SHEFFIELD TEACHING HOSPITALS NHS TRUST

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1.   JOB DETAILS

Job Title: Clinical Effectiveness Facilitator
Grade: Agenda for Change Band 5
Responsible to: Clinical Effectiveness Lead, STH
Reports to: Senior Clinical Effectiveness Facilitator, STH
Location: Royal Hallamshire Hospital Main Base & Northern General Hospital Satellite Unit

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2.   JOB PURPOSE

To enhance the profile of audit undertaken at STH by: -

- Providing a specialist advice and support service to healthcare professionals with the aim of promoting evidence-based practice and ultimately improving the quality & outcomes of clinical care for patients.
- Having key involvement in the delivery of a prioritised Trust Clinical Audit Programme of projects.
- Communicating audit results and other clinical effectiveness information (e.g. basic training on clinical audit methods), both orally and in writing, to multi-disciplinary / speciality clinical audiences
- Liaising with clinicians and other healthcare professionals for the development of audit project databases and advising on data analysis methods.
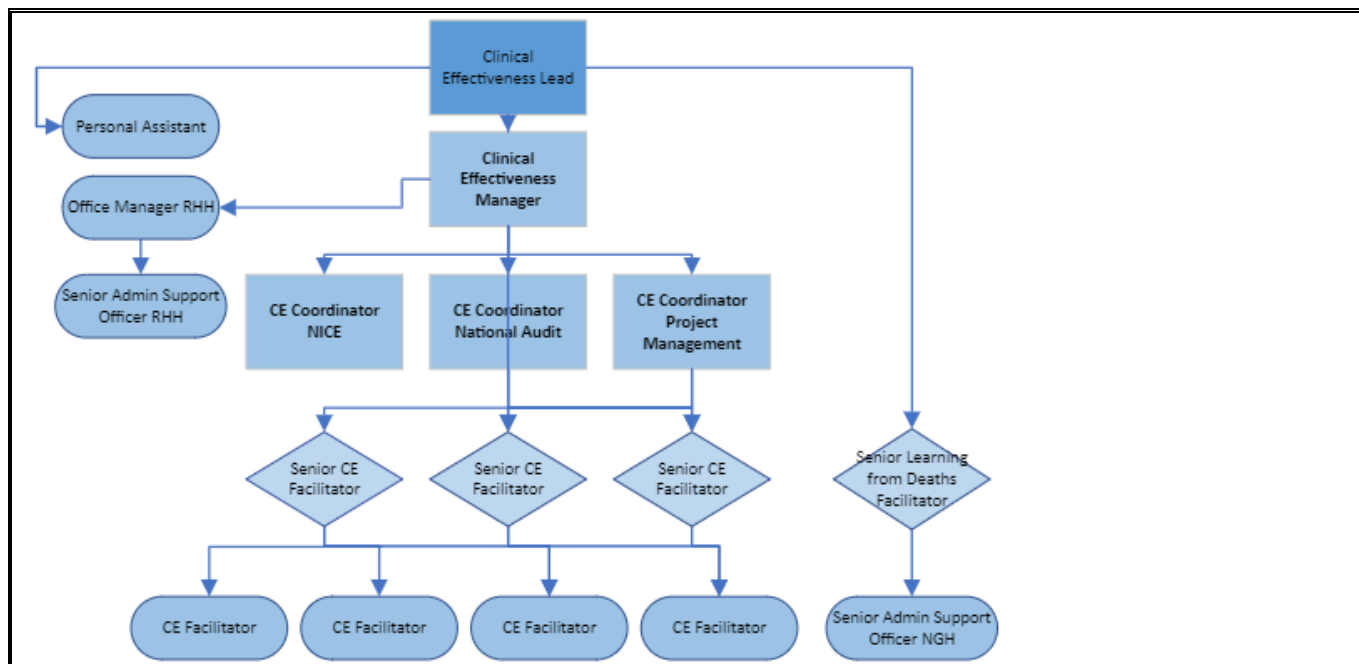
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3.   ROLE OF THE DEPARTMENT

The CEU sits within the Quality Governance Department which also includes the Patient Experience Team, Patient Complaints Team, Legal Services, Patient Safety and Occupational Safety Team, and the Compliance Team.

