Job Description

Job Title:	**Patient Outcome Data Advocate**
Department:	**Patient Outcome Data (POD) Team, Medical Directorate**
Grade:	**AfC Band 3**
Base:	**Stanmore, however the post holder may be required to work from our Bolsover Street site occasionally**
Hours per week:	**37.5 hours (full-time)**
Responsible to:	**POD Team Leader**
Accountable to:	**Service Manager**
Key relationships	**Multidisciplinary teams across all specialities, Clinicians, Digital Services, Patients, Patients guardians, Medical Secretaries, Schedulers, Preoperative Assessment Unit, and Outpatients Department Staff**

Job Purpose

The post holder will act as a point of contact for all PROMs (patient-reported outcome measures) queries and support the collection of outcome data from patients using the Trust's chosen software packages. The post holder will be accountable for assisting patients with their PROMs from the first to the end point of their pathway. There might be some face to face contact with patients to enable them to complete their PROMS on a mobile device in clinic.

Main Duties and Responsibilities

Role specific:

- Ensure all New and Admitted patients (Baseline and Pre-op pathways) booked for the following week have been added to Pathpoint and notified/reminded about their PROMs
- Ensure all patients that require assistance in completing their questionnaires have been supported in a sensitive and compassionate way
- Ensure all follow up patients (Post-op and Conservative pathways) have been notified and reminded
- Track the received questionnaires and make a telephone reminder contact with all patients that have not completed their PROMs
- Liaise with other departments to ensure all patients have been supported with their queries
- Proactively manage PROMs pathways, taking initiative to improve overall response rate and escalate any potential challenges to the POD team leader

General Administrative:

- Ensure Trust systems are updated with patient information and that data quality is maintained at all times

- As first point of telephone and email contact, to deal sensitively with patients and carers who have high levels of anxiety and aggression caused by pain or limited mobility, using sensitivity and patience when questioning in order to gain a clear understanding of their enquiry.
- Be skilled in communicating with patients of all ages and cultural backgrounds who have a range of physical, psychological and language barriers to understanding.
- Maintain the strictest confidentiality of all patient information
- Demonstrate excellent IT skills and communication with people who are not IT literate, including over the phone.
- Provide cross cover within the team when required
- Demonstrate high level of patient centred care as per the Trust values

Key Performance Indicators

- Work to Key Performance Indicators (KPIs) for the Department for the purpose of quality and performance monitoring against national and organisational objectives

Safeguarding Children and Vulnerable Adults At Risk

The Trust recognises its duty to safeguard and promote the welfare of children, young people and adults. Staff must at all times treat patients with dignity and respect protecting, young people and adults at risk from abuse and neglect

Employees have a responsibility to ensure that prompt and appropriate action is taken when concerns have been made about a child, young person or adults at risk. Employees should be aware of their responsibilities as detailed in the Local Safeguarding Children Procedures and Safeguarding Adults at Risk Policy.

The Trust will assist you by providing mandatory training, support and advice.

Safeguarding children and adults is everyone's business

Equality, Diversity & Inclusion

The RNOH is proud to be a diverse & inclusive organization, representing people from a wide group of ethnicities, gender identities, sexualities, disabilities, ages, religions and beliefs. The Trust is committed to ensuring that it is a place where our staff, patients and visitors feel included, represented and receive the support that best meets their needs.

We recognize and exercise our duty act on institutional discrimination and address inequality within our organization. **The post holder will be expected to behave in a way that is actively anti-racist, anti-discriminatory and facilitate equality and equity at all times within their role.** This will include engaging with the implementation of the Trust EDI Strategy and attending essential EDI training as and when required by the Trust.

We are a Level 2 Disability Confident Employer. **If you have a Disability** (including conditions that affect your mobility, senses, mental health, neurodivergence or long-term health) **and require support to make the workplace accessible, we will make reasonable adjustments to support you**. Therefore, we encourage you to **declare your disability, identify what support you need** and we will make the workplace accessible to your needs.

We are an organisation that supports flexible working and are able consider and offer a range of flexible working practices. Depending upon the nature of your role, this can include hybrid home working, part-time roles and job shares.

IT Skills

All staff are required to demonstrate a level of IT literacy skills appropriate to their job, as the use of IT is fundamental in delivering good quality efficient health care.

Effort and Environment

The following information has been designed to assist the recording of the effort and environment factors required for Agenda for Change.

- **Physical**
  The role involves sitting at a desk, moving around the Trust and providing training and presentations

- **Mental**
  Frequent periods of concentration. Ability to manage interruptions.

- **Emotional**
  May occasionally deal with sensitive issues, and/or support staff who may be upset or in distress.

- **Working conditions**

  Assuming normal Health and Safety standards are met.
  Frequent VDU use and working from home.

