

JOB DESCRIPTION

1. JOB DETAILS

Job Title:	Data Quality Intervention Specialist
Reports to:	Access Service Manager
Accountable to:	Head of Access
Grade:	Band 6
Department:	Corporate Access Team
Location:	All Sites of Bradford Teaching Hospitals NHS Foundation Trust

2. JOB PURPOSE

The Data Quality Intervention Specialist will have responsibility for ensuring that all data quality errors are proactively managed by supporting end-users, providing on-site, desk-side data input training across all areas of admitted and non-admitted patient care. Link closely with Education and Training teams in the development of ongoing training and workload plans to maintain standards.

On-site training of individual data entry staff to provide business support, plays a key role in this post and will require an in-depth understanding of end to end workflows and data quality in the following areas: Elective and Emergency Pathways which includes but is not limited to, Referral to Treatment (RTT) Data, Outpatient Referral Management, Outpatient Clinic Management, Inpatient Scheduling, Inpatient Ward Management (Elective and Emergency), theatres and ED administration.

3. JOB DIMENSIONS

The post holder will be responsible for understanding and documenting the challenges and limitations of the current PAS system and the workflows that support the use of the system. Escalate to and work with the Data Quality Issue resolution group to design and implement new Business processes.

A key part of this role will be to utilise a suite of Data Quality (DQ) Key Performance Indicators to analyse and identify the error source and ensure an appropriate training plan is instigated, to improve the quality of data across all aspects of patient care, at individual user level.

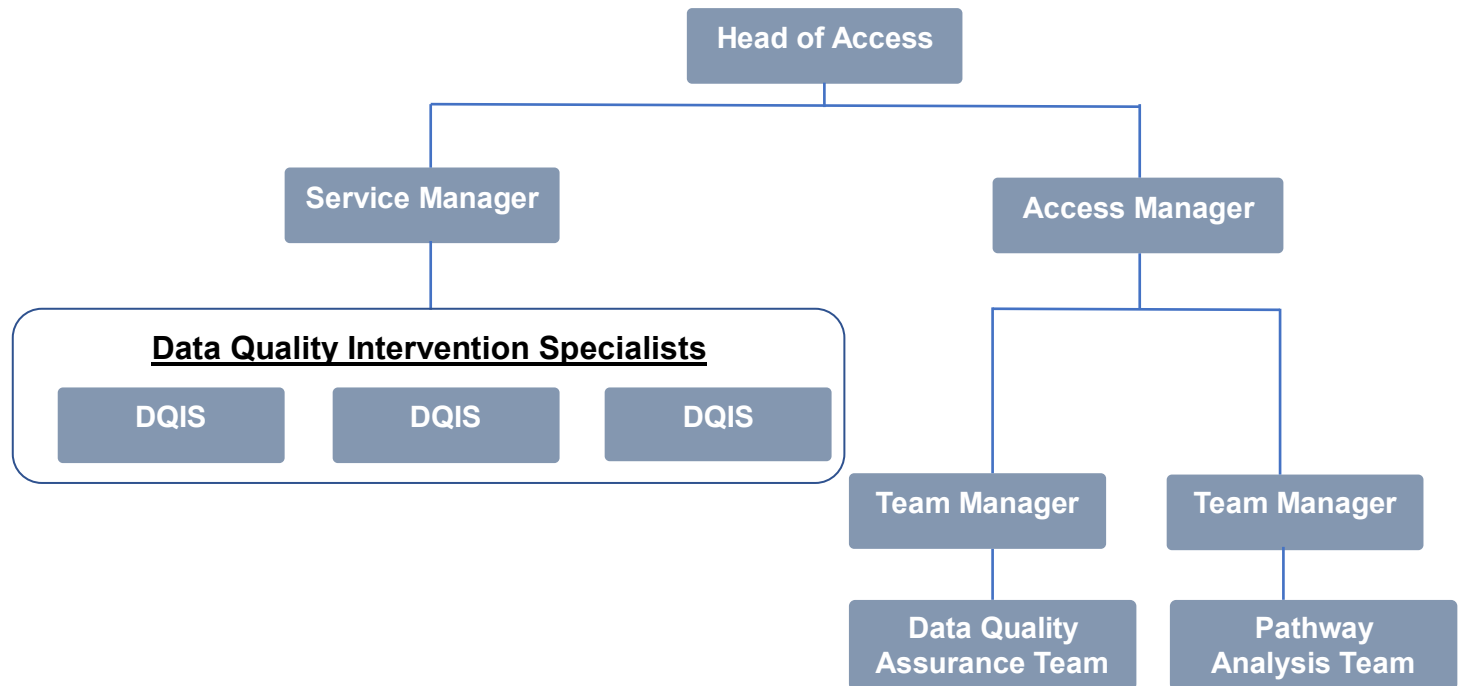
Through discussions with end users and the Data Quality Issue Resolution Group, identify new common errors which have a financial or clinical impact to a patient's pathway to inform the development of new KPIs.

