

JOB DESCRIPTION

Post Title:	Programme Manager – Patient Safety Collaborative
Directorate:	Health Innovation Wessex
Grade:	8a
Hours Per Week:	37.5
Term:	Fixed Term – 16 months
Accountable to:	Associate Director – Innovation Adoption Strategic Programmes
Accountable for:	Performance and outcomes of projects to deliver Health Innovation Wessex Patient Safety Collaborative (WPSC) programmes.
Main Purpose:	<p>The Programme Manager – Patient Safety Collaborative will be responsible for managing and implementing a number of projects within WPSC, which will deliver against the national and local PSC programme objectives specified in the WPSC specification and supporting documents. This includes engaging and negotiating with Wessex health care providers, commissioners, academic organisations, social care, industry, patient partners and other key partners including senior leaders and front-line clinicians, with an ambition to give staff at all levels the skills and support they need to improve patient safety.</p> <p>The role includes putting in place appropriate programme management plans to ensure key milestones are achieved; improvement team formation, monitoring and support; raising awareness of Quality Improvement and safety culture; coaching, mentoring and influencing clinicians; ensuring appropriate measurement of outcomes; Patient Safety Network creation and delivery to support the sharing of good practice; providing data, reports and evidence on progress and promoting dissemination, communication and spread across Wessex to reduce avoidable harm to patients.</p> <p>As work stream lead the role will be responsible for leading and delivering a suite of programmes (national and local ICS agreed programmes).</p>

Key Working Relationships:

- Health Innovation Wessex Senior Leadership Team and Executive Team
- Health Innovation Wessex Associate Director Innovation Adoption Strategic Programmes
- Other WPSC Project Managers and teams
- Other Health Innovation Wessex Programme Teams
- Innovation Adoption Team Programme Management Office
- NHSE Regional and Integrated Care Board (ICB) Expert Groups, Networks and Learning Systems; Patient Partners and Community Groups
- Organisational improvement teams, CEOs, Executive Sponsors, Directors, NEDs and patient representatives.
- Managers and clinicians in Wessex partner organisations (ICBs, Acute/Community/Mental Health and Ambulance Trusts, Clinical Networks, Universities, Charities, Voluntary Organisations, Local Authorities, Patient Partners, SMEs).
- WPSC Network, Community leads and members
- Improvement, QI, quality and relevant topic specific leads in Wessex partner organisations
- Key national commissioners (NHS England and Office for Life Sciences)
- Key regional commissioners
- ICS Senior teams
- Private Sector key partners
- Clinical research teams
- Other Health Innovation Networks, NHSE patient safety national programme/project leads and key partners
- The Q Community

General duties:

Managing Health Innovation Wessex Programme / Projects

- Leading and managing a series of local and national project/programme (s) to deliver the Health Innovation Wessex overarching Patient Safety Collaborative Programme
- Lead on scoping, mobilising, delivering, measuring and evaluating the impact of innovative patient safety developments and technology solutions on patient outcomes and NHS services
- Gathering data on quality improvements and evaluating and advising on potential impact of system wide implementation on patient care
- Developing implementation models in collaboration with appropriate stakeholders, evaluating feasibility of local implementation in Health Innovation Wessex partners
- Co-ordinating a set of key stakeholders from multiple providers and supporting the development of patient safety improvements, providing direct supervision to empower NHS staff, clinicians and leaders to identify and then act on those areas where they can make improvements
- Provide ongoing face to face quality improvement coaching and project support for staff and patients

- Evaluating the outcomes and the strengths and weaknesses of further spread.
- Manage delegated project budgets in accordance with Health Innovation Wessex financial rules and practices
- To act at all times as a champion for patient safety providing expert nursing and quality improvement knowledge and capability to contribute to safer health care, building quality improvement capability and capacity
- Creation, support and membership of WPSC programmes and workstreams, including membership and faculty when required

Programme / Projects Delivery

- To deliver Patient Safety Collaborative programme through the development and management of programme / project plans to ensure effective realisation of the Patient Safety Collaborative overarching programme outcomes
- Produce Health Innovation Wessex Patient Safety Collaborative programme / project(s) monitoring reports, and take effective action to ensure Health Innovation Wessex Patient Safety Collaborative projects deliver within the agreed timeframe
- Work with clinical teams and improvement team leads, Lead Clinicians and other individuals engaged in the PSC in the areas of quality improvement and patient safety to develop their skills knowledge and confidence.

Programme / Projects Planning

- To support the Associate Director and in the development of a delivery plan for the Health Innovation Wessex Patient Safety Collaborative Programme.
- To develop and manage project plans within the Health Innovation Wessex Patient Safety Collaborative programmes
- To advise clinical teams in the application and measurement of quality improvement tools and techniques to support sustained change in clinical practice for example the Institute for Healthcare Improvement's Model for Improvement
- To support and co-ordinate internal and external funding applications for development and/or implementation of projects
- To identify the need for, organise, deliver, lead and evaluate meetings, seminars, events and workshops as required relating to patient safety culture, quality improvement, innovation and sharing of good practice.
- Lead and manage all work required to ensure effective Patient Safety Collaborative engagement across Wessex including the involvement of patients, patient partners and carers.

