | E  E  E  E  E | E  E  E  E  E |
| **OTHER REQUIRMENTS**  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to other locations as required. |  |  |

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