

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Chemotherapy Appointments Scheduler

Responsible to: Senior Charge Nurse

Department(s): Ward 1 – Daycare chemotherapy and supportive care

Directorate: Cancer & Palliative Care

Operating Division: Clinical Services

Job Reference: 012632

No. of Job Holders: 2

Last Update: December 2019

2. JOB PURPOSE

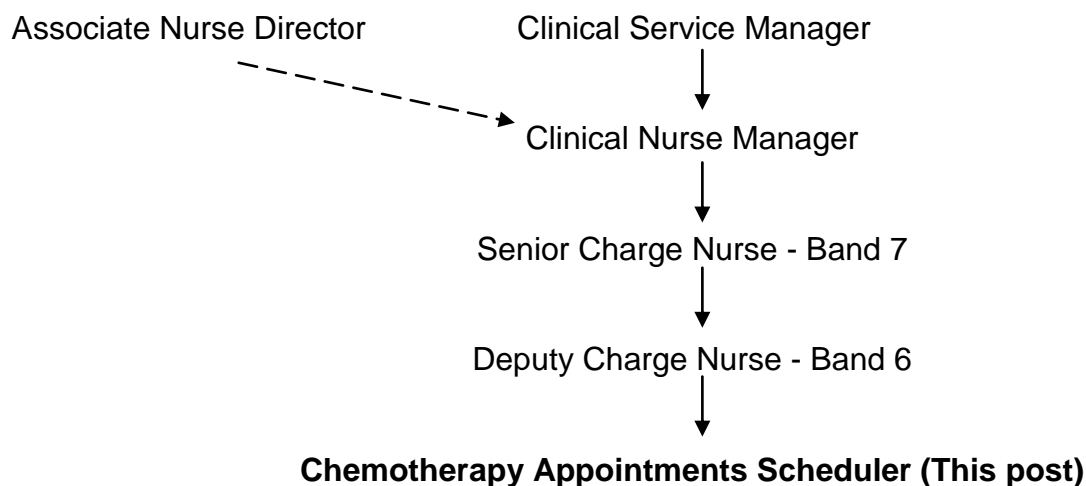
- To work as an integral member of an effective multi disciplinary team to ensure specialist treatment referrals are received, managed and processed appropriately to enable the delivery of cancer treatment to patients within agreed timescales, meeting government and quality targets, and providing patients with a seamless service. This is required for oncology, haematology and clinical trials patients within the day care area.
- To liaise with radiotherapy and surgical services to manage patients treatment schedules within a number of complex patients pathways where patients require a number of co-ordinated interventions for their cancer treatment.
- To audit performance of scheduling service to ensure all waiting times and quality targets are achieved along the patient pathway and report to CMT achievements and variance against agreed targets.

3. DIMENSIONS

The post holder will:

- Be responsible for the appropriate management of all patient referrals and allocation of appropriate and timely treatment appointments, including oncology, haematology and research trials, considering nursing, pharmacy and environmental resource and constraints
- Due to the complexity of treatment 2-3 patients per day will require treatment deferrals and the post holder will be required to prioritise and manage this additional unscheduled demand in addition to routine referral management.
- Work closely with all members of the multi-disciplinary team within day care, in-patient and out-patient services within NHS Lothian, as well as work collaboratively with the referring teams / consultants, specialist nurses and cancer trackers.
- Proactively track the care of patients 'on treatment' in advance of planned appointments and liaise with clinicians as required if patients are receiving unscheduled in patient care, to confirm treatment plan and therefore maximize utilization of chemotherapy treatment slots (prevent the wastage of unused allocated slots).
- Provide audit data and outcomes on the cancer activity across the day care service, treatment referral activity, treatment deferral activity by tumour group.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The Edinburgh Cancer Centre provides a tertiary service to the South East of Scotland region, delivering Systemic Anti-Cancer Therapy and Radiotherapy for patients within Lothian and across SCAN , and other Scottish health boards as required.

Ward 1 is a specialist day care service within the Edinburgh Cancer Centre, providing a high quality, safe and supportive environment for patients attending for chemotherapy and supportive services at the Edinburgh Cancer Centre, meeting their identified physical and psychosocial needs of patients with a cancer diagnosis.

Ward 1 treats up to 500 patients per week, Monday to Saturday.

The ECC works collaboratively with the regional cancer units to provide a shared care approach to patient treatment and management as appropriate based on the complexity of treatment required.

