#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title: Discharge Co-ordinator  Responsible to: Clinical Nurse Manager – Emergency Care  Department(s): Acute Services  Directorate: Acute Services  Operating Division: University Hospital Ayr  Job Reference:  No of Job Holders: 1  Last Update : 10 October 2019 |
| 2. JOB PURPOSE |
| The post holder will work in partnership with the Senior Charge Nurses to ensure discharge planning is embedded throughout in-patient services within University Hospital Ayr.  The post holder requires to:   * To maximise the use of inpatient beds and take a lead role in reducing the length of stay through the facilitation of effective integrated discharge planning; * Play a pivotal role in leading and supporting multidisciplinary ward staff and Health and Social Care Partnership colleagues to ensure our patients are discharged in a safe and timely manner; * To contribute to the development of discharge planning strategies and initiatives; to lead the implementation of agreed initiatives and champion effective discharge practices; * To work closely with Senior Charge Nurses, ward staff and staff in other agencies to support and facilitate effective multidisciplinary and multi agency discharge planning from the hospital; * To monitor, collate and report delayed discharge information within University Hospital Ayr and contribute to Ayrshire wide efforts to reduce delayed discharges; * As one of the key staff involved in ensuring bed capacity is available, to take urgent action in response to peaks in demands for beds by facilitating rapid discharge and transfers of patients; * Manage the Discharge Lounge staff and service at University Hospital Ayr; * Link with care homes and nursing homes to contribute to the development of discharge strategies and initiatives/anticipatory care plans. |

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| **3. DIMENSIONS** |
| * Through the line management structure, the post holder will direct and lead staff members across a range of professions and disciplines, including Nursing, Allied Health Professions and administration. * The post holder is responsible for supporting and developing patient discharge on the University Hospital, Ayr site and link to community beds in Biggart Hospital; EACH and Girvan Community Hospital and with Health and Social Care. * The post holder directly line manages; Discharge lounge staff, taking responsibility for service performance, service quality, recruitment, appraisal, continuing professional development and all aspects of staff governance. * The post holder is managed and works closely with the Clinical Nurse Manager (Emergency Care) and is expected to carry out site wide and NHS Ayrshire and Arran tasks, as required. * The post holder is responsible for establishing and monitoring Hospital wide audits in relation to patient discharge. * The post holder is responsible for the development of discharge planning strategies and initiatives. |

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| 4. ORGANISATIONAL POSITION |
| Clinical Operational Hub Administrator  Discharge Lounge Team  Discharge Co-ordinator  Clinical Operational Managers – Patient Flow  Clinical Nurse Manager – Emergency Care |
| 5. ROLE OF DEPARTMENT |
| Acute Services within University Hospital Ayr has corporate responsibility for the delivery of all In-patients services, 24 hours a day, 7 days each week. The post holder has a key role to play in the planning and management of patient flow with a specific focus on patient discharge.  Services are required to optimise workforce, premises, equipment and other resources to ensure the delivery of high quality, safe, effective and patient centred services in line with corporate and clinical governance objectives.  The post holder has a key role in:   * The delivery of partnership working with Health and Social Care Partnerships * Ensuring the management and appropriate development of patient discharge processes. * Developing links with Health & Social Care Services through managed Clinical Networks and joint service planning |

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| 6. KEY RESULT AREAS |
| * Devise, develop and implement the Discharge Planning Policy and discharge planning agreement to ensure compliance with the policy by all wards and departments. Linking with Health and Social Care partners to ensure a seamless discharge process is developed; * Work with Senior Charge Nurses to ensure all wards working towards the achievement of the 40% morning discharge national target; * Develop an audit process to monitor morning discharge and facilitate performance improvements; * Identify and take action to eliminate unnecessary delays in the patient’s journey due to delays in discharge; * Drive forward and monitor discharge plans for patients with highly complex needs to ensure an effective outcome; * Take a lead role as nurse advisor and discuss complex discharge planning with patients and their relatives/carers; * Promote the use of Criteria Led Discharge and embed this process throughout all wards; * Facilitate the increase in weekend discharges by working with ward teams, multidisciplinary team and Health and Social care partners to improve on current levels; * Arrange and participate in staff training to raise awareness of discharge planning with all grades of staff, and act as a facilitator towards effective discharge planning; * Provide ward based staff with specialist knowledge on discharge planning and available services; * Promote the use of the discharge lounge within University Hospital Ayr; * Be responsible for the line management and development of staff working in the discharge lounge. |

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| 7a. EQUIPMENT AND MACHINERY |
| The post holder is required to have a knowledge of a wide range of equipment used as advice must be given to the wards as to the appropriateness of equipment for discharge however may not have daily clinical involvement.  Examples:   * Graseby pumps * MS26 pumps * Hoists * Community commodes * Community beds * Bathing equipment * Pressure relieving aids * PC * Printer * Photocopier * Page * Telephone |

