

### **JOB DESCRIPTION**

Title: Patient Flow Co-Ordinator

Base: Wythenshawe

Band: Band 6

Hours: 37.5hrs (Full Time)

Reports to: Lung Cancer/Respiratory Lead Nurse

Accountability to:

### **SUMMARY OF ROLE:**

The post holder will co-ordinate and manage bed capacity to ensure the effective and efficient flow of urgency and elective activity, balancing and allocating bed capacity within the Respiratory directorate at Wythenshawe Hospital.

The post holder, following the patient flow principles, will align allocation of the right bed under the right team at the right time. This includes internal patient transfers according to clinical need, repatriation and tertiary pathways based on accepted referrals both internal and external to the trust.

The post holder will ensure national quality standards are met within the remit of responsibility of their role and influence the site management service provision. This will include tracking patients through their in-patient journey as necessary, identifying barriers to understanding and discussing solutions to resolve issues arising.

The post holder will work autonomously and as an effective member of the Site Management Team to maximise capacity, escalating unresolved issues to the Site Manager/Clinical Site Manager.

The post holder will lead by example and act as a positive role model, taking responsibility for own personal and professional development.

### **MAIN DUTIES AND RESPONSIBILITIES:**

- Identify and agree the operational priorities for the day with the Site Manager clarifying expectations regarding the movement of patients taking into account the clinical priority, risk and quality standards.

- Plan the workload each day delegating to Patient Flow Facilitators to ensure delivery of service provision.
- Facilitate the efficient and timely repatriation of patients from and to other Trusts, maintaining up to date records and proactively pursuing this pathway.
- Ensure timely admission of tertiary referrals in line with identified clinical priority
- Identify and escalate delays in transfer of patients awaiting discharge to other community settings and/or other hospital Trusts for treatment.
- Working proactively and in partnership with acute wards to encourage timely discharges maximising utilisation of the Discharge Lounge.
- Work in partnership with Critical Care areas to ensure the allocation of beds is confirmed when level 2 or 3 care is no longer required.
- Ensure reference to electronic systems related to patient flow is made to ensure that the right bed under the right team and at the right time is in place.
- The post holder will embed within working practice of the team a professional and productive interface between ward/departments internally and externally to the Trust and community services to support the provision of a seamless service.
- Ensure that documentation required is completed accurately in a timely manner and is legible for future reference. To ensure this, all documentation should be scanned and saved to designated electronic drive in line with team practices and retention of information as per Trust policy.
- Prepare and organise accurate information to be submitted for site capacity meetings which are held at varying times throughout operational shifts. Attend site meetings to provide written and verbal updates and agree actions.
- The post holder will work within the established Site Management Team to utilise appropriate site capacity effectively to overcome the unpredictable demand of emergency, tertiary and elective care.
- The post holder will be accountable to the Site Manager on duty in the absence of the Clinical Site Manager for the effective management of patient flow through the system optimising capacity for the efficient utilisation of the Emergency Department, Theatres, Receiving Units, Wards and interconnecting departments.
- The post holder will promote a patient centred approach to decision making considering clinical priorities and ensuring optimal clinical outcomes
- The post holder will escalate issues outside of the role responsibility to the Site Manager/Clinical Site Manager or other appropriate person ensuring that the Site Manager /Clinical Site Manager are aware of actions taken.
- Provide information to the Site Manager as requested in relation to issues arising which are impacting on patient flow.
- Be aware of role within Clinical Service Unit and the wider organisation in the delivery of Site Management service including actions to be taken when escalation plans are implemented including major incident declaration. Participate in the Major Incident procedure as required and as directed by the Site Manager/Clinical Site Manager following appropriate action card.
- The post holder will be expected to utilise side room capacity effectively and seek guidance from the Infection Prevention and Control Team when necessary to ensure the right bed is allocated.

