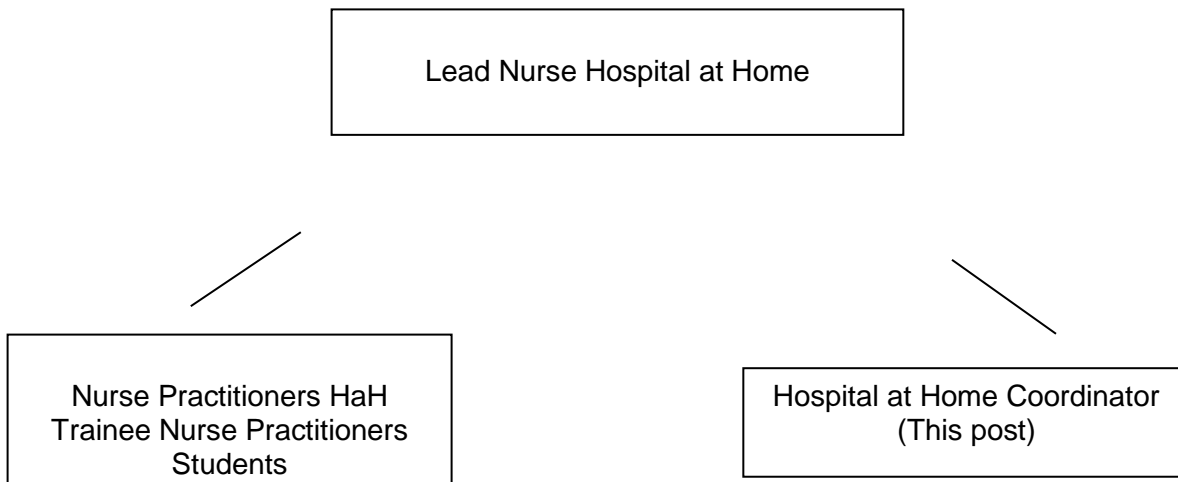


Job Title: HOSPITAL AT HOME (HaH) CO-ORDINATOR.
Responsible to: Lead Nurse Hospital at Home Service
Directorate: Acute Services
Number of Postholders:
Job Reference and Band
Last Updated:

PURPOSE

- To be responsible for the co ordination of the HaH Service on a day to day basis, ensuring the smooth running of the service
- To ensure effective communication between the Hospital at Home Nurse Practitioner, and the responsible Hospital Consultant, Clinical Nurse Specialist and Primary Care
- To assist in ensuring that the HaH service meets its quality targets relating to the good practice guidelines and standards of the developing NHSS HaH community
- Undertake audit activity, related to the service
- Responsible for compiling reports and interpreting the data in those reports, for example, activity and outcome data, PSPI data, SPSP/Quality improvement cycles, analysing trends and identifying areas for development.
- Undertake policy writing as directed by Lead Nurse for Hospital at Home
- Responsible for development and interpretation of NHS H.I.S Quality Improvement(QI) projects related to Hospital at Home, reporting to HIS and Lead Nurse
- Assist in planning and prioritisation of patient flows and capacity, in line with NHS Scotland 6EA (6 Essential Actions To Improve Unscheduled Care) and NHS Scotland 4-Hour Wait Target

