

NHS Dumfries & Galloway

JOB DESCRIPTION

1. JOB DETAILS

Job Title:	Major Trauma Rehabilitation Coordinator
Responsible to:	AHP Lead/Lead Nurse
Department(s):	Trauma/CCU/ Rehabilitation
Job Reference:	AHP002RehabFV.20

2. JOB PURPOSE

The major trauma coordinator is an autonomous practitioner, with a key role in supporting West of Scotland's (WoS) Major Trauma Network's vision to develop a world class Major Trauma service. The post holder will be responsible for co-ordinating the day to day rehabilitation of major trauma patients returning from the major trauma centres across Scotland, and those managed within Dumfries & Galloway. In addition they will be responsible for liaising closely with members of the multidisciplinary, multi-specialty team, with patients, their families, other hospitals and rehabilitation centres within the WoS Trauma Networks.

The role will be integral to the ongoing clinical governance of the major trauma service linking with other WoS trauma network co-ordinators to support implementation of service improvements.

The post holder will exercise advanced clinical knowledge and skills to direct and provide advanced clinical care for major trauma patients. This will be achieved through high level leadership in the provision of high quality and safely managed pathway patient care.

3. DIMENSIONS

Major trauma patients require highly skilled and co-ordinated care from the scene throughout acute care and during expert rehabilitation. The role of the major trauma service is to provide a high quality, safe and supportive environment to ensure that major trauma patients are managed in the timeliest fashion according to their needs and be the advocate for patients and their family.

The role of the major trauma co-ordinator is multi-faceted incorporating key functions i.e. policy and protocol development, education, research and professional

development. They will provide leadership, guidance and support to staff. The post incorporates the function of case coordinator and involves a direct link with the Lead Consultant throughout the patient journey and all other associated medical, nursing, AHP and administrative staff in facilitating appropriate clinical interventions. There will be no formal on-call responsibility but the Major Trauma Co-ordinator will carry a trauma bleep and will be encouraged to attend all major trauma attendances where possible (including daily MDT ward rounds/weekly MDT meetings).

Major Trauma Co-ordinators will be required to work across the trauma services pathway and will be responsible for overseeing the implementation of the Rehabilitation Plan.

4. KEY DUTIES

Responsibilities

Patient Client Care

- Provide professional leadership to influence the standards of clinical care of major trauma patients across the network.
- Maintain oversight of the management of care of all major trauma inpatients within NHS Dumfries & Galloway TU but also transferred to the WoS MTCs.
- Maintain accurate patient specific records for all major trauma patients summarising injuries, interventions, ongoing actions, follow up and significant events. Ensure patients and families are being kept informed of relevant plans.
- Oversee the implementation of the Rehabilitation Plan following repatriation from the MTCs.
- Ensure that all injuries have management plans and the relevant specialities are involved in the patient's care.
- Attend trauma calls working within scope of practice, liaising with departments to streamline the patient journey.
- Work in conjunction with the staff delivering rehabilitation plan to ensure that all patients' rehabilitation needs are assessed and met at the appropriate point in their pathway.
- Enable the provision of personal and family integrated care ensuring where possible patients and families are included in care planning.
- Oversee and monitor the quality of care for patients who have sustained trauma. Investigate areas of concern and promote good practice both within the organisation and the wider trauma network in conjunction with the Major Trauma Service Team and Clinical Leads.

Policy and Service

- Contribute to the development of a framework of working practice for the Trauma Nursing/AHP Team and to meet clinical standards.
- Develop and adhere to local and national policy and have responsibility for the practical implementation at local level.
- Develop specialist protocols and policies regarding all aspects of the Trauma service.
- Promote implementation of agreed changes in response to developments in practice and policy.
- Support the investigation and resolution of complaints or concerns arising from the major trauma service.
- Identify and propose changes which promote a positive patient experience.
- Develop, monitor and maintain clinical policies and standard operating procedures in accordance with NHS Dumfries & Galloway and national policies, guidelines, protocols and professional regulations.
- Develop effective care pathways from admission to discharge to ensure the delivery of appropriate, patients focused, safe care.
- Ensure continuous improvement of service provision by maintaining current/up to date knowledge of best practice and by creating an environment of trust and respect.
- Contribute to the development of the major trauma service in Dumfries & Galloway Infirmary and the West of Scotland Major Trauma Centre networks.