**LEADERSHIP:**

- Support Site Managers in developing and delivering designated portfolios as required embedding systems and processes within the team. This is to improve and maintain safe working practices.
- The post holder will explore and collate information from multifactorial sources to inform decision making.
- Be aware of budgetary implications associated with the service and ensure effective use of all resources to prevent waste.
- The post holder will act as a role model, demonstrating a professional and proactive image to colleagues and the organisation.
- Be actively involved in identifying and participating in service improvements, initiating and communicating future developments to enhance quality of service provision and enhance patient experience related to patient flow.
- Develop own agreed portfolios that will contribute towards own learning needs and development to be discussed at appraisal and/or 1:1 with Site Managers.
- The post holder will be visible within their role of responsibility to ensure that they are accessible to contact in matters related to patient flow.
- Develop a professional working relationship with all department, CSU'S and external agencies establishing a site model ethos.
- Demonstrate and maintain personal standards of conduct and behaviours which are consistent with Trust policies and the expectations of relevant regulatory bodies.
- Contribute to aspects of change management to support the effective delivery of patient services/patient pathways.
- Contribute to specific projects within the Site Management Team to implement changes in practice. This will include feedback at team meetings to aid learning.
- Identify problems and in liaison with the Site Managers, determine solutions within the patient journey working with the wider multidisciplinary teams and in conjunction with the CSU Management Teams to implement changes in practice.
- Take an active role in contributing to develop innovative practice to ensure that the 'right bed, under the right team and at the right time' philosophy is maintained.
- Demonstrate awareness and commitment to contribute to continuous quality improvement initiatives locally to the team and the wider organisation.
- Support the Site Manager /Clinical Site Manager to ensuring that lessons are learned and shared to colleagues within the wider team to avoid reoccurrence in relation to complaints and breach of national and local pathways. This will include review and actions of critical incidents.
- Assist the Site Manager/Clinical Site Manager with review of standard operating procedures and implementation of policy, systems and processes related to patient flow to ensure organisational objectives are met.
- Act on their own initiative under the guidance of the Site Manager to fulfil the main duties and responsibilities of the role.
- Supervise the Patient Flow Facilitator (Band 5) utilising their role for effective delivery of service and accurate collation of information gathering delegating responsibility as required and appropriate.

- Contribute to the evaluation of new initiatives to improve the service providing constructive feedback.
- Act as a role model by demonstrating leadership as an advocate for the Site Management Team maintaining credibility and confidence in the team.
- Have knowledge of where and how to access trust policies and information to ensure practice is evidence based.

**COMMUNICATION:**

- Participate in face to face meetings or electronic forums, contributing towards team meetings, raising issues in a positive and constructive manner to improve the service.
- Maintain effective communication methods which create an environment of operational effectiveness, openness and transparency.
- Communicate effectively with a wide range of people at all levels for effective decision making within the remit of the role.
- Communicate information which may involve conflicting views to ensure that all information sources are considered to enable all sources of information are considered to facilitate appropriate patient outcomes.

**PROFESSIONAL:**

- Encourage and promote an evidence-based culture through pathways and protocols of care within a wider multidisciplinary approach.
- Prepare written and verbal information to be used in handover and Site Capacity meetings at start of, during at the end of each shift.
- Promote good working relationships and collaborate with CSU's and interdependent departments to ensure patient journey is determined by clinical need.
- Ensure that patient documentation is completed to provide an accurate reflection of actions taken within the shift.
- Ensure working practice is aligned and embedded to meet the expectations of relevant professional and regulatory bodies.
- Need to prepare information to present to Site Manager/Duty Managers during Site Capacity meetings and complete relevant electronic databases in a timely manner.
- Coordinate with senior nurses and operational managers in the Emergency Department, Receiving units, Critical Care and wards to ensure all relevant information is conveyed and considered to support decision making and appropriate allocation of beds.
- Ensure compliance with Trust policies, procedures and guidelines for self and others, by taking action/alerting senior management team if practice appears to contravene policy, or if concerned about any aspect of patient care.

