

Job Description

Job Title:	Patient Safety and Investigation Lead
Job Band:	Band 7
Department:	Governance
Responsible to:	Patient Safety Manager

Why join The Dudley Group?

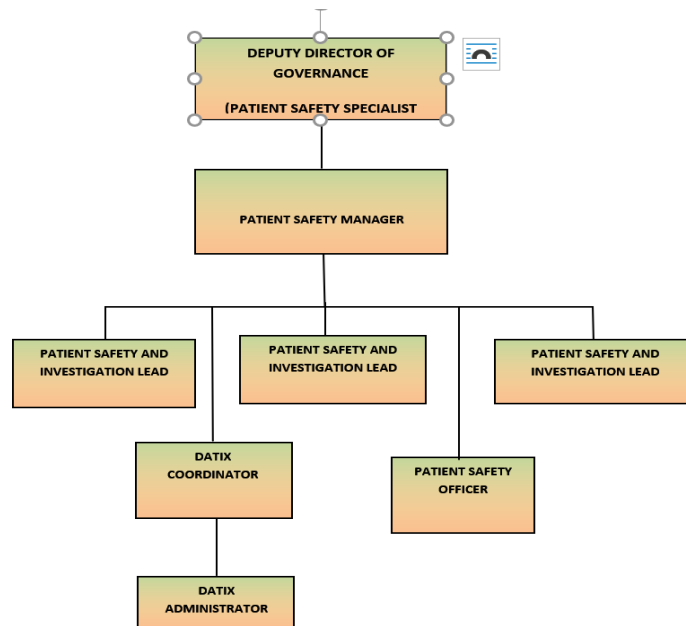
Here at the Dudley Group our patients and staff are at the heart of all that we do to offer a high-quality patient experience in a caring and supportive environment that aligns with our vision of excellent health care, improved health for all.



Job Summary

The post holder will be responsible for the leadership, coordination, management and investigation of all levels of incidents across the organization. They will ensure they are managed effectively and that any resultant plans are robust, implemented and lessons learnt are shared. This will include leading on complex, sensitive and potential contentious investigations and working with a range of internal and external stakeholders. They will develop and deliver training specific to the incident management framework and governance to all levels of staff across the organization to develop skills associated with Risk Management and investigation.

Structure Chart



Principal Duties & Responsibilities

General

1. Develop a positive safety culture by ensuring that all incidents are investigated to a high standard, using national best practice guidelines.
2. Deliver a patient safety function across the Trust ensuring appropriate systems and processes are in place to capture the learning from incidents, share good and areas for improvement practice and actively change the delivery of care as a result of lessons learned.
3. Work closely with the Patient Safety Manager and Patient Safety Specialist to deliver the patient safety agenda
4. Act as a lead point of contact for support and advice in relation to incidents including serious incidents, never events, themes etc.
5. Ensure incidents are managed effectively, challenging the robustness of information provided and the effectiveness of actions to mitigate the risk to patient and staff.
6. Identify potential risks as a consequence of incident investigations, ensuring these have the necessary risk assessments completed and support that robust action plans are implemented.

7. Provide in depth analysis, interpretation and production of complex and multiple reports to support the reporting and monitoring of Sis, trends and any subsequent action plans across the Trust for presentation at operational governance meetings, Groups and Board Committees.
8. Escalate any incidents requiring further review or investigation as appropriate, reporting externally as appropriate.
9. Embed effective Risk and Standards initiatives/developments across the organisation.
10. Actively participate in Trust wide and Divisional meetings presenting reports and challenging any blockers to compliance to the incident management framework
11. Identify incident trends within the Division and explore areas of concern, escalating as appropriate.
12. Drive the Trusts compliance with the Duty of Candour policy and other statutory obligations
13. Challenge the robustness of incident reporting, severity grading (in line with the trusts framework) and actions planned.
14. Explore any potential Serious Incidents to determine if they are externally reportable.
15. When required and as appropriate, reporting externally all agreed Serious Incidents (Sis)
16. Ensure that when an investigation process identifies acts or omissions suggesting professional misconduct or negligence, Managers and professional leads are informed promptly.

