



Patient Experience and Healthcare Data Manager – Grade VII (Permanent, Full time)

Particulars of Office

- 1.** The appointment is permanent, whole time and pensionable.
- 2. Salary**
Remuneration is in accordance with the salary scale approved by the Department of Health current scale.
- 3. Superannuation**
The terms of the Voluntary Hospitals Superannuation Scheme and the Voluntary Hospitals Spouses and Children's Scheme or the Single Public Service Pension Scheme will apply to the position. Superannuation contributions at the appropriate rate will be payable in accordance with the provisions of these schemes.
- 4. Duties**
The Patient Experience and Healthcare Data Manager will perform such duties as are outlined in the attached Job Description.
- 5. Hours of Work**
The normal hours of work associated with the post are 37 hours per week usually discharged between the hours of 8.00am and 8.00pm on a Monday to Saturday basis, as appropriate to the particular service. The appointee may be required to attend at such other times as are required for the proper discharge of duties including attendance outside normal working hours.
- 6. Retirement**
No age restrictions shall apply to a candidate except where he/she is not classified as a new entrant (within the meaning of the Public Service Superannuation (Miscellaneous Provisions) Act, 2004). In this case the candidate must be under 70 years of age on the 1st day of the month in which the latest date for receiving completed application forms for the office occur. Continued employment is conditional upon capacity and conduct of the employee.
- 7. Annual leave**
Annual leave and public holidays are granted in accordance with the provision of the Organisation of Working Time Act. 1997. Your annual leave entitlement will be advised to you by the Human Resources Department in your contract of employment. Annual Leave may be based on a number of factors such as grade, years of service and whole time equivalency.

8. Sick Leave

Payment of salary during illness will be in accordance with arrangements as approved from time to time by the Department of Health.

9. Termination of office

The employment may be terminated at any time by three months' notice on either side except where circumstances are dictated by the Minimum Notice and Terms of Employment Act 1973/77. The Management's right under this paragraph shall not be exercised save in circumstances where the Management is of the opinion that the holder of the office has failed to perform satisfactorily the duties of the post or has misconducted himself/herself in relation to the post or is otherwise unfit to hold the appointment.

10. Garda Vetting Checks

Arrangements have been introduced, on a national level, for the provision of Garda Vetting Checks in respect of candidates for employment in areas of the Health Service, where it is envisaged that potential employees would have substantial access to children or vulnerable adults in the course of their duties. Garda vetting is done for the protection of these groups and the National Rehabilitation Hospital reserves the right to re-verify employees at any future point, as deemed appropriate by Hospital Management.

11. Confidentiality

In the course of your employment you may have access to or hear information concerning the medical or personal affairs of patients and/or staff, or other health services business. Such records and information are strictly confidential and unless acting on the instructions of an authorised officer, on no account must information concerning staff, patients or other health service business be divulged or discussed except in the performance of normal duty. In addition records must never be left in such a manner that unauthorised person can obtain access to them and must be kept in safe custody when no longer required.

12. Hygiene

During the course of employment staff are required to ensure that the hospital's hygiene and infection control policies are adhered to at all times. All employees have responsibility to prevent transmission of infection by adhering to and implementing optimal hand hygiene and adhering to the Hospital's Hygiene processes. Hygiene is a fundamental component of the National Rehabilitation Hospital's quality system to ensure the safety and well being of its patients and staff and plays a role in the prevention and control of healthcare associated infection.

13. Policies / Legislation

All Hospital policies and procedures form an integral part an employment contract and may be subject to update and revision, from time to time, in consultation with union representatives as appropriate. Employees are required to comply with all hospital policies, procedures (e.g. Dignity at Work, Trust in Care, Computer Usage Policy) and the Hospital's ethical codes of practice. Employees are required to abide by the hospital's code of behaviour and the code of practice as defined by their relevant professional body.