**CLINICAL GOVERNANCE:**

- Contribute to the clinical governance process which supports the investigation of incident reports and complaints as appropriate.
- Develop and maintain accurate paper and electronic record keeping of documentation to assist in clinical governance process with clear audit trail.
- Ensure adherence to Trust Policy and have an awareness of relevant Trust guidelines and Standard Operating Procedures as well as current national and local legislation pertinent to patient flow.
- Establish and maintain effective communication, maintaining confidentiality of information.
- Awareness of Trust responsibilities with regards to being open and honest and to feel confident and familiar with mechanisms to raise concerns whenever these may arise.
- Act in a manner which is consistent with Trust values in supporting and promoting equality and diversity in all interactions.
- Manage risks by accepting responsibility to cascade information to Site Manager/Clinical Site Manager and the rest of the Site Management Team.
- Contribute to the audit processes of the service provision to assist in ensuring that quality is maintained and contribute to change so this is managed effectively and efficiently.
- Participate in clinical effectiveness reviews and lessons learnt to inform improved practice.
- Participate in clinical effectiveness reviews as required sharing lessons learned to improve practice.
- Support the Site Manager as required, to investigate issues when root cause analysis is required in response to incidents, complaints and other related issues arising.

**TRAINING AND DEVELOPMENT:**

- Maintain own continuing professional development in accordance with continuing professional development (CPD) requirements, contributing to the formation of own objectives and personal development plan as discussed at appraisal.
- The post holder will implement induction processes for other members of the team providing feedback as required.
- Contribute to formulating the induction documentation with regular reviewing of competencies to enhance the learning outcomes for ongoing practice.
- Recognise that MFT is an organisation dedicated to teaching. The post holder will be expected to participate with the training and development of all learners that require insight into the patient flow process e.g. Student Nurses or other allied healthcare trainees.
- Participate in Trust mandatory training programme being aware of legislation around patient vulnerabilities and own working practices.
- The post holder will take responsibility in achieving competencies required to provide the correct skills to enabling them to fulfil their role.
- Attend training and awareness sessions as required.
- Promote awareness of current developments in Site Management and matters related to patient flow seeking opportunities to further own knowledge, and that of other staff.

- Provide a positive approach in creating an environment which is conducive to learning
- In conjunction with the Site Manager/Clinical Site Manager, ensure that learning needs are identified and met individually or across the team supporting evaluation to change and improve practice to meet the needs of the changing healthcare environment.

**This job description is an outline of the key tasks and responsibilities of the role and is not intended as an exhaustive list. The post may change over time to reflect the changing needs of the Trust and its services, as well as the personal development needs of the post holder.**

## **General & Corporate Duties**

### **Risk Management**

It is a standard element of the role, and responsibility of all staff of the Trust, that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

### **Records Management/ Data Protection**

As an employee of the Trust, you have a legal responsibility for all records (including patient health, financial, personal and administrative) that you gather or use as part of your work with the Trust. The records may be paper, electronic, microfiche, audio or videotapes, or x-ray images. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

### **Confidentiality and Information Security**

As a Trust employee you are required to uphold the confidentiality of all records held by the Trust, whether patient records or trust information. This duty lasts indefinitely and will continue after you leave the trust employment. All employees must maintain confidentiality and abide by the Data Protection Act.

### **Data Quality**

All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on the Trust's computerised systems or manual records (paper records) and must ensure that such data is entered accurately to NHS data standards, in a timely manner to ensure high standards of data quality in accordance with the Trust Data Quality and Clinical Record Keeping Policies.

To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act 1998, Coldicott recommendations and other relevant legislation and guidance are applicable and should be adhered to.

### **Health and Safety**

All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with

management to enable the Trust to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Trust's undertakings.

