

1. JOB DETAILS	
Job title:	Patient Integrated Discharge Lead
Accountable to:	
Managerially (if required)	Clinical Operations Manager and EPPR Lead
Professionally (If required)	Deputy Director of Nursing and AHPs
Agenda for Change Band:	AFC band 7
Fixed term post:	N/A
Location:	Harrogate District Foundation Trust

2. JOB SUMMARY

(A brief description of the main purpose of the post)

We are looking for an enthusiastic, well-motivated, caring and compassionate individual with a keen interest in patient discharge from hospital to:

- Lead the implementation of OPTICA to embed the systems and processes required to accurately capture and record criteria to reside in all inpatient areas.
- The post holder will work collaboratively with LTUC, PSC, the Clinical Operational Manager and the HARA service manager for the community discharge Hub and ARCH to help provide effective management of patient discharges.
- To support a home first, act now culture, embed the discharge to assess approach, promote understand of deconditioning and the risks associated with extended stays in hospital, and alongside the Service Manager for the Community Discharge Hub and ARCH support increased understanding of community alternatives including virtual beds
- Provide a visible presence supporting and liaising with the staff to support timely discharges and lead the development of a culture of criteria lead discharge.
- Provide support to ensure accurate and timely information is uploaded to OPTICA.
- Actively check OPTICA daily to ensure tasks are visible and escalate and supportively escalate any issues that are delaying discharge for patients who do not have criteria to reside.
- Develop and produce policies and guidance around the use of OPTICA.
- Work collaboratively with the analysts and patient systems team to collect data and interpret accurately, validate the data ready for submission to NHSE.
- Deliver training for staff who use the OPTICA system, create cribs sheets, face to face support.
- Identify staff to become super users/champions for OPTICA to allow robust in-house

training and support to maintain resilience and sustainability once implementation is completed.

- Support the SAFER Board Round framework, embedded in OPTICA and ensure a multi-disciplinary approach is taken consistently across wards.
- The post holder will support safe with the ARCH and CSM teams and facilitate safe and effective discharge in line with the Trust policies and procedures.
- Lead weekly Length of Stay reviews with the Community Discharge Hub ARCH Team and operational groups to identify patients with complex requirements and support plans for discharge.
- Ensure patient discharges and pathway processes are consistent with relevant evidence based practice.
- Support the Directorate Team with timely discharges from wards.