14. Disability Census

As part of the NRH's commitment to supporting the employment of people with disabilities and to comply with the requirements of the Disability Act 2005, all staff are required to inform the Director of Human Resources Ms. Olive Keenan, of any personal disabilities. This information is only requested in the event that appropriate arrangements must be put in place during the course of one's employment and will be stored in compliance with Data Protection Legislation.

15. HR Department Privacy / GDPR Policy

In order to carry out its administrative functions the Human Resource Department in the National Rehabilitation Hospital collects and processes personal data relating to individuals, which includes the job applicants and staff of the Hospital. The Human Resources Department takes the confidentiality of all personal data seriously and consequently takes all necessary steps to comply with data protection legislation including the GDPR. The Human Resource Department collects personal data only in order to meet specific lawful purposes, and will retain that data only for so long as necessary. We also ensure that all reasonable technical and organisational security measures are in place to safeguard personal data.

Ordinarily, the Human Resource Department will not pass personal data to any third party except where required by law, or under statutory obligations, or to fulfil a contract of employment or for other legitimate purposes as balanced against the rights and interests of the Data Subject. If you have any concerns about how your personal data is processed, you may contact our Data Protection Officer (dpo@nrh.ie). Please refer to the National Rehabilitation Hospital Human Resources Privacy Policy Document for more information. The Policy Document is available on request from the Human Resources Department.



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1. Qualifications

The candidate must, on the latest date for receiving completed application forms for the office, possess:

- Educated to degree level is essential e.g. in Health Services Management / Business
- People Management Experience essential
- Experience in a Hospital setting / patient services function is essential
- Sound working knowledge of computer packages to include: MS Word, Excel, Access, PowerPoint and PAS.
- Excellent record keeping skills.
- Excellent interpersonal skills essential.
- Experience of negotiating and influencing change.
- Experience of undertaking analysis of data and employing statistical techniques to produce high level reports.
- Candidate must be a self-starter with the ability to work under pressure and on own initiative, to tight deadlines.
- Excellent communication, interpersonal, organisational and team working skills.
- Excellent people management skills essential.
- A high capacity for responsibility and individual initiative.

2. Health

Candidates or any person holding the office must be free from any medical condition which would render them unsuitable to hold the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

For the purposes of satisfying the requirements as to health, it will be necessary for each successful candidate before he/she is appointed to undergo a medical examination by a qualified medical practitioner to be nominated by the Chief Executive or designated officer. Any irregularities reported as a result of this examination which render the incumbent unsuitable for the post must be remedied / addressed before appointment.

Health Promotion – The Hospital is committed to promoting healthy lifestyles for both patients and staff. Staff are expected to participate in initiatives to support better health and well-being in line with the Hospital objectives.

3. Character

Candidates for and any person holding the office must be of good character.



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Title:	Patient Experience and Healthcare Data Manager – Grade VII
Purpose of the Position:	This is a key management post with responsibility and accountability for driving stakeholder involvement through active engagement with all stakeholders. To provide high quality information and statistics on hospital wide performance and make recommendations to enable the NRH develop strategies to improve the performance of their service delivery to relevant stakeholders while complying with relevant legislation.
Accountable to:	Deputy Chief Executive Officer (or designated nominee)
Liaison / Communication:	The proper performance of these duties will require a high degree of liaison and communication with other managers and staff throughout the hospital and with patients, their families and carers, other stakeholders, as well as other outside agencies in the course of their normal duties and responsibilities.



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JOB DESCRIPTION

Overview of the Role

The Patient Experience and Healthcare Data Manager will be the hospital lead with responsibility for Service User involvement, ensuring that service user involvement is at the core of the organisations functions and continuous improvement initiatives. The Patient Experience and Healthcare Data Manager will represent the needs of stakeholder groups across the hospital and will coordinate the varying stakeholder interventions hospital wide and reporting on same.

He/she will be expected to advise the Chief Executive or Deputy Chief Executive and / or Board and Heads of Department on key stakeholder issues and put in place appropriate strategies and systems to underpin an effective, progressive, flexible approach to the delivery of services to patients.