6. KEY RESULTS AREA

1. Responsible for the receipt, management and processing of electronic treatment referrals into chemocare to ensure appropriate treatment is scheduled across 4 distinct treatment areas within Ward 1.
2. To ensure all patients are prioritized appropriately according to local and nationally agreed waiting times targets / key performance indicators, and allocated relevant treatment appointments, with appropriately trained and skilled nursing staff
3. Responsible for the scheduling and planning / allocation of work load for specialist chemotherapy nurses, co-ordinating treatments with pharmacy capacity and treatment requirements
4. To build and manage audit tools to monitor activity stats, for example, referral rates for treatment and deferral rates for chemotherapy, to inform local capacity planning strategy and provide relevant data to the Clinical Management Team in relation to waiting times, activity statistics and treatment deferral.
5. Patient communication in regard of treatment time, patient information and ensuring patient transport in place as required.
6. Work with radiotherapy services to manage shared care pathways, ensuring chemotherapy and radiotherapy and scheduled in a co-ordinated way according to protocol.
7. Work with regional partners to deliver effective shared care pathways for complex treatment regimes over a 6 month period, ensuring chemotherapy is scheduled between The Edinburgh Cancer Centre and relevant cancer units in a co-ordinated way according to protocol.
8. Identify opportunities for service change and improvement and lead improvement within scope of role
9. To identify deficiencies in standards and take appropriate local action with the appropriate personnel. Keep the Ward Manager informed at all stages. Where initial resolution is not found, discuss with the Ward Manager for further action.
10. To establish and maintain effective communication links with ward staff and other services.
11. To record comments/complaints and pass these on to the Ward Manager and/or Nurse-in-Charge.
12. Acting on all information with accuracy and efficiency, escalating concerns and issues as they arise, maintaining accurate patient records and ensuring patient confidentiality at all times.
13. Provide training and education for staff accessing and using the chemocare scheduling system.
14. Provide super user support for chemocare scheduling demonstrating a comprehensive understanding of the chemocare system, support and educate other users within Lothian in the use of chemocare scheduling system.

7a. EQUIPMENT AND MACHINERY

- Desk / Workstation
- Personal computer
- Telephone
- Fax machine
- Photocopier
- Scanner

7b. SYSTEMS

TRAK – Patient administration system

Chemocare – Electronic chemotherapy scheduling system

OOQS – Specific oncology document control system – accessing policies and protocols to guide practice and ensure appropriate patient management

E-Mail – Managing the generic scheduling in box for the day care chemotherapy service

CPORT – Chemotherapy modeling system – to be able to run reports to support business continuity agenda and strategic planning

Clinical portal – Access patient information, investigation results

8. ASSIGNMENT AND REVIEW OF WORK

The post holder works autonomously within a defined role, supported by policy and guidelines.

The post holder is responsible for prioritising, planning and managing his/her own work on a daily basis to ensure pre determined treatment targets are delivered and recorded appropriately.

Annual performance review and development planning with designated Ward Manager or Deputy.

Ad-hoc meetings relevant to role, for example, with cancer trackers and cancer multi disciplinary meeting co-ordinators to ensure cancer pathways appropriate / targets achieved, the chemocare working group in relation to ongoing support and use of an evolving system.

9. DECISIONS AND JUDGEMENTS

Works within clearly defined policies and protocols.

Prioritisation of workload – prioritizing patient treatment requests from 25 different consultants for a variety of clinical treatments, reflecting clinical priority and delivering against cancer treatment targets and key performance indicators.

Appropriate response to enquiries – Dealing with direct patient enquiries about treatment times, appointment schedules, clinical staff with patient referrals / requests, liaising with clinical staff about co-ordinating multiple treatments and intervention across different departments.

Using knowledge of systems and environment to make decisions required to carry out duties – Familiarity with different tumour groups, regimens and clinical teams to manage a highly variable and complex case load of patient appointments, knowing when to escalate for support and direction as required.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Balancing the complexity of patient requirements, staff resource available, target timescales and the treatment regimes requested.

Meeting expectations of patients, relatives and members of the multi-disciplinary team

Exposure to clinical information/upset patients can, at times, be distressing.

Occasional verbal aggression from patients and relatives.

Scheduling patients' treatments within the designated time parameters.

Managing conflicting priorities from multiple members of the MDT

11. COMMUNICATIONS AND RELATIONSHIPS

INTERNAL:

Ward Manager

Regarding co-ordination of workload, operational and organisational matters within the ward.

Multi-Disciplinary Team

To facilitate efficient, informed, safe and comfortable patient care/journey.

Support Services

To ensure ongoing smooth running and efficiency of ward

EXTERNAL:

Patients, Relatives and Carers

To give and obtain information, in order to assist in ensuring that patients and relatives remain well informed throughout their admission and during their discharge process.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Skills:

Sitting for long periods at desk

High level of screen work

Use of telephone

Mental Demands:

Working in a busy ward, high turnover, changing information and frequent interruptions.

Emotional Demands:

Meeting patients and relatives needs and expectations.

Exposure to clinical information/bereaved/upset relatives/carers can, at times, be distressing.

Environmental:

Occasional verbal aggression.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Essential:

HNC in Administration related subject plus experience working in an administration role including:

- Effective organisational skills and ability to manage complex appointment scheduling
- Ability to develop and implement administrative systems and processes
- Previous experience working within the healthcare system.
- Effective problem solving approach
- IT literacy skills, including data capture and complex networked systems
- Good organisational skills with attention to detail and accuracy.
- Good communication skills with all levels of staff and members of the public accurately.
- Ability to remain calm under pressure.

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each postholder to whom the job description applies.

Postholder's Signature: Date:

Head of Department Signature: Date: