## JOB DESCRIPTION

**1. JOB IDENTIFICATION**

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| **JOB TITLE:**  | Clinical Effectiveness Facilitator |
| **RESPONSIBLE TO:** | Clinical Improvement Coordinator |
| **DEPARTMENT:** | Clinical Governance Support Unit |
| **DIRECTORATE:** | Corporate Services |

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| **2. JOB PURPOSE**  |
| The Clinical Effectiveness Facilitator will work as part of the Quality Improvement (QI) or Communication, Analytics, Reporting and Evaluation (CARE) team, and the wider Clinical Governance Support Unit. They will work with the Clinical Improvement Coordinators and other clinical improvement staff to: * Manage own portfolio of clinical effectiveness/quality improvement projects that reflect local, organisational and national priorities. This involves utilising the principles of project management for a range and number of different clinical effectiveness projects at any given time.
* Provide expertise to services in using data to improve patient care and outcomes.
* Support programmes of work in conjunction with clinicians for the application of clinical effectiveness/quality improvement methods.
* Support the implementation of appropriate clinical effectiveness/quality improvement systems to enable the organisation to deliver evidence-based, safe healthcare and high quality services
* Follows relevant policies and guidance to ensure the delivery of effective and safe healthcare and services
* Follows the NHS Greater Glasgow & Clyde (NHSGGC) Quality Strategy, NHSGGC Clinical Guideline Framework and the NHSGGC Framework for Addressing Clinical Quality Publications.
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| **3. ROLE OF THE DEPARTMENT**  |
| The Clinical Governance Support Unit, and the QI and CARE Team(s), provide advice, guidance, support and assurance that safe clinically effective and person centred care is provided. The department advises and supports health care professionals to identify best practice, implement this within their working environment, and evaluate its effect on patient care. It facilitates local, regional and national /quality improvement work, supports the implementation of national evidence, standards and guidelines, and supports review of services by external bodies. e.g. NHS Quality Improvement Scotland.This requires a strategic approach in terms of developing policies and strategies, and a hands on approach in terms of working with multi-professional clinical teams to overcome the barriers to implementing evidence based practice.The aims of the team are:* To promote, coordinate and facilitate the implementation of patient focused & evidence based practice ensuring that patient care is of a high standard and clinically and cost effective.
* To ensure high quality clinical effectiveness/ quality improvement activity is supported throughout the Board, in particular in the national priority areas and at the same time taking into account local priorities.
* To identify areas of need for clinical effectiveness/ quality improvement support, training and education, developing and delivering local programmes of education to meet the needs identified.
* To provide expertise in clinical audit/ quality improvement methodology to clinicians and multidisciplinary groups in support of clinical effectiveness/ quality improvement activities across NHSGGC.
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| **4. ORGANISATIONAL POSITION** |
| Head of Clinical Governance |

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| **5. SCOPE AND RANGE** |
| * Manages a portfolio of clinical effectiveness/quality improvement projects that reflect local, organisational and national priorities. This involves utilising the principles of project management to ensure that all deadlines for reporting are met.
* The post holder has responsibility for planning and prioritising their objectives. They will plan their workload as required to ensure delivery of agreed and new objectives. In organising their objectives they will identify and re-plan outcomes to ensure minimum impact to others.
* Follows NHSGGC strategies in relation to clinical effectiveness/quality improvement.
* Supervises work of the Clinical Effectiveness Assistant(s), on a day-to-day basis, to ensure work is progressed and completed satisfactorily.
* Reports directly to the Clinical Improvement Coordinator for your team.
* Work will be generated within the parameters of the NHSGGC Quality Strategy, NHS GGC Clinical Guideline Framework and NHSGGC Framework for Addressing Clinical Quality Improvement, and will reflect national and organisational priorities, and those of relevant Committee(s) and clinicians.
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| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES** |
| **Communication and relationships** * To promote clinical effectiveness/ quality improvement as an integral part of the working practice of all staff involved in the provision of services, as a means of enhancing and improving the quality of care, treatment and services provided by NHSGGC.
* To work with the Clinical Improvement Coordinator to support area-wide and local committees, managed clinical networks and relevant groups.
* To establish and maintain excellent working relationships with clinicians and other clinical and non-clinical staff, to encourage participation and confidence in the ongoing collection, analysis and reporting of high quality data in accordance with nationally agreed datasets and systems.
* The post holder will attend regular meetings with the Clinical Improvement Coordinator and the QI/ CARE team, and relevant clinical teams and groups, to discuss workload and issues, to ensure that work is progressing.
* Support equality and value diversity

**Data collation, analysis and reporting** * To produce high quality, comparative data across NHSGGC to allow participation in National programmes, enabling the Board to compare management and outcomes against national figures, and implement changes as required to improve patient care.
* To be responsible for developing, implementing and sustaining local data capture processes, aiming to integrate these into routine clinical practice if possible. This will include adapting/designing information systems, databases, spreadsheets, forms and reports to meet the specifications of others, for a variety of clinical audit/effectiveness projects and evaluations
* Designing and undertaking complex analysis involving confidential, complex and sensitive data, making sure confidentiality is maintained in accordance with the Data Protection Act, Freedom of Information Act and other applicable local policies and procedures.
* Ensure complete case ascertainment, and that timely and accurate data has been collected, collated and reported on as required.
* To support services to measure against national, regional and local standards, and to disseminate, interpret and implement relevant reports and actions.

**Facilitation, Development and Implementation** * To work with the Clinical Effectiveness Managers/ Leads to collate evidence to support external review processes
* To implement processes within NHSGGC to monitor and support clinical effectiveness/ quality improvement projects
* To facilitate clinical effectiveness/quality improvement projects, including analysing, interpreting and comparing options, and for managing any changes resulting from the project, to ensure co-ordination and progress of activity
* To disseminate, interpret and implement information on methods of delivering evidence based healthcare.

**Knowledge, training and advice** * To support the development and delivery of appropriate training packages for staff, to ensure staff learning and development in relation to clinical effectiveness/ quality improvement.
* To support the marketing of clinical effectiveness/quality improvement throughout NHSGGC in order to promote effectiveness/ quality improvement as an integral part of clinical work. This may include training, induction, planning conferences and workshops, and the production of promotional materials.
* To provide advice and expertise to others, on patient pathways, national datasets and programmes, and data definitions and quality in relation to specialised topic areas, such as Managed Clinical Networks and NHS Quality Improvement Scotland Standards.

**Supervision and reporting** * To prioritise own workload and oversee, on a day-to-day basis, the application and quality of the workload of the Clinical Effectiveness Assistant to ensure work is progressed and completed satisfactorily.
* To work with the Clinical Improvement Coordinator to ensure that team resources are utilised effectively to develop and support the clinical effectiveness/audit agenda.
* Work will be generated within the parameters of the NHSGGC Clinical Guideline Framework, and NHSGGC Framework for Addressing Clinical Quality Publications, and will reflect national and organisational priorities, and those of relevant Committee(s) and clinicians.

**Personal Development Responsibilities** * The post holder will undertake a KSF based PDP and regular reviews of work/ progress with the Clinical Improvement Coordinator
* To actively seek out learning opportunities appropriate to the post holder’s role.
* To ensure that the post holder’s Personal Development Plan is up to date.
* To maintain an up to date knowledge base of clinical effectiveness and quality improvement.

The above duties are not exhaustive and the post holder will be expected to undertake tasks commensurate with the post. |

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| 7a. EQUIPMENT AND MACHINERY |
| * The post holder should demonstrate a good working knowledge of general office equipment and presentation equipment; including a desktop computer system, laser jet printer, telephone, fax, photocopier, shredder, overhead projector, lap top, screen and flipchart.
* Windows applications: MS Word, Access, Excel, PowerPoint, Outlook Express and Internet Explorer.
* Car (or other form of transport) to travel between hospital sites.
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| 7b. SYSTEMS |
| * Windows applications: Word, Access, Excel, PowerPoint, Outlook Express and Internet Explorer.
* Patient information systems to support data collection and collation, and case ascertainment
* Responsible for creating, maintaining and modifying systems (both manual and electronic) within the department to support clinical effectiveness projects
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| **8. DECISIONS AND JUDGEMENTS** |
| * The post holder has day-to-day responsibility for assessing, prioritising, managing and delivering the programme of work in relation to competing priorities.
* The post holder must be able to anticipate problems and develop solutions on a regular basis, which includes identifying unforeseen problems with projects and devising solutions as part of project management skills.
* In organising their objectives they will identify and re-plan outcomes to ensure minimum impact to others.
* Use own initiative, skills and knowledge to answer enquires via MS Teams, telephone, letter, e-mail or face to face on a daily basis.
* Required to negotiate with healthcare professionals on data issues, requiring an understanding of medical terminology, and in-depth knowledge of audit and quality improvement methodologies, data interpretation, and research and ethical issues, to ensure activities are conducted within appropriate clinical governance frameworks.
* Judgements involving complex facts or situations, which require the analysis, interpretation and comparison of a range of options, e.g. in the development and prioritising of projects and the interpretation of findings from complex audit/effectiveness/quality projects
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| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| **Key Working Relationships*** Meet with the Clinical Improvements Coordinator on a monthly basis to discuss specific personal, team objectives and progress with projects.
* Other members of the QI/ CARE team on a weekly basis to ensure all work targets are being met.
* CGSU colleagues at monthly departmental meetings, and as required, to discuss departmental work.
* Clinicians, to provide them with complex, sensitive and confidential data in relation to the quality of service provided.
* Medical Records staff/ EHealth staff to obtain case notes/data/information required for quality improvement visits/ data collection.
* At professional group meetings and clinical team meetings the post holder has to communicate in order to motivate, negotiate, and persuade clinical staff to agree standards of practice and also agree improvements to practice. This can involve presenting and communicating complex, sensitive or contentious information to groups of staff
* External organisations such as Managed Clinical Networks, Information & Statistics Division, Scottish Intercollegiate Guidelines Network (SIGN), NHS Quality Improvement Scotland, Scottish Executive, National Groups, and Royal Colleges/ Professional bodies

