

# JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Patient Safety Event Investigator
<b>Reports to</b>	Senior Investigator & Deputy Risk Manager
<b>Band</b>	Band 7
<b>Department/Directorate</b>	Corporate Nursing – Patient Safety

JOB PURPOSE
<p>The post holder will assist healthcare professionals across the Trust to deliver safer care through an understanding of the effects of teamwork, tasks, equipment, workspace, culture and organisation on human behaviour and identify contributory factors when incidents occur and make recommendations for systemic improvements.</p> <p>The investigator will use recognised patient safety incident frameworks and tools encompassing principles of human factors and ergonomics, systems engineering, psychology and investigation best practice. A high level of sensitive engagement with patients, families, staff and others affected by incidents is expected of this role.</p> <p>The postholder will be required to travel between hospital sites to undertake visits to non-clinical and clinical areas to conduct observational/investigatory work which will occasionally require working during evenings and at weekends.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> <li>To be professionally responsible and accountable for own caseload of concurrent investigations and to work autonomously in leading the delivery of timely and effective investigations</li> <li>To constitute and lead investigation teams including clinical and subject matter experts, patients, families, and multidisciplinary team members for patient safety investigations</li> <li>To lead a number of concurrent investigations and manage multiple transient investigation teams</li> <li>To involve and engage compassionately and effectively with patients, families, staff and others affected by patient safety incidents as part of the investigation process</li> <li>To use highly developed facilitation and interpersonal skills to conduct after action reviews, investigatory interviews and other exploratory processes following patient safety incidents</li> <li>To support investigation team members and to manage the effects of frequent exposure to difficult and distressing situations e.g., patient deaths, significant patient harm, vulnerable children and adults, bereaved families</li> <li>To act with a high level of integrity and professionalism whilst carrying out patient safety incident investigations</li> <li>To communicate highly complex, sensitive and distressing information relating to patient safety investigations compassionately and effectively to a range of stakeholders including patients and families</li> <li>To use highly developed interpersonal skills to manage strongly held differing expectations of stakeholders involved in patient safety investigations</li> <li>To create psychologically safe environments when interacting with individuals or groups of people to maximise the effectiveness of learning and improvement arising from patient safety incident investigations</li> <li>To sensitively manage the expectations of key stakeholders in investigations and achieve a way forward when there are conflicting views in emotionally charged and difficult circumstances.</li> </ul>

KEY WORKING RELATIONSHIPS
Areas of Responsibility: Patient Safety, Incident Investigation, Learning

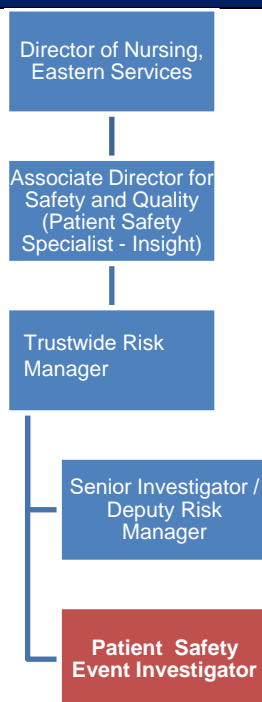
No. of Staff reporting to this role: 0

The post holder is required to deal effectively with staff of all levels throughout the Trust on a day to day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"><li>• Executive Directors (Chief Nursing Officer /Chief Medical Officer)</li><li>• Trust Directors (Directors of Nursing, Medical Directors, Director of Governance.)</li><li>• Divisional Triumvirates</li><li>• Corporate and divisional patient safety team members (Lead Nurses, Governance Managers)</li><li>• Patient Safety Partners</li><li>• Any member staff throughout the organisation as relevant to incident investigations conducted</li></ul>	<ul style="list-style-type: none"><li>• Patients, families, and others affected by patient safety incidents</li><li>• Patient safety professionals in other healthcare or social care providers</li><li>• Patient safety colleagues in Devon Integrated Care Board</li><li>• Patient Safety Colleagues in the Devon and Cornwall Patient Safety Collaborative</li></ul>

## ORGANISATIONAL CHART



## FREEDOM TO ACT

- To conduct systems-focussed, high quality, patient safety incident investigations using a range of recognised evidence-based safety investigation frameworks and tools
- To organise own work and that of others to ensure effective use of resources to deliver timely investigations
- Work within organisational Policies, Procedures and Standard Operational Procedures

- 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.

## **COMMUNICATION/RELATIONSHIP SKILLS**

The post holder will communicate effectively across a wide range of channels and with a wide range of individuals, the public and health social and care professionals. They will provide and receives highly complex, sensitive or contentious information, agreement or cooperation is required; presents complex, sensitive, or contentious information to groups of staff.

They will use both verbal and non-verbal methods of communication, dependent on the needs of the patient and address communication barriers. They should demonstrate the interpersonal skills that demonstrate empathy, compassion, courtesy, respect and trust.

- To develop the scope and terms of reference for patient safety investigations for approval in partnership with senior patient safety colleagues
- To ensure investigations are conducted within the expectations of a just and restorative culture
- To visit clinical and non-clinical areas within multiple hospital sites to conduct observational activities of clinical and non-clinical practice and assess environmental aspects of day-to-day work
- To take detailed notes of investigatory interviews, observational studies and other methods for information gathering for use by others including investigation team members and store these logically and securely
- To produce logical, well-written, accessible investigation reports with a high level of accuracy suitable for consumption by a diverse audience, including patients and families
- To present key messages, findings, and make recommendations to senior audiences to address identified improvements

They are likely to experience barriers to communication, and will use advanced communication skills to illicit information in difficult situation from people who may not be cooperative. This will include:

- Negotiating Skills
- Influencing Skills
- Arbitrating Skills
- Ability to create consensus

## **ANALYTICAL/JUDGEMENTAL SKILLS**

- To read, assimilate and analyse information from a number of sources e.g., complex patient health records, best-practice evidence, policies, clinical guidelines and determine judgements of relevance, and contribution in relation to a range of dynamic and emergent safety contexts.
- To formulate safety recommendations from investigations into complex situations requiring thorough analysis and interpretation through applied systems thinking.
- To support divisions to create evidence based, risk-assessed effective actions in response to recommendations from investigations
- To undertake peer reviews and quality assurance audits of patient safety investigations
- To seek and act on feedback from patients, families and staff involved in the investigation process.
- Assess safety aspects of equipment use as part of the patient safety incident investigation process.

## **PLANNING/ORGANISATIONAL SKILLS**

The postholder will be required to manage multiple Patient Safety Incident Investigations, which will require take approximately three months (for the most straightforward) to six months (for Complex investigations). They will plan and prioritise a range of investigatory activities, deploying relevant tools and frameworks appropriate to the subject. They will deliver reports within agreed timescales.

The workload for investigations will be liable to vary as the investigations progress, requiring plans to be modified in response to changing information and timescales to be renegotiated.

#### **PATIENT/CLIENT CARE**

The postholder will not usually be involved in direct patient care.  
They will provide specialist advice regarding patient safety investigation to people effected by them including patients and families

#### **POLICY/SERVICE DEVELOPMENT**

- To collaborate on the development local standard operating procedures and contribute to developing and implementing patient safety policies which impact across the whole organisation
- To propose and implement changes in practice with the Associate Director for Safety and Quality and other key team members.
- To find innovative ways to share lessons learnt and key insights for patient safety improvement within the Trust.
- To develop recommendations which will form the basis for improvement outside their own area of work.
- To participate in, and assist with the development of the patient safety insight team members and divisional patient safety teams
- To provide specialist patient safety and human factors training to a range of clinical and non-clinical staff
- The postholder will support improvements in patient safety via development of networks and communities of practice.

#### **FINANCIAL/PHYSICAL RESOURCES**

- To work within departmental budgets and support monitoring expenses associated with patient safety investigations

#### **HUMAN RESOURCES**

- Act responsibly in respect of colleague's health, safety and welfare following safety at work practices, whilst working in compliance with local health and safety policy and guidance.
- Recognises and respects equality and diversity, demonstrating an inclusive approach in all environments.
- Understands the importance of role modelling and participates in the training and supervision of staff as appropriate to the postholders' competency.
- Provide education and training to staff outside of own area on learning from incidents, human factors and managing risk.
- Ensure adherence to safe lone working practices and use of staff tracking systems.
- Participate in supervision and annual appraisal with line manager to support professional development.
- Individual responsibility to complete mandatory training in line with electronic staff record.

#### **INFORMATION RESOURCES**

- To support the development of the Trust's local risk management system (Datix or any successor systems)
- To produce reports, processing data compiled by others as part of their investigation process.
- To ensure all records relating to investigations are managed in accordance with the General Data Protection Regulations

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act 2018 and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 2018.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to the appropriate clinical or non-clinical information system

Maintain the confidentiality of their passwords / usernames and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

## **RESEARCH AND DEVELOPMENT**

The postholder will participate in appropriate internal audit activity.

