



Data Quality Administrator Job Description

JOB DETAILS

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| Job Title | Ward Administrator |
| Band | Band 3 |
| Hours | Full time - night shift 2300-0800 |
| Department | Clinical Administration Inpatients |
| Division | Clinical Operations |
| Based at | Royal Alexandra's Children's Hospital (Brighton) |
| Staff Category | Administration and Clerical |

ORGANISATIONAL ARRANGEMENTS

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| Responsible to | Operational Manager for Clinical Administration Inpatients |
| Accountable to | Team Leaders and Operational Manager for Clinical Administration Inpatients |
| Working relationships | <u>Internal</u> : All clinical and non-clinical staff <u>External</u> : Other NHS Trusts, GP practices, patients and relatives |

ROLE SUMMARY

To provide a focussed reception and administration service to the Children's A&E Department. Provide a central covering role for administration, ensuring the efficient and timely admission and discharge of patients, the organisation of medical notes, and to be responsible for timely and accurate input of information onto Careflow and Symphony for the purposes of patient care and accurate data quality, thereby maximising Trust income.

You will provide a strong central covering role for gaps in the service, which runs Monday to Sunday between 2300 and 0800 (including weekends and Bank Holidays), ensuring along with other duties that all patients' movements – admissions, transfers, discharges and RIPS – are recorded within 15 minutes of them occurring to achieve and maintain a Real Time Bed State across the whole hospital.

Amongst your most important duties are: to be responsible for the entry and review of quality of the data that the Trust holds, the organisation of medical notes and to be responsible for timely and accurate input information onto the Trust's Patient Administration System (PAS) Careflow and Symphony, in accordance with BSUH NHS Trusts Access policy and national guidelines for the purposes of patient care and accurate data quality, thereby maximising Trust income.

MAIN DUTIES AND RESPONSIBILITIES

Operational Delivery

1. To provide a focussed ward administration service to the Children's A&E reception, ensuring the efficient and timely admission, transfer and discharge of patients, the organisation of medical notes, and to be responsible for timely and accurate input of information onto PAS Careflow and Symphony for the purposes of patient care and accurate data quality, thereby maximising Trust income.
2. To be responsible for assisting the Clinical Administration Team across the Trust in ensuring an accurate record of bed occupancy and *Real Time Bed State* is achieved at all times on PAS Careflow, especially out of hours during evenings and weekends. To act as a mentor to medical and other administrative teams on PAS Careflow, Symphony, the Real Time Bed State and other relevant data quality issues including ethnicity data collection and essential commissioning data as appropriate.
3. Responsible for following and promoting procedures and practices in place to support good data quality, thereby maximizing Trust income.
4. Responsible for keeping your mandatory training up-to-date at all times.
5. To action daily instructions received via email such as running reports, complete missing information, correct ward outliers...
6. To register new patients in line with standards set within department.
7. To book outpatient appointments and/or ward attenders as required, coding outcomes/episodes etc.
8. To request patients follow ups as per established procedures to enable continuity of care.
9. To track via PAS Careflow the movement of medical records passing through the ward, ensuring that notes are transferred with the patient when appropriate, or forwarded to Clinical Coding or Central Library as per established protocols. In the event of the patient being transferred to an outside care site, ensure copies of all relevant medical notes are sent or faxed, retaining originals.
10. To work and effectively communicate with nursing staff to coordinate patient movements.
11. To deal with any Discharge referrals on the Children's Hospital.
12. To assist with all administration when required from the Children's Hospital.
13. To receive investigations and reports including urgent telephoned results, ensure they are validated appropriately (and dealt with immediately if urgent) and filed in the case notes.
14. To assist nurses when required with extra tasks, such as booking porters or retrieve patients' and relatives contact information from the system.
15. To assist with discharge planning on a daily basis, updating Estimated Discharge Dates, querying delays on discharges and booking patient transport.
16. Open all incoming post unless marked to a specified member of staff. Process and pass onto the appropriate member of the nursing team.
17. To act as key point of liaison within the ward; welcome visitors, directing enquiries to the Nurse in charge if necessary, and answer telephone enquiries, both internal and external.
18. Re stock stationary (e.g. envelopes or orange folders).