The post-holder will frequently liaise with departmental supervisors, managers and clinicians to share error statistics, developing action plans for non-compliance and supporting capability management cases.

Work closely with Education and Training maintaining up-to-date training records and ensuring training is delivered in a timely and effective manner also falls within the scope of this role.

Additionally, the job also involves working proactively within the Trust, interacting with a wide range of employees to conduct training support plans and to support system changes (Trust PAS System) and workflow configurations.

4. ORGANISATIONAL CHART



5. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

See the Person Specification which is attached.

6. PRIMARY DUTIES & AREAS OF RESPONSIBILITY

Communication & Relationships

- Effectively communicate with all members of the team, in order to promote positive working relationships within the Team, Clinical Service Units (CSU) and Trust.
- Formulate close working relationships with operational team members to address any inaccuracies in data capture, collection, recording and reporting.
- Provide information on individual staff member training and development needs to inform the Key Performance Indicator (KPI) development ensuring all areas identified for improvement, are addressed.
- Attend relevant Team/ Clinical Service Units/ Operational meetings to share DQ improvement performance and quality statistics, reporting on areas of non-compliance.
- Regularly liaise with departmental supervisors and staff with regards to data quality performance.

□

- Share and explain DQ Key Performance Indicator (KPI) information, giving advice and guidance on usage and compliance.
- Develop good working relationships with operational staff from other departments to ensure streamlined information provision, identifying and reacting to any areas which adversely affect the performance or quality of data.

Actively promote the Data Quality service in a positive manner, ensuring new initiatives are communicated to team members and management teams where appropriate.

- Promote and improve engagement between operational teams and the DQ Team, discussing DQ errors, anomalies, agreeing and documenting outcomes.

Knowledge, Training and Experience

- Provide detailed training and support to all levels of operational staff in relation to DQ errors affecting Elective and Emergency pathways and provide training and guidance on end to end workflows.
- Interpret and act upon national guidance or policy relating to data classifications and recording.
- Keep up to date with relevant technologies, new techniques and developments that might occur and provide training to others within and outside of the Data Quality Team.
- Develop a monitoring programme within your team that allows DQ errors to be highlighted and managed through the KPI dashboards
- Identify new common errors which have a financial or clinical impact to a patient's pathway and liaise with the BI team to develop new KPIs.
- Actively participate in the roll-out of the E-Learning Packages, across all areas of DQ, including admitted and non-admitted patient care and RTT pathways.
- Advise operational teams on changes to national Data Quality classifications, guiding them on the appropriate process for recording and documenting care.
- Assist the Data Quality Issue Resolution Group in identifying the training needs of end users.

Analytical and Judgmental Skills

- Analyse daily performance reports/indicators to highlight areas of concern and provide a daily view of DQ errors against agreed targets.
- Produce analysis and results reports to be shared with appropriate operational teams within the Trust.
- Make judgements and give advice and guidance where opinions differ concerning data quality issues raised through KPI monitoring.
- Raise any issues/concerns at team meetings and suggest possible solutions to problems relating to performance or data quality.
- Utilise hospital clinical systems to aid and support data input.

Planning and Organisational Skills

- Actively participate in the development of the Trust's Data Quality Training, ensuring that all identified data-recording issues are included.
- Develop a programme of engagement with Operational Teams to provide the opportunity for them to meet the DQ Team members to discuss and resolve problems.
- Participate in the appraisal and objective setting process for other staff and participate in the appraisal of staff within the Data Quality Team, providing motivational support to aid staff development.

Responsibility for Patient/Client Care

- Implement solutions supporting operational staff to record patient care using appropriate standard operating procedures.
- Comply with the Trust infection prevention policy.
- Act as a champion for the interests of service users and patients in improvement programmes.

Be informative, polite and helpful when meeting patients/family members and Trust Staff as part of day to day working.

Training events

- Ensure own Data Quality knowledge and understanding is kept up to date.
- Take responsibility for developing and pursuing his/ her own professional development in accordance with an agreed Personal Development Plan.
- Maintain a portfolio of evidence to aid personal development planning and review.

□ Responsibility for Policy/Service Development

- Assist with the design and creation of relevant training materials to support accurate data-quality recording.
- Advise on new requirements for KPIs to manage and monitor data quality at team and individual user level.
- Participate in the development of Standard Operating Procedures.
- Provide advice on E-Learning content and usage.
- Support continuous improvement in the quality of data used for Clinical Governance, Commissioning and Health Needs Analysis.
- Liaise with other disciplines as required regarding patient data clarification to support data quality.
- Maintain and monitor a log of all issues raised throughout the on-site end user training and report these to senior management and/or ICT training teams.