Staff management/Supervision, Human resources, Leadership and Training

- Take part in Trauma team simulation exercises and participate in team debrief and reflective learning to support NHS Dumfries & Galloway values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.
- Support the staff delivering rehabilitation to patients who deteriorate or require ongoing planning by specialities to facilitate best care.
- Respond to the healthcare professionals at a local level to provide accurate, up-to-date information, answer queries regarding patient management issues.
- Work collaboratively with the Trauma Network, developing relationships and pathways with network partners to ensure that the patient pathway is appropriate and smooth.
- Maintain links nationally with other Major Trauma Rehabilitation Co-ordinators in order to share best practice and develop links for out of area patients.
- Maximise opportunities to share good practices and innovations with colleagues locally, regionally and nationally.
- Play a key part in the development and maintenance of the multi-disciplinary, multi-specialty team to provide a high quality effective service.

- Mentor and support Team members ensuring that they develop an understanding of the service and its contribution to both NHS Dumfries & Galloway and the WoS Major Trauma Networks.
- Initiate, plan, implement and evaluate training programmes and practice development initiatives on a multi-professional basis, to ensure understanding and embedding of the service.
- Although under the direction of a line manager, work largely independently, accessing supervision and performance review, as required.
- Work closely with all tertiary services including Spinal, Plastics & Burns, Neurosurgery and Cardiothoracic.

Information Resources

- Organise multidisciplinary team meetings which focus on planning of care, review of cases where good practice is demonstrated and where care could have been improved.
- Assist in promoting flow through the Major Trauma Network by facilitating a timely repatriation to the TU from the MTC. Potential delays in repatriation should be escalated early to the Clinical Lead for Major Trauma.
- Lead and assist in the development of local and national clinical pathways and supports clinical networks.
- Promote a culture and practice of inter-organisational working in the delivery of services to actively develop relationships with other providers.

Research and Development

- Undertake regular clinical audits in line with the Scottish Trauma Audit Group (STAG) and NHS Dumfries & Galloway governance systems.
- In line with Caldicott principles and NHS Dumfries & Galloway's information sharing policies provide clinical feedback to pre-hospital providers and other hospitals in the Major Trauma Network to facilitate their audit and governance procedures.
- Support improvement and strive for innovation in providing a contemporary and patient focused pathway underpinned by realistic medicine principles.
- Collate and utilise data to drive improvement across the West of Scotland Trauma Networks.

Skills

Physical

- Moving and Handling

- Demonstrate highly developed dexterity, precision and co-ordination skills for assessment and manual treatment of patients eg fitting braces, keyboard skills for computer use
- Life support skills (ALS/BLS/PBLS)
- Physically demanding, many areas to cover throughout the hospital. Generally on feet all day, attending patients in various departments. Large distances covered on foot each day
- Movement of patient trolleys/chair
- Handling and using equipment on a daily basis: plinths, chairs, hoists, walking aids, wheelchairs, specialist beds – all of which require manipulation and dexterity – and frequently manoeuvring in confined spaces

Communication

- Signpost and refer patients and their families to the appropriate services and information which will support their rehabilitation and ongoing needs.
- Contribute to the development; implementation and monitoring of policies and procedures within the service while taking into account the overall aims and policies of the organisation.
- Maintain close liaison with patients, relatives/carers, medical teams, ward nursing teams, site co-ordinating teams, to ensure all patients for admission are appropriately assessed and managed
- Manage complex, contentious and sensitive information in a manner appropriate to promote understanding and acceptance for families.
- Ensure a multi-disciplinary approach, attending relevant trauma meetings with updated information on their current medical status, and to facilitate timely transfers to and repatriation from the MTCs
- Demonstrate robust communication with all clinical teams and professions at all times
- Liaise with appropriate members of the MDT to ensure that each patient episode is managed in the most effective and efficient way, in line with NHS Dumfries & Galloway's strategies and patient centred care
- Have responsibility for the major trauma patient pathway from admission through acute care, to rehabilitation, and onto discharge service.

Analytical

- Use specialist knowledge to optimise the patient pathway at every stage and minimise length of stay.
- Use expert clinical judgement to refer patient or have patient reviewed by appropriate personnel.
- Contribute to decision making and service delivery for Major Trauma across the region.
- Be responsible for the identification and prioritisation of all referred patients. This involves the co-ordination and planning of care from early stage of referral to end of treatment episode.

- Contribute to local development plans, professional and clinical governance needs, which will inform and underpin development of the service.