It is expected that the appointee will possess the requisite skills of flexibility, vision, excellent communication, negotiation/persuasion skills with an attention for detail without losing sight of the big picture.

The post holder will be responsible for establishing appropriate standards and key performance indicators, producing high level reports in support of ongoing performance monitoring and decision-making at an Executive level within the hospital. The role will involve proactive collaboration with key stakeholders in the development and implementation of information frameworks and reports to support and improve the performance of the organisation. In addition to being a hands-on practitioner, it is expected that the Patient Experience and Healthcare Data Manager will contribute significantly to the strategic perspective of the hospital. The post holder will be expected to keep abreast of all imminent developments relating to service users.

ACCOUNTABILITY, DUTIES AND RESPONSIBILITIES

General Accountability

- Maintain throughout the Hospital awareness of the Mission and Values in relation to all Stakeholders activities.
- Support the Chief Executive Officer and Senior Management Team through the development and implementation of best practice Service User involvement initiatives.
- Be responsible for drafting, reviewing and updating Policies relevant to Stakeholder and End User involvement in addition to information and data governance.
- Be responsible for the management and hospital-wide activity data to measure hospital performance and to facilitate decision-making.
- As a member of the Senior Management Team, contribute to the development of the hospital strategic plan and delivery of care based on best practice and standards both in customer care and also in information systems and frameworks based on best practice and standards in the healthcare environment.
- Ensure that a safe environment is maintained for staff and visitors in compliance with Health and Safety requirements and best practice.
- Being responsible for the day to day security of the work area to which assigned, with particular awareness of fire regulations and security arrangements and confidentiality.
- Keeping up to date with all relevant mandatory training for the department.
- Keeping up to date with regulations and other requirements.

Specific Accountability

- Report directly to, and be accountable to, the Deputy Chief Executive or designated nominee deputy.
- Provide a progressive stakeholder involvement and corporate data function within an ever changing health service, to facilitate delivery of a top quality service to all our stakeholders.
- Supervision, management, development and support of all staff assigned to the function, as applicable e.g. Admissions, Volunteer Co-ordinator, Healthcare Records and Urology Administration.
- Staffing levels may vary with the introduction of the new service developments and the overall development plan for a new hospital, which would result in increased responsibility.

- Advise on setting and maintenance of standards for the management of Healthcare records within the hospital.
- Manage all hospital wide stakeholder interventions including comments and suggestions, uSPEQ, complaint policy, website queries etc.
- Manage the complaints procedure and ensure the patients charter is upheld within the hospital.
- Work as part of a team to develop information frameworks within which an effective performance monitoring and improved decision making system can be planned and implemented.
- Participation on committees, working groups, etc. as appropriate.
- Provide statistical information, reports, etc. routine and ad-hoc, as required.
- Keep abreast of current developments and practices in healthcare administration, information management and service user / stakeholder interventions and be aware of changed in relevant legislation.

Outline of Duties and Responsibilities

- Coordinate all Stakeholder involvement initiatives including implementation of the Patients Charter.
- Managing the ongoing collation, monitoring, reporting and coordination of patient experience interventions including issues and suggestions, website queries etc.
- Liaise with other identified Service User leads in order to produce reports/information to the Executive.
- Act as the hospital representative on the Patients Forum and Parents Forum.
- Identification of appropriate advocacy groups for patient related interventions.
- Manage the system for patient complaints as per the Complaints Policy to include investigation of complaints from patients and families in conjunction with relevant others and make recommendations to the relevant committees for improvement, as appropriate.
- Report on the status of all complaints on a regular basis to relevant stakeholders.
- Be the organisational representative liaising with Volunteer co-ordinator, and volunteers across the organisation.
- Act as the designated link on the Interagency Forum