Responsibility for Information Resources

- Be aware of all statutory and local requirements regarding the disclosure/safekeeping of information e.g. the Data Protection Act, Caldicott etc.
- Ensure the security and confidentiality of all clinical data handled, including the safe keeping of all health records.
- Produce reports, utilising Microsoft Office applications.
- Act upon data quality issues found through analysis, investigation or validation.

Responsibility for Financial and Physical Resources

- Ensure own working practice is not wasteful of Trust resources.
- Maintain office equipment in a clean operative standard, registering faults and problems with ICT when necessary.

Management/HR

- Manage own workload ensuring deadlines are managed and achieved.
- Provide daily supervision as required of team members within the Data Quality Team.
- Manage staff performance issues e.g. productivity management, quality assurance measures in accordance with Trust-wide and any local Policies & Procedures.

□

- Supervise staff absences and punctuality in accordance with Trust-wide and local Policies & Procedures.
- Supervise planned and unplanned absences in accordance with Trust attendance policies, managing and arranging appropriate cover to ensure fluent service delivery.
- Act as an authorised signatory for annual leave requests bearing in mind the overall service needs.

Seek advice and guidance from the senior management team, for all other requests for leave.

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post-holder.

The post holder might be required to work across any of the Trust's sites at any time throughout the duration of his/her contract, which will entail travel and working across all Trust sites.

Health and Safety/Risk Management

The jobholder must comply at all times with Bradford Teaching Hospitals NHS Trust Health and Safety policies, in particular by following agreed safe working procedures and reporting incidents using the Trust's Risk Incident Reporting System.

Equality and Diversity

The jobholder is required to abide by the Trust's policies and procedures and to actively support the Trust's commitment to equality and diversity in both employment and the delivery of services. All patients, staff and visitors must be treated equitably, with dignity and respect taking into account their race, gender, ethnic origin, age, disability, sexuality etc".

Training and Personal Development – Continuous Professional Development

The jobholder must take responsibility in agreement with his/her line manager for his/her own personal development by ensuring that Continuous Professional Development remains a priority. The jobholder will undertake all mandatory training required for the role.

Patient and Public Involvement

All staff will be expected to comply with S.242 of the NHS Act 2006.

Respect for Patient Confidentiality

The jobholder should respect patient confidentiality at all times and not divulge patient information unless sanctioned by the requirements of the role.

Environment and Sustainability

All employees have a responsibility to promote sustainability and carbon reduction within the Foundation Trust adhering to our Sustainable Development Strategy and therefore ensuring that all our business is conducted in a sustainable manner

Infection Prevention and Control

All employees have a personal responsibility to comply with Trust and departmental Infection Prevention and Control policies to protect their own health, the health of patients, visitors and other

employees and to prevent health care associated infections. This includes a requirement to maintain a safe, clean and tidy work environment and to complete mandatory Infection Prevention and Control Training as provided by the Foundation Trust. All clinical staff must ensure rigorous and consistent compliance with standard infection control precautions including Hand hygiene, dress code and use of personal protective equipment and other clinical care policies and protocols applicable to infection prevention and control. Employees are required to challenge poor performance or poor practice in relation to infection prevention and report any breaches using relevant Trust procedures such as the Incident reporting system.

Safeguarding Children and Adults

All employees have a responsibility to safeguard and promote the welfare of children and adults including but not limited to patients, members of the public and colleagues. The postholder will be responsible for ensuring they undertake the appropriate level of training in accordance with our safeguarding policy training strategy and that they are aware of and work within the safeguarding policies of the Trust which are available on the Trust intranet pages

7. COMMUNICATION & WORKING RELATIONSHIPS

Internal	External
Operational Management Teams	Commissioners and Department of Health
Trust Senior Managers	NHS Digital
Corporate Access Team	Cerner Corporation – United Kingdom
Education and Training Team	NHS Improvement
Clinical Staff	
Finance Staff	
Business Intelligence Team	
Data Quality Issue resolution Group	
Information Governance	
ICT	
Clinical Effectiveness	

8. SPECIAL WORKING CONDITIONS

Criteria	Description
Physical skills	Able to use pc and associated office equipment. Standard keyboard skills to input and collate patient data information into databases/ spreadsheets A substantial amount of display screen equipment working.
Physical effort	There is a frequent requirement for sitting at a desk / keyboard for a proportion of working time. Ability to move between hospital sites for meetings/site-based working. Required to visit a variety of wards and departments to discuss data quality with clinical staff.