Effort and Environment

Physical

- The post holder will be expected to be responsible and knowledgeable in the safe use of all clinical and non clinical equipment used within the area ensuring this is checked and maintained and where problems are identified these are resolved so that all equipment is fit for purpose.
- NOTE: New equipment may be introduced as the organisation and technology develops, however training will be provided including, computers, laptops, scanners, mobile phones.

Mental

- Many patients will have complex medical and or social problems which need to be addressed in order to provide holistic care.
- Fulfilling the role of clinical expert and acting as resource to colleagues on a daily basis. Provision of the highest standards of professional care with resources allocated.
- Implementing change.
- Coping with the reality of patients and carers expectations.
- Balancing the competing priorities across agencies.
- Influencing patient flow with timely identification of forward plans for the region.
- Concentration is required at all times when caring for patients and undertaking clinical decision making
- Maintenance of precise and accurate records and report writing
- Frequent interruptions from patients/relatives/team members
- Concentration required when observing patient behaviours which may be unpredictable

Emotional

- Patients and their families need experienced, skilful emotional support at all time when they are emotionally vulnerable and anxious. There may be a requirement to be involved in bereavement and the life changing news conversations.
- Challenging behaviour from patients and carers
- Coping with patients emotional needs

- Complaints handling
- Exposure to substances hazardous to health e.g. body fluids
- Caring for patients and relatives following receipt of bad news and supporting them in identifying realistic expectations in relation to clinical conditions
- Communicating with and caring for patients who have reduced understanding and insight due to cognitive impairments
- Motivating and supporting staff/colleagues in the work environment.

Working Conditions

The post holder will be exposed on an ongoing basis to the following working conditions:

- Exposure to body fluids
- Potential exposure to verbal and physical aggression from patients and relatives/other visitors

5. FREEDOM TO ACT WITHIN THE JOB

The Major Trauma Rehabilitation Co-ordinator will have a Professional Personal Development Plan, including an assessment of clinical competence which will be reviewed annually by the responsible line manager. Will work within broad occupational, national and local policies and guidelines.

The Major Trauma Rehabilitation Co-ordinator will have line management responsibility to the Lead AHP/Nurse and professionally aligned to either Lead AHP or Lead nurse.

The post is self-directed, organising own workload in relation to specialist caseload to meet the demands of the service and as capacity allows the post holder will hold a small clinical caseload in related clinical areas.

The clinical workload is generated through various referral protocols of multidisciplinary teams in line with legislation and performance indicators set by the Scottish Government Health Department.

The role of the department is to provide a high quality, safe and supportive environment to ensure that major trauma patients are managed in a timely fashion according to their needs and be the advocate for patients and their family. When appropriate a swift transfer to the MTC will be initiated for specialist care. Following transfer to the MTC, major trauma patients who reside in the NHS Dumfries & Galloway area will be repatriated in a timely manner to an appropriate clinical environment with an emphasis on a multidisciplinary approach to rehabilitation.

The role of the service is to improve the journey of trauma patients by minimising delays along the patient pathway for example ensuring patients are prepared for transfer to the MTC and repatriated to NHS & Galloway TU in a timely manner.

The hospital major trauma service has the responsibility and authority for the governance of all major trauma care in hospital. Provide a dedicated major trauma service commensurate with the expertise of a TU.

Patients with major trauma in NHS Dumfries & Galloway will have access to the following:

- An Emergency Medicine consultant within 60 minutes
- An anaesthetic consultant within 60 minutes
- A major haemorrhage protocol for trauma patients
- A General Surgical consultant within 60 minutes
- An Orthopaedic consultant within 60 minutes
- A multi disciplinary trauma team consisting of a trauma leader, an anaesthetist and a general surgeon
- Access to CT and CT reporting 24 hours a day (within 60 minutes)
- 24/7 access to emergency theatre
- 24/7 access to Critical Care
- Acute specialist trauma rehabilitation services
- Acute specialist services for elderly populations
- A named member of clinical staff (band 7 nurse/AHP) who coordinates the patient care

Dumfries & Galloway Trauma Unit (TU) is required to:

- Manage injured patients from its local catchment area
- Provide initial care and resuscitation of MT patients
- Have a system in place to identify and transfer under-triaged and self presenting patients to MTC, including availability of clinical escort where required
- Provide acute rehabilitation and specialist rehabilitation (access to specialist rehabilitation where a regional approach is required eg spinal injury)
- Participate/lead upon research and education and participate in national injury programmes
- Have robust clinical governance and performance systems in place to ensure quality assurance and improvement as part of the network governance programme
- Provide training and education to staff in the management of the trauma patient. This will be linked to the wider network programme where appropriate
- Participate in MDT M&M/Governance meetings as per the MTC
- Commit to being part of a trauma network with designated representation at network meetings
- Consistent and robust participation in the STAG Audit

- Participate in the networks major incident planning and be prepared to take patients from out with the local catchment area at times of strain on the system

The service also has a role in the education and training of staff as well as effecting clinical supervision.