## **PHYSICAL SKILLS**

- Standard keyboards skills are required to produce investigatory reports and use of the computer are required for a significant portion of the day

## **PHYSICAL EFFORT**

- Combination of sitting, standing and walking throughout the day
- Travel - working between environments.
- Manual dexterity to perform tasks using IT systems.

## **MENTAL EFFORT**

- Frequent prolonged concentration, and occasional intense concentration is required for investigative interviewing and the analysis and synthesis of complex information.

## **EMOTIONAL EFFORT**

- The postholder will work closely with patients, carers and staff who have experienced distressing events, which may include fatalities or life changing disabilities resulting from patient safety incidents.
- They will be reviewing the details of such incidents and analysing emotionally distressing information on a daily basis. They should expect contact with people who have been affected to occur between once a week to once a month depending on workload, and number of active investigations.

## **WORKING CONDITIONS**

VDU use 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.

## **DISCLOSURE AND BARRING SERVICE CHECKS**

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

## **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

<b>Job Title</b>	Patient Safety Event Investigator
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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b>		
<ul style="list-style-type: none"> <li>Educated to Masters level in a relevant (e.g. healthcare, patient safety, human factors, incident investigation) field or hold first degree in a relevant field with significant additional experience</li> <li>Additional specialist training in patient safety incident investigation, clinical risk management or relevant field (e.g. Healthcare Safety Investigation Branch Level 2/3 patient safety investigation training or equivalent)</li> <li>Evidence of continuing professional development</li> <li>Training or experience as an After-Action Review conductor or be willing to work towards</li> </ul>	✓  ✓  ✓	✓
<b>KNOWLEDGE/SKILLS</b>		
<ul style="list-style-type: none"> <li>Extensive knowledge of a range of evidence-based safety investigation framework and tools and experience of their application in practice</li> <li>Ability to conduct effective safety investigations that meet the patient safety incident response standards set out in the national Patient Safety Incident Response Framework for England</li> <li>Ability to effectively analyse, interpret and synthesise complex information, distilling key messages and themes and presenting issues and options to senior audiences</li> <li>Ability to produce logical, well written, clear, high-quality investigation reports suitable for consumption by a range of audiences, including patients and families</li> <li>Understanding of work in complex environments and a human factors/ergonomics approach to investigations</li> <li>Understanding of bias relating to retrospective investigations</li> <li>Knowledge of the key components of quality governance</li> </ul>	✓  ✓  ✓  ✓  ✓  ✓	
<b>EXPERIENCE</b>		
<ul style="list-style-type: none"> <li>Extensive experience in undertaking high quality systems-based safety investigations</li> <li>Experience in engaging compassionately and effectively with those affected by safety incidents and supporting a just and restorative incident response-E</li> <li>Experience working with multi-disciplinary teams at senior level</li> <li>Experience of working in a healthcare environment at a senior level</li> <li>Competent facilitation skills or willingness to develop these</li> </ul>	✓  ✓  ✓  ✓	✓
<b>PERSONAL ATTRIBUTES</b>		
<ul style="list-style-type: none"> <li>Highly developed communication and interpersonal skills, including observation and listening</li> <li>Highly developed sense of integrity and understanding of need for confidentiality.</li> <li>Flexibility to adapt approach to ensure accessibility and inclusivity</li> <li>Responsive approach to meet the needs of the service</li> <li>Empathetic and supportive approach to those affected by incidents whilst managing expectations</li> <li>Personal resilience in response to exposure to sensitive and some distressing situations</li> </ul>	✓  ✓  ✓  ✓  ✓	

<ul style="list-style-type: none"> <li>• Ability to respond positively to feedback and to adopt a personal continuous learning approach</li> <li>• Ability to work in a team</li> </ul>	✓	
<b>OTHER REQUIREMENTS</b>		
<ul style="list-style-type: none"> <li>• The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.</li> <li>• Ability to travel to other locations as required.</li> </ul>	✓	
	✓	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	Y	X			
Contact with patients	Y		X		
Exposure Prone Procedures	N				
Blood/body fluids	Y	X			
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y	X			
Respiratory sensitisers (e.g. isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y	X			
Animals	N				
Cytotoxic drugs	Y	X			
<b>Risks requiring Other Health Surveillance</b>					
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				
<b>Other General Hazards/ Risks</b>					
VDU use ( > 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	Y			X	
Food handling	N				
Night working	Y	X			
Electrical work	N				
Physical Effort	N				
Mental Effort	Y			X	
Emotional Effort	Y			X	
Working in isolation	Y		X		
Challenging behaviour	Y	X			