□

Mental effort	Frequent requirement for intense concentration required for the understanding of complex patient pathway problems, analysis of data, writing of reports, all of which require attention to detail and accuracy. Frequent occasions where changes in time scale are beyond the post holder's control, therefore making work pattern unpredictable and requiring the ability to change from one activity to another. Ability to deal with frequent interruptions for service-related issues. Attention to detail. Working to deadlines. Problem solving and proposing solutions.
Emotional effort	Ability to deal with disciplinary or grievance matters and redeployment/redundancy issues for staff within the team. Ability to impart unwelcome news to staff. To be approachable and supportive. To be calm and resilient under pressure. Ability to relate to staff and the general public in an understanding and sympathetic manner.
Working conditions	Expected to visit outpatient clinic areas/A&E/wards/theatres and other clinical and administrative areas. Regular daily use of VDU equipment.
	Compliance with infection control requirements.

Bradford Teaching Hospitals NHS Foundation Trust is part of the West Yorkshire Association of Acute Trusts (WYAAT), a collaborative of the NHS hospital trusts from across West Yorkshire and Harrogate working together to provide the best possible care for our patients.

By bringing together the wide range of skills and expertise across West Yorkshire and Harrogate we are working differently, innovating and driving forward change to deliver the highest quality care. By working for Bradford Teaching Hospitals NHS Foundation Trust this is your opportunity to be a part of that change.

WYAAT is the acute sector arm of the West Yorkshire and Harrogate Health and Care Partnership, one of the largest integrated care systems in the country. The Partnership's ambition is for everyone to have the best possible health and wellbeing, and the work of WYAAT, and each individual trust, supports that ambition.

9. JOB DESCRIPTION AGREEMENT

Jobholder's Signature: _____ Date: _____

Head of Department's Signature: _____ Date: _____

Head of Department's Job Title: _____

Terms and Conditions:

You will be appointed on Agenda for Change Terms and Conditions

1. Probationary Period

New employees appointed to Bradford Teaching Hospitals NHS Foundation Trust covered by Agenda for Change Terms and Conditions (whether on a fixed term or substantive basis) are subject to a probationary period. The length of your probationary period is dependent on your length of contract as detailed in the table below. During this time you will be required to demonstrate to the Trust your suitability for the position in which you are employed. This period may be extended at the Trust's discretion and is without prejudice to the Trust's right to terminate your employment before the expiry of the probationary period. In the event that a decision is taken to terminate your contract of employment during or at the end of your probationary period, you will be entitled to a notice period in line with the statutory timescales, which for employees with less than one year's service is one week.

Length of Contract	Probationary Period
Substantive	6 months
Fixed Term for 12 months or more	6 months
Fixed Term for 6 – 12 months	3 months
Fixed Term for less than 6 months	1 month

Probationary periods do not apply to internal moves/transfers and promotions

2. Pension Scheme

New starters to the Foundation Trust will be auto-enrolled into the NHS Pension Scheme subject to qualifying criteria at the appropriate contribution rate.

Contribution rates can be found at www.nhsbsa.nhs.uk/member-hub/cost-being-scheme

The employer contribution rate is 20.68%.

Employees who are not eligible to join the NHS Pension Scheme will be auto-enrolled into an alternative scheme subject to qualifying criteria.

3. Annual Leave

The leave entitlement for this job is *262.5* hours, pro rata (inclusive of bank holidays).

The annual leave year runs from 1 April to 31 March.

Your leave entitlement will rise to *277.5* hours, pro rata after 5 years NHS Service and to *307.5*, *pro rata* hours after 10 years NHS Service (inclusive of Bank Holidays).

- | | |
|------------------------------|--|
| 4. Health Screening | The post is subject to health screening, as appropriate to the post. |
| 5. Special Conditions | The postholder may be required to work irregular hours on occasions in order to satisfactorily fulfil the requirements of the post. |
| 6. Sickness Absence | Employees absent from work owing to illness will be entitled, subject to the conditions of the agreement and appropriate certification, to receive sick pay in accordance with the Department of Health Agenda for Change agreement (which may be varied from time to time by the NHS Negotiating Council). For details of the sick pay scheme please access the "Agenda for Change" staff Terms and Conditions via the Department of Health Website www.nhsemployers.org , or the HR Pages of the Trust Intranet. |

The Foundation Trust is a NO SMOKING Employer - Smoking will not be permitted on Foundation Trust premises and grounds, and there will be no provision made for employees who wish to smoke.

General Data Protection Regulations

All members of the staff are bound by the requirements of UK Data Protection legislation and any breaches of the legislation or of the confidential nature of the work of this post could lead to dismissal.

Disclosure and Barring Service

Please note that this post may be subject to a criminal records check from the Disclosure and Barring Service.

For certain roles the check will also include information held on the DBS's children and adults barred list, together with any information held locally by police forces that is reasonably considered to be relevant to the applied for post.