  Driving to and from work is <u>not</u> included.

Terms and Conditions of Service

This appointment is subject to the terms and conditions of employment of the Royal National Orthopaedic Hospital NHS Trust.

Professional conduct

The post holder must comply with the Code of Professional Conduct applicable to their profession.

Risk Management

The Royal National Orthopaedic Hospital NHS Trust strives to take a holistic approach to the management of risk; Health and Safety, Caldicott, Corporate and Clinical Governance requirements are all elements of risk management.

Risk management is fundamental in ensuring the safety of all whilst on Trust premises and in ensuring that a high level of quality care is continually provided. To support staff in the management of risk, the Trust provides training programmes and facilitates staff in the use of risk management identification tools. In turn, individuals are responsible for ensuring that they attend training sessions and adhere to the Trust's policies and procedures, which includes the reporting of incidents, both actual and near miss.

Health and Safety at Work Act

Under the provisions of the Health and Safety at Work Act 1974 it is the duty of every employee to:
- Take reasonable care of themselves and of others who may be affected by their acts or omissions.
- Co-operate with their employer in ensuring that all statutory and other requirements are complied with.

Clinical Governance

All staff must comply with all clinical and Infection Prevention and Control policies of the Trust appropriate for their job role. All employees must attend mandatory trainings i.e. Fire Safety, Infection Prevention and Control, Data Protection, Manual Handling, etc. as required within their department as directed by their line manager.

All staff must also comply with the Dress Code Policy of the Trust.

Confidentiality

Post-holders must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection of 1998. Post-holders must not, without prior permission, disclose any information regarding patients or staff. If any member of staff has communicated any such information to an unauthorised person those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information. Following the Freedom of Information Act (FOI) 2005, post-holders must apply the Trust's FOI procedure if they receive a written request for information.

No Smoking Policy

The Trust prohibits smoking in all of their buildings and premises.

Sustainability

Sustainability is integral to the Trust achieving the NHS Net Zero target. All staff are therefore actively encouraged and supported to participate in and contribute towards improving the sustainability performance of the Trust. By working together, staff will embed sustainability into the heart of the RNOH's culture; we will be helping to improve both the internal and external environment, reduce the impact on natural and energy resources, reduce air pollution, reduce the likelihood of infection and improve the health and wellbeing of staff, patients and the public.

Person Specification

Description	Essential	Desirable	A/I
Communication & Relationship Skills	**E** Able to communicate effectively with colleagues, clinical staff, managers, patients and carers of all ages including those for whom English is not a 1st language **E** Experience of dealing with awkward clients.	**D** Communication training/qualification attended **D** Able to communicate in a variety of ways including report writing, face to face and on the phone. This includes legible handwriting	Application/ Interview
Knowledge, Training & Experience	**E** Knowledge of hospital information systems and data flows **E** Knowledge of data protection and confidentiality issue **E** GCSE English and Mathematics at grade C or higher **E** Experience in the use of digital technology to underpin management processes in an organisation **E** Experience of dealing with awkward clients. **E** In-depth IT skills in Microsoft Windows systems, Office and applications	**D** Sound understanding of medical terminology, anatomy and physiology **D** Good general knowledge of IT concepts, principles, systems and applications **D** An ability to approach technical problems logically, identify the root causes of problems **D** Experience in the provision and management of IT services within a large organisation	Application/ Interview
Analytical & Judgment Skills	**E** Experience in the use of digital technology to underpin management processes in an organisation **E** Able to comprehend, analyse and evaluate information including good problem solving ability	**D** Creating reports including word processing and meaningful tables, diagrams and charts	Application/ Interview
Planning & Organisational Skills	**E** Ability to prioritise and organise tasks enabling a flexible approach to work. **E** Ability to work under pressure **E** Able to achieve departmental and personal performance targets		Application/ Interview
IT skills	**E** Knowledge of hospital information systems and data flows **E** In-depth IT skills in Microsoft Windows systems, Office and applications		Application/ Interview
Responsibility for Equality, Diversity and Inclusion	**E** Demonstrable commitment to anti-discriminatory and inclusive behaviours and practices		Application/ Interview

Responsibility for Policy/Service Development		**D** Taking part in service development/improvement	Application/ Interview
Responsibility for financial & physical resources	**E** Ability to show due consideration when using hospital resources		Application/ Interview
Responsibility for Research & Development	**E Ability to demonstrate a**n interest in using data for research and development projects	**D** Experience working with data in research beneficial	Application/ Interview
Freedom to Act	**E** Confidence to escalate concerns via appropriate channels		Application/ Interview
Mental Effort	**E** Ability to maintain concentration levels at times		Application/ Interview
Emotional Effort	**E** Ability to forge and maintain strong working relationships with colleagues **E** Ability to communicate with patients sensitively		Application/ Interview