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| **7b. SYSTEMS** |
| Daily lists of patients in hospital over 14 days  Produce electronic reports  Format, develop and produce daily spreadsheets and pivotal tables.  Daily use of Compass  Signing time sheets  Maintain daily records of PTS usage via discharge lounge  Maintain records of numbers of patients using discharge lounge  On-line patient transport booking system  Maintenance of patients records |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| * The post holder provides a consistent level of service to patients, relatives and University Hospital Ayr staff * The post holder is required to plan the way in which work is carried out * The post holder is required to allocate work to trained and untrained nursing staff, ambulance and ancillary staff * Reports to Clinical Nurse Manager (Emergency Care) but is regularly assigned tasks direct by the Assistant General Manager / General Manager * Required to work on own initiative all of the time * Annual performance development plan and review * Objectives will be set and agreed. |

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| **9. DECISIONS AND JUDGEMENTS** |
| Professionally expected to make autonomous decisions on a daily basis, including advice to junior and senior medical staff, Senior Charge Nurses, junior ward staff, external agencies and multi-disciplinary team members.  Requires a high level of analytical and judgemental skills to enable the post holder to manage highly complex situations which may have unique characteristics and where there are a number of complicated aspects to take into account, which do not have obvious solutions. When required by patient needs, to act independently out with agreed policy based on postholders own interpretation of clinical need.  The discharge co-ordinator has delegated responsibility to make decisions regarding patient discharge which may impinge on other Department’s resources. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| The most challenging aspects of the job are from the multifaceted nature of the work involved.  There are a variety of problems and situations, which require a consistent and methodical approach to enable the problem to be solved.  The post holder needs to continually strive to improve multi-agency working to the benefit of the patient.  The post holder is the link between separate agencies with at times opposing agendas and the post holder is required to pacify both. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder is required to communicate daily by face to face contact, telephone, e-mail and by letter with a variety of people which includes:  * Patients and relatives * Ward staff * Allied health professionals * Social services * Home help organisers * Ambulance staff * Primary care staff * Nurse specialist * Medical teams * Senior bed managers * General managers, medical and primary care * Rapid response service * Heads of Local Authority * Intermediate care staff   The type of communication involved is diverse and multi-stranded. It involves presenting complex, sensitive and contentious information to large groups of staff frequently via video link.  The post holder will be required to lead in case conferences, ward reviews and discharge planning meetings.  The job requires highly developed persuasive, motivational, training skills when communicating effectively with staff.  Highly developed empathic and re-assurance skills are required when communicating with patients and their relatives/carers to provide intense emotional support when planning a discharge for a patient who wishes to go home to die or for whom the decision is that they require permanent care and will never return to their own home. This requires the post holder to be able to provide accurate information in a supportive manner.  The post holder will be required to exhibit highly developed negotiating skills to communicate effectively with all agencies, patents and carers particularly when there are differences of opinions within agencies or with patient or carer. Promoting a joint approach to care management and maintaining patient centred care. |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **PHYSICAL DEMANDS**  Large area to be covered on foot. Standing or walking for majority of shift therefore fitness and stamina required.  Occasional physical manual handling of patients.  Driving required between sites and when visiting community based colleagues / services averaging once per day.  Listening skills when dealing with patients following a Cerebral vascular accident or when patients are in a highly emotional state.  **MENTAL DEMANDS**  Retention and communication of knowledge and information.  Ability to work under pressure.  Prolonged level of concentration required at all times including when driving.  Speed and accuracy required when producing reports  Ability to identify solutions to unpredictable daily demands.  Due to the nature of the discharge co-ordinators role they will be subject to frequent interruptions from staff, relatives, multi-disciplinary team members internal and external including during recognised meal breaks.  **EMOTIONAL DEMANDS**  Supporting staff in ward environment  Direct communication with distressed/anxious/worried patients/relatives.  Direct communication with external agencies when they are under pressure.  Direct discussion about discharge planning when patients / relatives have been given bad news, which is frequently difficult  Frequently arranges fast complex discharges for patients who wish to go home to die and required to provide accurate documentation.  Directly has to deal with patients and relatives who exhibit severely challenging / unreasonable behaviour which is very stressful.  **WORKING CONDITIONS**  Occasional exposure to unpleasant working conditions which includes direct contact with patients and exposure to verbal aggression from patents and relatives. |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| Registered Nurse  * 1st Degree * Post registration diploma or relevant experience to enable the post holder to provide detailed advice to * other specialists and non-specialists * In depth knowledge of available services and referral pathways. * Thorough knowledge of other professions. * Experience of working in a multi-agency, multi-disciplinary environment * Experience of cross boundary working * Excellent communication and interpersonal skills * Ability to work on own initiative. |