The Quality Governance Department oversees the co-ordination of the Trust's safety and systems of internal control, ensuring that robust systems are in place within the organisation for the management of patient and occupational safety, complaints, legal services, clinical effectiveness, and patient engagement. It provides information and assurance to the Board of Directors and its sub-committees to meet the necessary standards of accountability, probity and openness. It also directs improvement projects to enhance the quality of care provided to patients.

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4.   STRUCTURE

See overleaf.

Clinical Effectiveness Lead
Personal Assistant
Office Manager RHH
Clinical Effectiveness Manager
Senior Admin Support Officer RHH
CE Coordinator NICE
CE Coordinator National Audit
CE Coordinator Project Management
Senior CE Facilitator
Senior CE Facilitator
Senior CE Facilitator
Senior Learning from Deaths Facilitator
CE Facilitator
CE Facilitator
CE Facilitator
CE Facilitator
Senior Admin Support Officer NGH

5.   MAIN DUTIES AND RESPONSIBILITIES

1. Support clinicians / healthcare professionals / directorate clinical effectiveness staff by providing a comprehensive advice and support service to enable audit/clinical effectiveness projects to be carried out. Such support will contribute to the education of healthcare professionals in effectiveness / audit theory and practice. Core skills / competencies employed in this are:

- Project management skills (for both discrete projects and Trust-wide projects), including managing multiple projects simultaneously
- Working to enhance communication between CEU and directorate Clinical Effectiveness staff by the establishment and co-ordination of networks for discussion of clinical audit & effectiveness issues
- Advising on & facilitating study and questionnaire design, data collection methods & methods of capturing data from source observing accepted good practices and confidentiality
- Ensure all projects are registered on the CEU database appropriately and follow Trust Clinical Audit Policy documentation and associated Trust legislation, policies and procedures
- Identifying stakeholders and setting up steering / review groups where appropriate
- Retrieving clinical information required for audits from health care records, clinical systems and patient or staff questionnaires
- Developing competency in designing databases for clinicians and other healthcare professionals for clinical audit purposes
- Validation of data contained within databases received from clinicians and data input clerks to facilitate achievement of completeness and accuracy of clinical data
- Data management
- Data analysis skills (for application to own data or that of other health care professionals)
- Interpreting results including statistical & non-statistical analysis
- Writing basic reports and developing the skills to construct more complex reports and posters
- It is a pre-requisite that the post-holder is competent in the use of the MS Office Suite (Microsoft Access, Excel, Word and Power Point)
- Attending / taking part in dissemination of results. Supporting the project lead at this stage of the audit to ensure recommendations and action points are raised and action plans formulated.
- Presenting results / information to a variety of internal audiences, including directorate clinical and management groups, stakeholder groups and Trust Clinical Effectiveness Committee.
- Deliver commissioned audits and individual / interface projects initiated by clinicians or others and ensure implementation of National recommendations by employing the skills outlined in (1). This will include the requirement to communicate effectively at all levels within the organisation (including senior clinical and managerial staff) and external to the Trust (e.g., staff

based in PCT's) and to employ skills in time-management and prioritisation of workload.

- To contribute to effective reporting on Clinical Effectiveness projects to the Trust and commissioning bodies by ensuring comprehensive provision of information on areas of involvement. This will include writing basic and more complex reports summarising clinical audit findings / recommendations and maintaining the Trust clinical audit database (along with other departmental members) to enable comprehensive systematic searches of audit across the organisation to be carried out. It may also include providing user feedback for further development of departmental administrative databases.