Reporting and Programme Dissemination

- Provide regular reports on specific programme / projects as required within the Patient Safety Collaborative, including monitoring data
- To deliver a formal programme output evaluation report as and when required
- To prepare effective promotional material for programmes
- To provide material in a range of appropriate media to support implementation both during and at the end of the programme. Attend and participate in (posters and presentations) local and national patient safety events to promote and share the Wessex work.
- Active membership and Programme lead for relevant national /PSC programme work to support national sharing and spread of innovation, ideas and learning across Wessex and other Health Innovation Networks.

Relationship building and liaison

- Utilising existing clinical knowledge and experience to work closely with clinical teams associated with the Patient Safety Collaborative programme, building close working relationships providing professional advice on clinical matters and coaching/mentoring teams on quality improvement to ensure that objectives are met. Teams may be from health, social care, patient representatives and voluntary sector organisations as well as private companies
- To ensure effective communications between project partners in the design and delivery of Patient Safety Collaborative programme initiatives; and effective communication with all stakeholders within the wider Health Innovation Wessex Programme(s)
- To create, develop and maintain effective relationships and networks with key working partners
- Working with CEOs, Directors, Exec Sponsors, clinicians, managers, patient partners and other partners to build confidence, skills and knowledge to lead further adoption to late majority
- Develop and maintain an expert knowledge and network of contacts to work across all Wessex partner organisations, Trusts, CCGs, Clinical Networks, Universities, Local Authorities, Public Health England, industry and key stakeholders to enable collaboration and opportunities for patient safety improvement to develop.

Income Generation

- Responsible for identifying opportunities for the Health Innovation Wessex to diversify and expand its income sources in support of its Wessex members by understanding stakeholder needs across industry, academia, the NHS, third sector both in UK and internationally; and shape commercially attractive value propositions for specific stakeholders

Budget and value of projects

- Responsible for delegated project budget(s), planning and forecasting
- Ensure programme budget is managed in accordance with Health Innovation Wessex financial rules and practices

People Management

- To project manage the delivery team members for specific Patient Safety Collaborative projects
- Ensuring all project staff work in accordance with organisational policies and procedures

Analysis

- Use of analytical (background) information to influence programme strategic direction
- Project analysis including defining (or helping to create) the project metrics, the collection and analysis of data as appropriate and planning a response in areas where opinion may differ.
- Evaluating outcome, in the impact on patient safety and the strengths and weaknesses of implementation model(s).
- Utilise Quality Improvement 'Measurement for Improvement' principles when working with improvement teams / networks / communities / individuals

Policy development/ service improvements

- Responsible for developing and sustaining a broad knowledge and understanding of the direction of national policy, and policy context shaping opportunities for quality improvement, safety culture and safety innovation and for applying this knowledge to the shaping of local policies and frameworks for safety culture, quality improvement and safety innovation support and adoption
- Responsible for contributing to the ongoing design, development and operation of the Health Innovation Wessex 'innovation pathway'
- Responsible for contributing to Health Innovation Wessex's strategy, using clinical and quality improvement experience to support the development of strategic plans nationally and across the region which link these to the opportunity for large scale change in safety culture, quality improvement and patient safety

innovation policy, processes and spread.

Spread, roll-out and scalability of projects

- When required, to contribute to the development of models of potential scaling-up activities for projects and business cases which may include cost-benefit analysis and predictive models
- Support improvement teams / individuals to use the Wessex PSC Scale Up model to support sustainable change in clinical practice, where appropriate.

Information systems

- Responsible for utilising appropriate software and reporting tools to accurately produce programme outcomes/ monitoring / progress in line with mandatory national NHS England contract/ WPSC Local Delivery Plan, the Health Innovation Network metric reporting requirements and metric reporting requirements
- Use of Health Innovation Wessex systems and processes to document engagement, follow up and report on client management
- Promote and encourage quality improvement, signposting people to relevant resources, both within their own organisations as well as nationally.

R&D

- Support project teams and individual clinicians to identify appropriate research and development opportunities within the programme(s)

Communications

- Networking, influencing and persuading staff, patients and carers at a national and local level
- To ensure effective communications between programme partners in the design and delivery of the programme and effective communication with all stakeholders within the WPSC projects.
- Working with the Health Innovation Wessex communications function and partner communication functions to help develop new and creative ways of engaging with the NHS, key partners, innovators and the public on the programme
- Support WPSC communications specific channels, for example the CSQIP Newsletter
- Promote and support the Wessex PSC Community of Safety and Quality Improvement Practice (CSIP) Network

Values and Behaviours

- Comply with corporate policies and processes and model the values and behaviours adopted by Health Innovation Wessex, demonstrating a culture of collaborative, agile cross-team

working and a commitment to delivering quality service and outcomes.

- Whilst staff are appointed to specific roles, there will be a need for all staff to be prepared to be deployed flexibly to reflect the needs and priorities of the Health Innovation Wessex. This includes adapting style and approach to meet business/commission needs to deliver within resource and financial budgets.

This job description is not exhaustive and is intended to be a guide to the principal generic duties and responsibilities required of the post only. It may be amended at any time with the agreement of the post holder and the post holder's line manager.

Last Updated

19 April 2024