1. ORGANISATIONAL CHART



MAIN DUTIES/RESPONSIBILITIES

- Act as Coordinator for the Hospital at Home Service all Hospital, ensuring the smooth and effective running of the service
- Co-ordinate the development of the HaH Service e.g. liaising with staff and services locally, regionally and nationally
- Support the HaH Service leads to develop service protocols and pathways, ensuring that they are up to date
- Responsible for working with clinical colleagues throughout the hospital setting to identify patients suitable for Hospital at Home
- Act as Liaison and main point of contact between patients and families and the Hospital at Home Service
- Act as Liaison between the responsible Consultant, Clinical Nurse Specialists and the Hospital at Home Nurse Practitioner e.g. where changes to care are decided following daily ward round
- Work closely with colleagues in Unscheduled Care to ensure that National waiting time and 6EA targets are met
- Ensure that all equipment required for each clinical contact is prepared and operational e.g. preparation of Oxygen Concentrator and consumables where this is required, or equipment required for the delivery of intravenous therapy. Ensure that equipment e.g. oxygen concentrator/iv pump/drip stand is delivered to patient where required and that patient and carer are aware of safety guidelines and provide patient information leaflet
- Ensure that the administrative journey for each episode of patient care runs smoothly e.g. all paper and IT systems are updated or completed on discharge. Liaise Directly on a daily basis with Consultants, Medical Team, CSN's and Bed Manager to identify and accept patients suitable for HaH Co-ordinate the development of the HaH service liaising with staff and services locally, regionally and nationally
- Ensure correct completion of medical/pharmacy systems by hospital clinical teams to ensure safe transfer to HaH
- Liaise directly with Pharmacy staff on both admission and discharge to HaH, or where changes to medicines are indicated
- Ensure pharmacy supplies are maintained as per department pharmacy stock list
- Liaise with OPAT service to ensure smooth transition between services
- Responsible for clinical maintenance of remote monitoring systems (Whzan/Kardia) on a day to day basis; setting up/discharging from systems, training and support for staff, patients and carers in their use. Monitor and alert Clinician to clinical updates on remote monitoring dashboard

- Responsible for communicating information to patients and carers prior to transfer to HaH, give appropriate printed leaflets and contact information
- Ensure that paperwork for patients requiring referral to or appointments with other specialities or further appointments is dealt with appropriately
- Ensure that blood or other results are brought to the attention of the HaH Nurse Practitioner or Consultant as required and copied to GP or other health professional where necessary
- Ensure that organisation of patient follow-up locally or onwards referral is dealt with efficiently and timeously
- Attend Clinical Handover meetings and Dynamic Discharge meetings on a daily basis
- Organise delivery and return of supplies to and from Community Stores
- Plan and organise meetings for the HaH clinical team/Consultant staff with other medical professionals, patients, relatives etc
- Responsible for recording of minutes of meetings for HaH clinical team/Consultant staff with other medical professionals, accurately and timeously
- Manage department stock and stationery stock, including ordering supplies, within budget
- Support colleagues as required (assisting with workload)
- Manage use of HaH Vehicle, for example ensure that car is available for use and mileage forms completed, and has adequate clinical equipment stocked
- Be responsible for maintaining audit of service activity, e.g. enter HaH data on a daily basis, maintain databases, and undertake user satisfaction surveys
- Responsible for generating regular reports relating to service activity and user satisfaction
- To provide a comprehensive administrative and secretarial service to HaH team

5. SYSTEMS AND EQUIPMENT

Equipment:

- Telephone
- Videoconferencing equipment
- Personal Computer
- Multi-function device: Printer/scanner etc
- Other general office equipment e.g. laminator

Systems:

- Microsoft Office Packages, in particular Word, Outlook, and Excel
- Microsoft TEAMS

- WinScribe (Digital dictation system)
- NHS Mail
- eMRec (Electronic Patient Record)
- TOPAS (Patient Administration system)
- JAC
- SCI Discharge (production of Immediate Discharge Letters)
- Filing systems, including Patient Casenote filing system
- The post holder is responsible for the accuracy of computerised data such as patient demographics for the HaH service. The post holder will develop and maintain a database of the HaH service to allow relevant metrics to be extracted as required by the service and NSWI

6. DECISIONS AND JUDGEMENTS

- The post holder is required to work unsupervised, and manage own workload and how and when to seek advice.
- The post holder is expected to demonstrate a great degree of initiative when dealing with enquiries. Alert to abnormal reporting on test results bringing such to the HAH clinical staff attention re on blood tests, x-rays, reports etc and highlight for HAH clinical staff attention or further action.
- Prioritisation of daily workload, appropriately dealing with competing demands and frequent interruptions.

7. COMMUNICATIONS AND RELATIONSHIPS

- Provide and receive routine confidential information, exercising tact and persuasive skills to ensure patients who are worried about test outcomes etc. are informed of progress and sensitive information is communicated accordingly
- Communicate clearly on a daily basis with clinical staff, managers and colleagues. This will be face to face or via email, telephone, video conferencing or letter.
- Communicate on a daily basis with patients, relatives and carers, be by telephone, and face to face, dealing efficiently and sympathetically with enquiries and queries as first point of contact.
- Post holder must be diplomatic, tactful, helpful, compassionate, sympathetic, discrete, patient and also be able to deal with difficult calls or face to face confrontations
- The post holder will have access to sensitive information and must respect confidentiality at all times
- Communicate with other hospitals and hospital departments and with Primary Care, regular contact by letter or telephone for information sharing