### **Infection Prevention**

As member of a clinical team your personal contribution to reducing healthcare associated infections (HCAIs) require you to be familiar with the Trust's Infection Control Manual including the Hand

Decontamination Policy, Personal Protective Equipment Policy, safe procedures for using aseptic techniques and safe disposal of sharps. You must be aware of your role in the decontamination of patient shared equipment and are required to attend mandatory training in Infection Prevention & Control and support the Trust in achieving compliance with the Health Act 2006(all measures known to be effective in reducing Health Care Acquired Infections).

### **Trust Policies**

The Trust operates a range of policies, e.g. Human Resources, Clinical Practice (available on the Trust's intranet). All Trust employees must observe and adhere to the provisions outlined in these policies.

### **Equal Opportunities**

The Trust provides a range of services and employment opportunities for a diverse population. As a Trust employee you are expected to treat all patients/customers and work colleagues with dignity and respect irrespective of their background.

### **Safeguarding**

All employees have a duty and responsibility to protect and safeguard children, young people and vulnerable adults. They must therefore be aware of child and adult protection procedures to take appropriate and timely safeguarding action, and reduce the risk of significant harm to adults and children from abuse or other types of exploitation.

### **Team Briefing**

The Trust operates a system of Team Briefing, which is based on the principles that people will be more committed to their work if they fully understand the reason behind what is happening in their organisation and how it is performing.

### **Smoking**

The Trust operates a no smoking policy for staff on all hospital grounds. Patients are permitted to smoke in designated areas which are clearly marked.





## Person Specification

### Job Title – Patient Flow Co-ordinator

Attributes	Essential	Desirable	Evidence
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Educated to diploma level</li> <li>• Evidence of relevant professional development</li> <li>• GCSE in mathematics and English or equivalent Functional Skills</li> <li>• Registered Nurse/AHP or other professional with relevant qualification or registration.</li> </ul>	Educated to degree level or working towards.	<b>Application Form.</b>  <b>Certificates.</b>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Able to collate and present written, electronic and verbal information in a concise format.</li> <li>• Ability to communicate with all levels of staff both internally and externally to the organisation.</li> <li>• Ability to summarise key points. from multifactorial sources of information which may be complex in nature.</li> <li>• Ability to demonstrate analytical skills and to consider the wider picture for forward planning.</li> <li>• Ability to work in a pressured environment with changing priorities at short notice.</li> <li>• Ability to understand complex situation which may be contentious or conflicting in nature.</li> <li>• Effective negotiating skills.</li> <li>• Effective organisation skills with ability to plan and make informed decisions.</li> <li>• Ability to understand their role in the wider organisation.</li> <li>• Ability to demonstrate a flexible approach to a changing environment.</li> <li>• Ability to meet challenging timescales.</li> </ul>	<p>Awareness of patient flow.</p> <p>Awareness of quality indicators.</p>	<b>Application Form.</b>  <b>Interview.</b>  <b>Presentation Skills.</b>

	<ul style="list-style-type: none"> <li>• Competent in organising own workload and managing priorities.</li> <li>• Ability to Work autonomously</li> <li>• Computer literate with experience of Microsoft Office Applications.</li> <li>• Excellent communicator (verbal and written).</li> </ul>		
<b>KNOWLEDGE AND EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Significant experience working in an acute care environment.</li> <li>• Demonstrate experience of contribution to change/service improvement.</li> <li>• Experience of supervision of staff through induction process.</li> <li>• Delegation skills.</li> </ul>	<p>Experience in working with patient flow pathways.</p> <p>Experience using relevant electronic systems</p> <p>Previous experience of working in a clinical environment.</p>	<p><b>Application Form.</b></p> <p><b>Interview.</b></p>
<b>PERSONAL ATTRIBUTES</b>	<ul style="list-style-type: none"> <li>• Able to comply with policies and procedures.</li> <li>• Flexible approach to working</li> <li>• Self-motivated and ability to motivate others.</li> <li>• Motivated for personal/ professional development.</li> <li>• Open minded to change.</li> <li>• Good Communication skills</li> </ul>		<p><b>Application Form.</b></p> <p><b>Interview.</b></p>