2. Develop Clinical Effectiveness skills to facilitate the practice of evidence-based medicine throughout the Trust. This will involve:

- Performing systematic searches of research evidence to identify relevant guidelines and standards (literature searching), including NICE guidance
- Building skills and confidence to participate in the review of these materials alongside clinicians to determine their local relevance (critical appraisal).
- Developing the skills and then applying the knowledge gained to distinguish clinical audit from other things e.g., research or service evaluation & to advise staff accordingly.
- Take a proactive approach to educating healthcare professionals in basic effectiveness/audit theory and practice. This is achieved both through facilitation of projects and the preparation / delivery of teaching at Trust-wide audit & effectiveness workshops, seminars and directorate sessions to groups of Trust staff (up to 20 people) with potentially different levels of understanding.

3. Facilitate comparative outcomes work by;
- Developing familiarity with appropriate benchmarking tools
- Assisting Directorates with carrying out audit projects as specified by NICE, Royal Colleges and the Care Quality Commission

4. For each audit project, advocate the importance of implementing change through clinical audit by
- engaging with clinicians in the discussion of potential disclosure issues
- discussing options if compliance with audit standards is poor
- encouraging involvement of all necessary stakeholders to aid change management
- encouraging re-audit where appropriate
- advising on the production of recommendations / action plans which then can be used by the clinical area to drive improvements in the quality of patient care. Results of audits may inform the development of directorate clinical guidelines and other guidelines.

5. Prioritise own workload to reflect the current Trust and directorate demands, working within Trust Clinical Audit Policy and guidelines and referring as considered appropriate to line manager.

6. Engage in development of Clinical Effectiveness Unit literature, Web pages, educational sessions and comment on new local documents and local policies as required, through teamwork and at individual level.

7. To keep abreast of latest developments in the field, at both national and local levels and to keep up to date with other issues such as requirements of the Data Protection Act, Caldicott, Freedom of Information Act, Research Governance etc, and how they relate to Clinical Effectiveness. This will also involve participation in continuing professional development to develop / maintain required skills and knowledge to carry out role competently.

6. FINANCIAL MANAGEMENT RESPONSIBILITIES

None

7. HUMAN RESOURCES MANAGEMENT RESPONSIBILITIES

Although the post holder will not have a responsibility to directly manage staff within the Unit, there is a significant requirement to manage our client group (healthcare professionals) with respect to clinical audit projects i.e., influencing design of projects, ensuring projects are kept on track and delivered to specified deadlines.

The post-holder will be required to have some involvement with the orientation of new staff into the Unit working at their level.

8. ASSET MANAGEMENT RESPONSIBILITIES (ie stock, equipment, buildings)

The post holder will be accountable for his or her own correct use of personal computer equipment, printer and scanner, telephone.

9. WORKING RELATIONSHIPS (please identify the main personnel with whom the post-holder will be required to communicate with and advise internally and externally)

Internal
Clinical Effectiveness Lead (update)
Clinical Effectiveness Manager (update)
Clinical Effectiveness Team (report/liaise/advise as appropriate)
STH Clinical Audit Outcomes Review Group (report/update)
Directorate Audit Leads (Clinical Director downwards) (liaise/advise/ influence)
Medical Consultant Staff and other Clinical Professional Staff (advise/influence)
Directorate Triumvirate (liaise)
Head of Patient and Healthcare Governance (liaise)
Directorate Clinical Governance Leads (liaise/advise)
Relevant Trust R & D staff, Professional & Practice Development staff, Patient Experience staff, Informatics Department staff, Clinical Coding Dept staff (liaise)
Patient User Groups (liaise)
Medical Students (advise/influence)

External
Professional Bodies, Royal Colleges, NICE (liaise)
Respective Departments of other Provider Trusts (liaise)
Primary Care Trust Managers and Clinicians (liaise)
ScHARR (liaise)

Signature of Post-holder --------------------------------- **Date Agreed** --------------------------------------

Signature of Manager *J. Brain* Clinical Effectiveness Lead **Date Agreed** 12.04.2024