Incident investigation

17. Lead on Serious Incident and Never Event investigations using root cause analysis techniques and working closely with clinicians, subject experts (internal and external) and nominated executive
18. Act as an independent reviewer / expert when required for investigations. Ensuring that any resultant action plans are robust, implemented and lessons learnt are shared
19. Work with internal and external partners to ensure evidence/ data from multiple and sometimes complex sources is collated to determine the root cause of the incident and determine mitigations to prevent recurrence (e.g. CCG, external reviewers, clinical specialists/experts etc). This involves analysis of extensive complex and conflicting data sources or intelligence and a range of internal and external data sources
20. Manage and maintain opportunities for sharing good practice and organisational learning from all aspects of patient safety.
21. Feedback the outcome of investigations and learning to individuals who have been involved providing support and managing, if required, emotional or defensive responses
22. Drive the development of action plans that are SMART and mitigate risks of recurrence, challenging blockers to completion and appropriate escalations
23. Ensure incidents are only closed when robust and appropriate assurance against action plans is received
24. Lead on serious incident review meetings, to challenge and confirm initial findings and actions to take forward

Information Management

- 25. Maintain accurate electronic and paper records that demonstrate a clear audit trail for all Incidents
- 26. Maintain all data bases and ensure these are up to date at all times (DATIX)
- 27. Effectively communicate, sometimes highly sensitive, highly contentious and complex information where there can be blockers to acceptance or reception. These will need to be communicated/ actioned effectively to ensure quality improvement and risk management activities
- 28. Liaise with external stakeholders (e.g. ICB, HSE) and to relevant Trust Committees
- 29. Undertake the analysis of complex information from a range of sources, examining for patterns and trends to synthesize information, identify trends and areas of concern

Training and Development

- 30. Deliver formal and informal training from ward to board in relation to the incident management framework incident investigation and governance.

Key Working Relationships

Internal

- 31. Executive Directors
- 32. Clinical Directors
- 33. Matrons/ Lead Nurses
- 34. Directorate Managers / Department Managers
- 35. Senior Managers across all departments/divisions
- 36. Risk Managers / Compliance Team
- 37. Patient Safety Specialist

External

- 38. Peer roles in acute hospitals within local health community and nationally
- 39. CCG Risk representatives
- 40. Health & Safety Executive
- 41. NHS Litigation Authority
- 42. National Patient Safety Agency
- 43. Medicines & Healthcare products Regulatory Agency

There may also be a requirement to undertake other similar duties as part of this post in order to provide a quality service. These will be consistent with the level of responsibilities outlined above. This job description may be reviewed from time to time in light of developments and may be amended in consultation with the post holder.

The post holder will:

Care: You will listen, be respectful and treat others with compassion and kindness.

Respect: You will behave with respect to everyone you meet and encourage an inclusive culture where we respect the contribution everyone makes.

Responsibility: You will take responsibility for yourself and your team.

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This job description may be reviewed from time to time considering developments and may be amended in consultation with the post holder.

Location

The Trust provides services from different sites. You may be expected to work at any of the Trust locations. These include Russells Hall Hospital, Dudley Guest Hospital and Corbett Hospital as well as various community-based sites across the borough.

Code of Conduct

It is expected that all staff would be able to show that they live our trust values in their work and that they will deliver the essential behaviours in their role.

Staff are expected to adhere to Trust policies and procedures which establish standards of good practice as well as follow any codes of conduct which are relevant to their own profession.

Equality, Diversity, and Inclusion

All Trust staff have a responsibility to embrace the diverse cultures of both our staff and the communities that we serve, and as such, all staff should ensure that equality, diversity, and inclusion are embedded in their work philosophy and reflected in their behaviour. Equality, Diversity, and inclusion are pivotal to the values and vision of the Dudley Group so that they shape everything that you do every single day.

Safeguarding Children and Adults

All Trust staff have a responsibility to ensure the safeguarding of children, young people, and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults policies and procedures and inter-agency guidance as showed in the Trust's Safeguarding policies and procedures.

Improvement Practice

The trust has a long-term commitment to its continuous quality improvement programme; "Dudley Improvement Practice." As part of your role, you will be asked to take part in improvement activity relevant to your post.

No Smoking

The Trust is a completely Smoke Free Organisation and all premises will be considered No Smoking Zones.

Health and Safety

The Trust has a duty of care to employees and will ensure that, as far as is practical, adequate training, facilities and arrangements for risk avoidance are in place.

It is the individual employee's responsibility, however, to manage their own health and wellbeing.

All Trust employees must follow relevant Health and Safety legislation and the Trust's policies relating to Health & Safety and Risk Management.

Prepared by:	Sharon Phillips
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