Data Quality and Patient Information

1. To ensure that all PAS Careflow patient information is complete and up to date using medical records and other relevant resources including the NHS Spine Portal or contacting the patient directly.
2. To ensure that patients do not have duplicated ID numbers and/or medical records and to rectify when necessary.
3. To investigate and correct any discrepancies found on PAS Careflow relating to patient information.
4. To ensure all patients admitted to the ward have an NHS number in Careflow.
5. To scan A&E notes when required so that all the data quality is reported on.
6. To be responsible for ensuring that ward information, including bed number, patient surname, consultant in charge and estimated date of discharge (EDD) is accurate and up-to-date at all times throughout the day.
7. To raise and track Current Episode Folders when appropriate following the established guidelines.
8. Organise appropriate patient files/case notes, raising files, producing labels and ensuring that full and correct patient information is added to Careflow.
9. To promptly request medical records for every patient admitted into the ward.
10. When applicable, admit elective patients arriving on the wards, checking correspondence and amending any details on the Careflow system. Add their details to ward admission book specifying all required details but most importantly ensure that admission/discharge times are recorded.
11. To track the movement of medical records passing through the ward and to ensure that notes are transferred with the patient, or forwarded to Clinical Coding or Central Library upon discharge in a

- timely basis to be coded.
12. To maintain patients' medical notes well organised and tidy filing correspondence, nursing documents, investigations... appropriately to enable continuity of care.
 13. To check that a Discharge Summary/TTO (To Take Out) has been completed for each discharge and to ensure a copy is filed in the patient notes.
 14. When applicable, ensure that all Current Episode Folders have been appropriately merged with the main notes as per local protocols.
 15. To ensure the Trust's overseas patient advisor is informed of any overseas patient admission and that all the appropriate paperwork is filled in directly by the patient or their relative, including health coverage details and passport/pictured ID photocopies.
 16. To ensure that the Data Protection Act is complied with through its correct usage.

Communication

1. To act as a central liaison and information point across the Trust for internal and external multidisciplinary staff, patients and relatives.
2. To deal with all queries in an efficient and courteous manner using judgement and prioritisation skills.
3. To develop and maintain effective working relationships with clerical, clinical and managerial staff across the Trust.
4. To work with colleagues to ensure that relevant information is disseminated effectively and appropriately across the site in a timely manner.
5. To take clear and accurate messages and ensure their prompt delivery to the appropriate person.
6. To provide written and verbal handovers at the end of every shift to colleagues, Team Leaders and Operational Manager.
7. To escalate issues which require intervention to Team Leaders and Operational Manager.

Planning and Organisation

1. To provide clerical support as directed by the department's Team Leaders and Operational Manager.
2. To fully participate in the Data Quality Administration team rota by being flexibly and to contribute providing a 7 days service from 8:00-23:00 to Childrens A&E reception and the Childrens Hospital as required by the service, including weekends and Bank Holidays.
3. To help in the organisation and coordination of admissions, transfers and discharges – including organising support services, e.g. transport or portering – as instructed by the nurse in charge when working in a dedicated ward area.
4. To arrange outpatient appointments for patients as and when.
5. To decide if couriers are needed for urgent transfer of notes and to organise the courier.
6. Photocopy of notes pre-emptying discharges where the originals go outside of the Trust with the patient, ensuring the coding of those episodes, thereby maximising Trust income.
7. To be aware of and contribute to the management of Health and Safety in relation to the working environment.