- Be involved in the setting of a healthcare records strategy to ensure compliance with the NHO Code of Practice on Healthcare records to include; the development of policies and procedures, periodic auditing and compliance measurement.
- Work with Risk Management on the coordination of annual organisational Healthcare Records audits.
- Key involvement in service developments.
- First line of contact to deal with complaints / comments / suggestions from patients / relatives / carers.
- Establish a quality assurance / customer satisfaction programme for stakeholders.
- Formulate responses to patient representatives from public representatives.
- Provide information pertinent to the formulation of responses to parliamentary questions, where appropriate.
- Represent the hospital at meetings with external agencies as appropriate.
- Analyse and review existing practices, procedures and processes in line with best practice.
- Establish policies, procedures and guidelines to facilitate the effective and efficient provision of service to End Users.
- Ongoing management of hospital-wide patient related statistics to satisfy hospital reporting requirements for healthstat and other external agencies.
- Participate and senior management team meetings.
- Healthcare Data Management:
 - Monitor the ongoing performance of the organisation through the implementation of agreed statistical frameworks that collate relevant and timely information to enhance decision making.
 - Manage the collation of all hospital wide activity data in conjunction with the Key Performance Indicator Committee or other related Committees
 - Validate all data and develop high level reports for presentation of quality data to relevant stakeholders/stakeholder groups in a timely manner.
 - Develop appropriate information frameworks to satisfy organisation, stakeholder and regulatory requirements as required
 - Provide advice on effective information management/retrieval/storage etc.
 - Participate in the many internal hospital committees and meetings which are a vital part of everyday life in hospital management.

Patient Safety & Quality

The NRH prioritises the delivery of quality and safe patient care under HIQA and other quality standards. It is the responsibility of all staff at all levels to ensure that the highest level of quality services required for each patient is maintained. If you have a concern regarding any issue of patient safety and well-being please bring this to the immediate attention of your manager.

Quality and Patient Safety supports the Health Service to deliver high quality and safe services to patients and service users. The post-holder is responsible and accountable to deliver a quality service that ensures patient safety. The post holder will work within a risk management framework that complies with the Health Information and Quality Authority (HIQA) National Standards and other quality standards as appropriate.

Quality, Patient Safety & Risk Management

The NRH is committed to supporting a culture of continuous quality improvement through effective governance, clinical effectiveness and outcome measurement.

Quality and Patient Safety supports the Health Service to deliver high quality and safe services to patients and service users. This involves developing appropriate standards of practice that can be measured from the clinician and service user perspective and requires that the Manager is:

- Responsible to ensure compliance with Health Information and Quality Authority (HIQA) National Standards, Health Service Executive (HSE), CARF/adopted Accreditation Standards, National and Local policies, procedures, guidelines, best practice standards, relevant government legislation and regulations.
- Participate in various standards, NRH accreditation and quality control groups to support the overall achievement and maintenance of the designated NRH quality and accreditation standards.
- To promote and effect a Continuous Quality Improvement (CQI) environment for services at NRH in line with existing and future regulatory requirements.
- To work closely with the Risk Management Department, clinical programmes and services in order to organise and assure implementation of all hospital and external quality, safety and risk management policies, procedures and requirements pertinent to services at the Hospital.
- Oversee compliance with FOI, GDPR and other information-related legislation and standards

The extent of speed and change in the delivery of health care is such that adaptability is essential for all staff. The post-holder will be required to maintain, develop and enhance the necessary professional knowledge, skills and aptitudes required to respond to a changing situation.

This job description does not contain an exhaustive list of duties, and the post holder may be required to undertake additional responsibilities. It will be reviewed from time to time in order to adapt and develop the role, according to service needs and Hospital policies.

I agree that this position description clearly outlines the specific responsibilities and duties that are to be carried out as part of this role. I also understand that these represent the minimum requirements to perform the duties at the current level.

To be signed by the post holder

Employee Name: _____

Line Manager Name: _____

Employee Signature: _____

Manager's Signature: _____

Date: _____

Date: _____