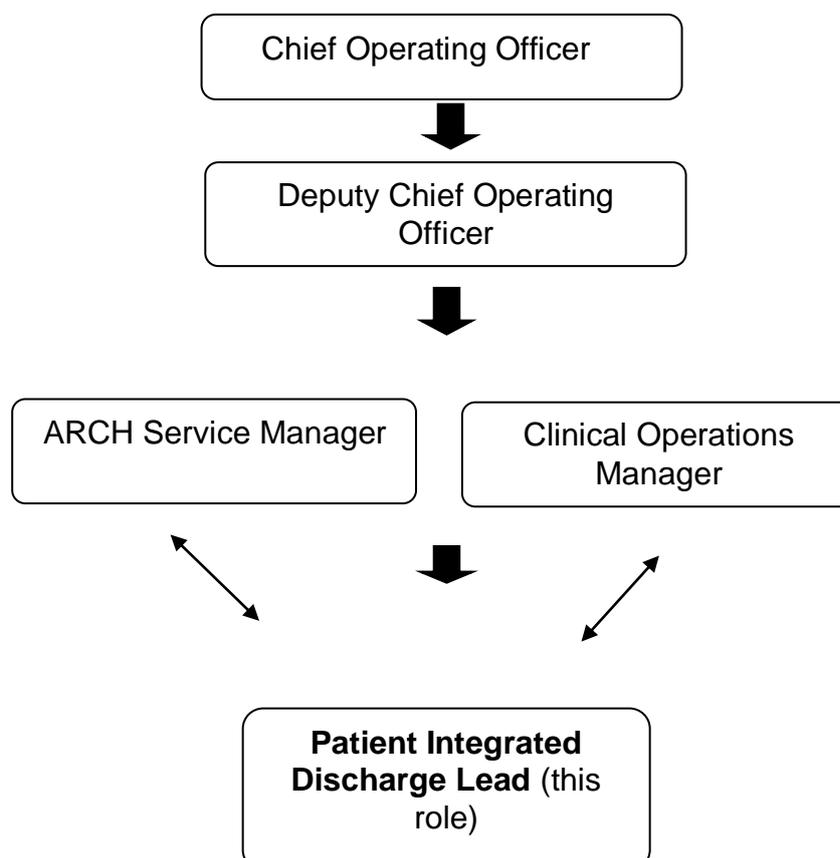
3. ROLE OF DEPARTMENT

(The function of the department in which the post holder works)

To provide a high quality patient centred service to patients requiring admission electively and non-electively. Ensuring that discharge planning and the use of the discharge lounge and patient transport services commences at the time of admission.

4. ORGANISATIONAL CHART

(Including in diagrammatic form to whom the post is responsible to and any posts which are responsible to the post holder)



5. KEY WORKING RELATIONSHIPS

(The range of individuals and organisations the post holder has contact with, how regularly and for what purpose)

- On call managers/Directors/Executives
- Clinical Directors
- Operational Managers and team
- Clinical Site Team
- ARCH/Community Discharge Hub and community services/agencies, Local Authority
- Directorate Care group Triumvirates
- Nurse Directors and Deputies
- Lead Nurses
- Matrons
- Hospital Out of Hours Teams
- Sister/Charge Nurse and Nurse Specialists
- The Multi-disciplinary team including Doctors, Therapists, Ancillary Staff
- Patients, Relatives and Visitors
- External Agencies
- All disciplines of staff across the Trust
- Educationalists
- Analyst Team
- Nursing Team
- QI and transformation HDFT teams
- Human Resources
- HIF staff

The post holder will be expected to respectfully manage challenging behaviour and situations of an unpredictable nature when interacting with other members of the multidisciplinary team frequently in highly stressful circumstances.

6. DUTIES AND RESPONSIBILITIES OF THE POST

Clinical:

- Fulfil the requirements as directed by the Nursing and Midwifery Council and/or Health Care Professions Council to maintain competence, credibility and maintain registration.
- To act as a professional, senior, nurse/AHP leader at all times who role models the KITE values and supports staff across the organisation to manage patient flow across HDFT.
- Exercise judgement in assessing wide ranging and patient complexities. Agree solutions, ensure and promote options to enable the delivery of optimum patient care around discharge.
- Work collaboratively with other professionals and support staff to establish multidisciplinary working arrangements across the Organisation.
- Work with all members of the multidisciplinary teams including the Transfer of Care team, Clinical Site team and the Patient Discharge Lounge to optimise patient discharges.
- Work in collaboration with The Transfer of Care Team to facilitate patient discharge.
- Produce reports relating to Length of Stay, complex patients and ward criteria to reside data.
- To act sensitively, confidentially and with empathy in demonstrating understanding of wide ranging physical and emotional needs. Support in managing contentious, sensitive and

delicate issues with patients, their relatives and staff.

- To investigate and assist with the response, and take appropriate actions, following incidents/formal complaints, participating in initiatives to promote patient involvement.
- Be responsible for ensuring that accurate and timely care records, both written and electronic are maintained in wards / departments.
- Act in such a way that safeguards the health and wellbeing of children and vulnerable adults at all times and adhere to the HDFT safeguarding policies.
- Ensure the principles of clinical governance are implemented at a local level including, compliance of risk assessment, health and safety legislation, Information Governance and quality assurance measures.
- Protect, improve and preserve patients' health by adherence to infection control policies and best practice at all times through monitoring of compliance.

Education and Training:

- Demonstrate a working knowledge of Trust and Professional Nursing policies and procedures and adopt and advise on these accordingly.
- Undertake mandatory and priority training within the required time scales
- Undertake annual appraisal.