Audit and Research

1. Contribute to surveys and assist with audit procedures as and when required.

Training and Development

1. To lead and/or assist in the induction of new staff members and on the retraining of less experience colleagues as required.
2. To be responsible for assisting clinical ward staff, acting as a mentor on PAS Careflow, Symphony, the Real Time Bed State, NHS Spine Portal and other relevant data quality systems and process including ethnicity data collection and essential commissioning data as appropriate.
3. To instruct doctors on how to create and edit a Discharge Summary.
4. To ensure that all nursing staff across the Trust is aware of the importance of filling in their Admission/Discharge books at all times. Also to instruct them to contact our out of hours Data Quality Administrators to inform of any patient's movement while their ward clerk is absent.
5. To work closely with Team Leaders and Operational Manager to review working practices, identify new improved ways of working and find solutions to problems.

6. Ensure personal and professional development is identified and carried out through the Trust's Appraisal process to meet personal and team objectives.

Finance

1. To ensure accurate and timely data collection and recording to maximise Trust income.
2. To support the ward teams in identifying and implementing efficiency savings within the ward area.
3. To advise the Trust's overseas patient advisor of any overseas patients to enable the Trust to invoice the patient and recoup costs.

Freedom to Act

1. To prioritise own workload according to the demands of the service to maximise effectiveness.
2. To be accountable to the Inpatient Administration Team Manager and Ward Clerk Team Leaders on a day to day basis.
3. Carry out any other reasonable duties commensurate with the role and delegated or requested by the manager or supervisor, as the needs of the service require.
4. The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the ward or department and the Trust.

COMPETENCE

The post holder is required to participate in the Trust appraisal process and work towards meeting identified development needs. The post holder is required to demonstrate on-going continuous professional development. At no time should clinical staff work outside their defined level of competence. If the post holder has concerns regarding this they should immediately discuss this with their Manager, Supervisor or Consultant. The post holder has the responsibility to inform those supervising their duties if they are not competent to perform a duty.

PROFESSIONAL REGISTRATION

All staff who are members of a professional body have a responsibility to ensure they are both familiar with and adhere to standards of professional practice and conduct. Members of staff are responsible for ensuring the continuity of their professional registration and providing renewal details promptly to their line manager.

EQUALITY AND DIVERSITY

All staff members have a responsibility to treat all colleagues, patients and clients with respect, and to ensure that the work environment is secure, mutually supportive and free from harassment and discrimination on any grounds, notably around: age, disability, gender, gender identity, marriage and civil partnership, pregnancy and maternity, race, religion and belief and sexual orientation. All staff members have a duty to report any incident which contravenes this to their Line Manager.

INFECTION CONTROL

All post holders have a personal obligation to act to reduce Healthcare Associated Infections (HCAIs) and must attend mandatory training in infection prevention and control. Post holders must comply with the Trust's Infection Control Policies as they apply to their duties, including the Hand Decontamination Policy, Dress Code and Personal Protective Equipment Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

Post holders have both a general responsibility for safeguarding children and vulnerable adults in the course

of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

SMOKING POLICY

It is the Trust's policy to promote health. Smoking is therefore prohibited within the Trust's grounds, buildings and vehicles.

RISK MANAGEMENT/HEALTH & SAFETY

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the Trust. All staff have a responsibility to access occupational health or other staff support services in times of need and advice.

FLEXIBILITY STATEMENT

This job description is not inflexible but is an outline and account of the main duties. Any changes will be discussed fully with the post holder in advance. This job description will be reviewed periodically to take into account changes and developments in service requirements.

CONFIDENTIALITY

As an employee of this Trust you may gain privileged knowledge of a confidential nature relating to diagnosis and treatment of patients, personal matters concerning staff or patients, commercial confidences of third parties, and the Trust's business affairs. Such information should not be divulged or passed to any unauthorised persons. All staff must abide by the requirements of the Trust's Code of Conduct for Employees in Respect of Confidentiality. Failure to comply with this requirement may constitute gross misconduct under the Trust's Disciplinary Policy which may lead to summary dismissal.