**Mode of communication**Communication is verbal (MS Teams, face-face and via telephone), written (via reports and e-mail) and through a variety of other interactions, such as meetings and presentations.**Potential difficulties encountered** * Need for diplomacy and tact when dealing with colleagues
* Ensuring targets are met
* Presenting or providing feedback of audit/quality improvement results, which may contain complex, sensitive and confidential data in relation to the quality of care
* Motivating and negotiating with clinical staff to progress clinical effectiveness/ quality improvement projects, and agree standards of practice and improvements to care
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| **10. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB** |
| **Physical*** Uses computer more or less continually, for at least half of the day
* Advanced keyboard skills – for inputting and manipulating data
* Frequent requirement to move or work between sites

**Mental*** Requirement for ongoing, intense concentration for majority of working day e.g. attending meeting, preparing documents/ reports
* Knowledge, expertise and intelligence required to manipulate and analyse data

**Emotional** * Planned activities may require adjustment, due to deadlines, priorities, and conflicting demands, or to respond to urgent queries.
* Managing time in order to balance workload and competing priorities
* Deals with sensitive and confidential data, relating to quality of care
* Little exposure to distressing circumstances.
* Contact with patients is incidental.

**Environmental*** Uses computer more or less continually, for at least half of the day
* General office conditions.
* Ensures safe use of own equipment.
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| **11. MOST CHALLENGING / DIFFICULT PARTS OF THE JOB** |
| * One of the key challenges faced by Clinical Effectiveness (CE) Facilitator is supporting clinical staff in achieving the agreed tasks and time scales. The CE Facilitator will have to use highly developed communication and negotiating skills in ensuring this, and be able to conduct themselves in a professional and proficient manner.
* The post holder will come across complex situations and will have to use their knowledge and skills in identifying appropriate solutions. They should also know when it is appropriate to ask for advice and guidance from the Clinical Improvement Coordinator.
* Motivating and encouraging clinicians to use the results of clinical effectiveness/ quality improvement projects to change and improve clinical practice.
* Keeping on top of an ever-changing workload, which consists of competing and altering priorities, all of which in themselves, can present project management challenges.
* To promote the acceptance of clinical audit/quality improvement as an integral part of the working practice of all involved in the provision of clinical services, as a means of enhancing and improving the quality of care, treatment and services, and as such having to motivate, enthuse and persuade staff.
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| **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| **ESSENTIAL****Qualifications & Experience*** A degree; or able to demonstrate equivalent experience.
* ECDL in Microsoft Office professional packages; or able to demonstrate equivalent competency in using packages
* Experience of working as part of a team

Knowledge & Skills* Excellent verbal and written communication skills
* Persuasive, motivational and negotiation skills
* Sound knowledge of the principles of clinical effectiveness/ quality improvement
* Able to work autonomously and use own initiative
* Competent in presentations and report writing
* Numeracy and data analysis skills
* Skilled in problem solving

**DESIRABLE** **Qualifications & Experience*** Experience of working in a healthcare setting
* Experience of teaching in small groups.
* Experience of change management
* Experience of supervising others and overseeing work

Knowledge & Skills* Knowledge of obligations with regard to the Data Protection Act, Caldicott Guidance and the Freedom of Information (Scotland) Act.
* Skilled in literature searching
* Skilled in Project Management
* Basic understanding of medical terminology
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