Leadership:

- Act as a role model and teacher, providing mentorship and support and demonstrate exemplary practice to all members of the multidisciplinary professional healthcare team.
- Provide support to the multidisciplinary professional healthcare team to enable staff to make appropriate decisions relating to discharges.
- Support staff with the implementation of OPTICA digital platform to record discharge data accurately and timely.
- Motivate and empower others through visible compassionate inclusive leadership and clinical role modelling.
- Ensure effective working relationships and communication is maintained between all grades of staff and professional groups, working within a multidisciplinary team.
- Proactively promote continuous improvement and cost improvement projects and enable change.
- Ensure clinical and non-clinical incidents are reported, investigated and responded to in accordance with HDFT Policy
- Assist in the development of policies and procedures in regard to patient discharge within the Directorate and wider organisation.
- Attend Directorate and Care Group meetings to present data and results around discharge utilising the OPTICA platform.
- Frequent requirement for mental agility to adapt to an ever changing situation.
- Extremely high levels of concentration required to manage constant multi-tasking.
- Challenge/address poor practice.
- Facilitate an environment conducive to learning and development.
- Constant use of problem solving and decision making skills and identification of required actions to resolve within deadlines.

7. WORK SETTING AND REVIEW

(Who is responsible for setting and reviewing the work, the extent to which the post holder works unsupervised, and the extent to which they are free to act without direct reference to a more senior person)

The post holder will work collaboratively with the ARCH team and Clinical Operations Manager.
The post holder will sit within the community hub team
The post holder must be able to work as an autonomous practitioner as well as demonstrating a strong team approach to daily flow and discharge management.
The post holder must also take responsibility in agreement with the line manager for their own personal development by ensuring that continuous professional development remains a priority.
The post holder will undertake all mandatory training required for the role.

8. JOB DESCRIPTION AGREEMENT

Post holder's signature

Date

Line Manager's signature

Date

PERSON SPECIFICATION

POST TITLE: Patient Flow Matron

Factor	Essential	Desirable
Qualifications	<p>NMC registered Nurse/HPC professional</p> <p>Recognised teaching / assessing qualification or demonstrable experience</p> <p>Post Grad Degree or demonstrable evidence of working at post grad degree level</p> <p>Recognised Leadership/Management qualification or demonstrable evidence of leadership in practice</p>	<p>Masters or working towards</p> <p>Audit/research qualification</p> <p>Community services knowledge/experience</p>
Experience	<p>Extensive post registration experience as a senior nurse/AHP including experience managing wards</p> <p>Evidence of managerial/leadership development</p> <p>Clinical audit</p> <p>Experience of working in a senior leadership role</p>	<p>Project management</p> <p>Service improvement</p> <p>Cost improvement projects (CIP)</p> <p>Change management</p> <p>Complaints Management Significant relevant post registration experience</p>
Knowledge	<p>Patient discharge challenges</p> <p>Quality and risk assessment</p> <p>IT skills including Datix</p> <p>Proficient in the use of NHS IT systems and experience of using IT packages (i.e. Word, Excel, and Power Point.) Knowledge of word processing and software packages</p> <p>Equality and Diversity</p> <p>Health and Safety</p> <p>Infection Control</p> <p>Clinical Governance, including complaints, patient experience and PALS</p>	<p>Power BI</p>

Skills and Aptitudes	<p>Excellent interpersonal communicating and negotiating skills Flexibility and adaptable Capable of lateral thinking Ability to manage and identify stress in self and others Manage difficult conversations Professionally communicate across MDT and stakeholders Excellent communication skills, via written, IT and telephone verbal methods Highly motivated and passionate about patient flow and the delivery of patient centred care Confident and competent decision maker Ability to work under pressure and complete work to deadlines Assertive, confident and self-motivated</p>	
Other requirements	Able to fulfil Occupational Health requirements for the post	



PERSON SPECIFICATION AGREEMENT

Post holder

Date

Line Manager

Date

.....

Each of the above points should be considered in the light of minimum requirements listed in the job description.