The key outcomes the network will deliver are:

- Seamless and effective Major Trauma Network
- In collaboration with the Major Trauma Unit Lead, identify and undertake project work to improve rehabilitation pathways of care for patients in NHS Dumfries & Galloway, working with a range of stakeholders across Primary, Secondary and Community Services
- Identify best practice in the other Major Trauma units across the country and use this intelligence to develop and improve pathways in NHS Dumfries & Galloway
- Goal focused rehabilitation
- Support the Workforce, Education, Training and Governance.

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

- Either Registered Nurse or AHP
- Current professional registration
- Diploma/Degree in relevant subject or equivalent
- Demonstrate specialist clinical knowledge to an expert level within trauma orthopaedics and or neurological specialties and rehabilitation underpinned by theoretical knowledge and relevant practice.
- Demonstrate proven strong leadership qualities
- Demonstrate experience in audit/research/improvement methodology
- Strong evidence of self directed continuing professional development skills
- Evidence of recent CPD
- Excellent communication, interpersonal and negotiation skills
- Able to use initiative and make decisions
- Logical and flexible in approach to work demands
- Able to prioritise and manage own time
- Able to deal with highly stressful situations
- Good understanding of IT and technology

The following are examples of systems which will be used when undertaking the role:

- To maintain accurate and up to date clinical records complying with patient confidentiality and provide data for core surveillance.
- To be responsible for recording all activity/contact on appropriate local system.

- To update and maintain a range of information databases.
- To be proficient in the use of IT systems – internet/intranet including use of email.
- E-STAG
- TOPAS
- Portal
- Other Patient Management Systems

Note: New systems may be introduced as the organisation and technology develops, however training will be provided.

NHS DUMFRIES & GALLOWAY	
Job Title:	Rehab/ Trauma Coordinator
Department:	Emergency centre/CCU/Rehab
<u>ESSENTIAL</u>	<u>DESIRABLE</u>
<p>QUALIFICATIONS</p> <ul style="list-style-type: none"> • Registered nurse or AHP. • Current Professional registration. • Master's degree or equivalent experience in the clinical area demonstrating skills appropriate to discipline. 	
<p>EXPERIENCE</p> <ul style="list-style-type: none"> • Substantial clinical experience in relevant clinical fields, eg, CCU, A&E Trauma & Orthopaedics, specialist rehabilitation • Demonstrate experience in audit/research / improvement methodology. • Previous experience working in a rehabilitation setting. • The ability to demonstrate autonomy in managing a complex multi dimensional caseload. 	<ul style="list-style-type: none"> • Previous experience as Trauma /rehab coordinator • Experience working in a Multidisciplinary team and across a variety of services including acute and community. •
<p>KNOWLEDGE</p> <ul style="list-style-type: none"> • Demonstrate specialist clinical knowledge to a highly developed level within trauma orthopaedics and or neurological specialities underpinned by theoretical knowledge and relevant practice. • Demonstrates knowledge and understanding of the Scottish Trauma Network aims and ambitions • Demonstrates substantial knowledge and understanding of the principles of Rehabilitation 	<ul style="list-style-type: none"> • Specialist knowledge within Trauma and orthopaedics and /or Neurological specialities, including paediatric rehab. • Knowledge of local rehabilitation pathways and resources.

<p>medicine, including MDT rehab professionals, goal planning, rehabilitation plans and the use of relevant outcome measures.</p>	
<p>SKILLS</p> <ul style="list-style-type: none"> • Good understanding of IT and technology. • Able to adapt to change/unpredictable and challenging circumstances. • Able to prioritise and manage own time. • Demonstrate proven strong leadership skills. 	
<p>PERSONAL CHARACTERISTICS</p> <ul style="list-style-type: none"> • Excellent communication , interpersonal and negotiation skills • Able to deal with stressful situations • Logical and flexible in approach to work demands. 	

Organisation Chart