8. PHYSICAL, MENTAL, and EMOTIONAL DEMANDS OF THE JOB

Physical efforts/skills:

- Use of VDU/Keyboard. Advanced keyboard skills, which include touch typing using audio equipment are essential
- Daily and routine moving and handling e.g. filing, storing stationary, moving bulky casenotes / pushing casenotes in trolley
- Working with speed and accuracy
- A good level of dexterity and co-ordination is required for locating case notes due to the size and layout of the workplace

Mental efforts/skills:

- Frequent interruptions from other staff (consultants, junior doctors, nursing staff), telephone calls, etc. leading to change in task
- Requirement to concentrate for prolonged periods when transcribing letters from digital dictation system and attention to detail when inputting data
- The unpredictable nature of the job necessitates a high level of concentration in all matters e.g. arranging urgent referrals, dealing with abnormal reports, dealing with distressed patients' etc.

Emotional efforts/skills:

- Occasional exposure to angry/distressed patients, particularly over telephone, and managing this appropriately, escalating when necessary
- Regular exposure to patient situations of a distressing nature

9. STANDARD ELEMENTS

Confidentiality

Comply with all approved NHSWI Policies and Procedures.

Comply with NHSWI Communication Strategy and Media Strategy.

This involves taking the necessary precautions when transmitting information only disclosing it to those who have the right and need to know it.

All personal health information is held under strict legal and ethical obligations of confidentiality.

NHS staff must follow guidance (NHS Code of Practice on Protecting Patient Confidentiality) before disclosing any patient information. All staff must respect confidentiality of all matters that they may learn relating to their employment, other members of staff, patients and their families.

Health and Safety:

Assist in maintaining own and others' health, safety and security.

This involves:

- a) Complying with Board health and safety policies, procedures and participating in mandatory training.
- b) Maintaining a safe working environment and reporting any issues of concern as appropriate.

NHS Western Isles attaches the greatest importance to the health and safety of its employees. It is the Board policy to do all that is reasonable to prevent personal injury and hazard to health by protecting staff and others including the public from foreseeable hazards compatible with the provision of proper services to patients. The Board expects its entire staff to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions at work. More detailed information is given in departmental safety policies where appropriate.

Ensure own actions support equality, diversity and rights.

This involves:

- a) Acting in ways consistent with the Board's policies and procedures.
- b) Treating those you come into contact with equitably and with respect.
- c) Recognising the need for aids or adaptations.

JOB DESCRIPTION AGREEMENT

I,, confirm that the job description and person specification attached have been discussed with me and are an accurate and up-to-date account of the duties and responsibilities and skills/qualifications required to undertake the post.

Job Holder's Signature:

Date:

Head of Department Signature:

Date:

NHS WESTERN ISLES - PERSON SPECIFICATION

Job Title: Coordinator to the Hospital at Home Service NHSWI
Department: Acute Services
Location: Western Isles Hospital

FACTOR	ESSENTIAL	DESIRABLE	HOW ASSESSED
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working in the NHS • Experience of co-ordinating complex operational systems • Experience of developing and being responsible for NHS Quality Improvement(QI) projects • Experience with NHS Systems • Experience of minute taking • Experience taking a role in new projects and evidence of effective resource management 	<ul style="list-style-type: none"> • Experience of working in a busy clinical environment • Experience of providing a secretarial/admin support to a clinical service • Intermediate level of experience with MS Excel 	Application form and interview
QUALIFICATIONS / TRAINING	<ul style="list-style-type: none"> • Educated to Diploma level in healthcare or management related subject. 	<ul style="list-style-type: none"> • First degree 	Application form Interview
KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> • Excellent computer literacy, • Excellent interpersonal and communication skills • Excellent planning, organisational and co-ordination skills Medical terminology 	<ul style="list-style-type: none"> • Knowledge of NHS waiting time targets 	Application form and interview
DISPOSITION	<ul style="list-style-type: none"> • Self motivated & able to work without supervision • Flexible attitude to work • Ability to work to deadlines • Attention to detail • Ability to handle sensitive, confidential situations with discretion, tact and diplomacy • Ability to work as part of a team, exercise judgement and act on own initiative 		Application/ Interview