

## JOB DESCRIPTION

<b>Job Title</b>	Patient Safety Facilitator
<b>Reports To</b>	Patient Safety and Quality Manager
<b>Location</b>	Bristol
<b>Department</b>	Patient Safety and Quality Team
<b>Job Purpose</b>	<p>The successful candidate will support our clinical teams to ensure patients are safe, that we embrace quality improvement and progress with our priorities to provide high quality care.</p> <p>Provide a highly visible and accessible presence across the organisation, recognising and responding appropriately to situations as they arise, providing support across all service areas.</p> <p>This role is key in supporting the Patient Safety and Quality Manager with the implementation of the Patient Safety Incident Response Framework (PSIRF).</p> <p>The Patient Safety Facilitator will be responsible for managing incidents, responding to investigations and acting as a role model and expert advisor, ensuring that reviews are carried out to the highest possible standards. They will also facilitate learning responses including After Action Reviews and Swarm huddles.</p>
<b>Key Relationships</b>	<ul style="list-style-type: none"> <li>• Director of Patient Care</li> <li>• Head of Clinical Governance and Quality</li> <li>• Senior Management Team</li> <li>• Patient Safety and Quality Manager</li> <li>• Patient Safety and Quality Team</li> <li>• Senior Nursing Managers</li> <li>• Clinical Education Team</li> <li>• Nursing, Medical and Allied Health Professionals within St Peter's Hospice, and externally</li> <li>• Volunteer Resources</li> </ul>
<b>Key Responsibilities</b>	<p><b>Leadership and Management (KSF 3)</b></p> <p>Coordinate and carry out patient safety reviews and learning responses in line with the implementation of the Patient Safety Incident Response Framework (PSIRF).</p> <p>Be a champion and key role model for patient safety and continuous quality improvement within the organisation.</p> <p>Promote an open, honest, just and learning culture within the hospice so that all staff are actively encouraged to report incidents/events and engage in multidisciplinary learning.</p> <p>Collaborate with clinical teams to assist with developing robust systems and processes in relation to clinical governance and quality.</p> <p>Manage a large portfolio of quality improvement projects/workstreams.</p>

Be able to discuss expectations and action plans with various members of the multi-disciplinary team.

Challenge poor practice and support change.

Role model and promote professional behaviour and excellent communication skills throughout the organisation.

Delegate as appropriate.

Make effective decisions based on the available information.

### **Governance and Quality (KSF 3)**

Ensure that you report, and ensure that others report, clinical incidents in a timely manner via the incident reporting system.

Use the clinical governance data to identify areas for improvement and work with clinical teams on Quality Improvement projects.

Contribute to the quarterly clinical governance paper and annual report with a particular emphasis in quality improvement, showcasing learning and good practice.

Carry out and review completed audits to ensure all information and data has been provided and ensure any conclusions, outcomes or changes to practice are detailed with a SMART action plan.

Contribute to the development of policies, practice guidance, SOPs, risk assessments and procedures.

As required, coordinate reviews and responses to incidents in line with PSIRF, ensuring timely and accurate responses.

Be an active member of the Patient Safety and Quality Team, effectively contributing to its strategy, aims and objectives.

Promote the Patient Safety and Quality Team's Continuous Improvement agenda throughout the organisation.

Raise issues associated to risk with the appropriate people.

### **Communication (KSF 3)**

Support multi-disciplinary forums to discuss quality and patient safety issues and incidents.

Act as a hospice focal point for patient safety related queries and communications.

Provide clear and concise information to healthcare teams regarding quality and compliance initiatives, guidelines, best practice and patient safety learning.

Be able to articulate the Patient Safety and Quality Team aims and agendas to a wide variety of people no matter what their role or position within the organisation.

Liaise and effectively communicate at all levels using written, oral, and electronic methods, using tact and sensitivity to deal with difficult issues as required.

Maintain the highest standards of integrity when communicating with patients and the wider public.

Communicate feedback, suggestions, and recommendations to enhance patient care and compliance.

### **Service Improvement (KSF 2)**

Support the development and implementation of learning responses as part of the PSIRF Plan including after action reviews (AAR) and swarms.

Facilitate and support change in the clinical environment.

Support, enable, and encourage others to suggest change, challenge tradition and share good practice throughout the organisation.

Implement and support patient safety links within the clinical teams.

Participate in continuous quality improvement initiatives and promote a culture of service excellence.

Work clinically and provide frontline care as required to directly support, observe, assess and effectively influence clinical practice and its impact on patient/service user experience.

Develop creative approaches to shared learning.

Assist in planning and facilitating workshops to support the development and implementation of actions to improve patient safety and experience.

### **People and People Development (KSF 3)**

Design, update and deliver education and training programmes in relation to risk management, patient safety, clinical audit, and continuous quality improvement.

Enable opportunities for others to apply their developing knowledge and skills.

Actively promote learning and development and contribute to the promotion of an organisational learning culture.

Attend and contribute to debriefing sessions, reflective case reviews and contribute to the ongoing development of the service as required.

Identify training needs related to patient safety, quality and compliance and facilitate relevant training as required.

Develop self and take responsibility for own professional development and agreed development needs.

### **Health, Safety and Security (KSF 2)**

Required to travel to all sites within St Peter's Hospice to attend meetings and be available to support staff on each site.

Contribute to maintaining Health and Safety standards

Ensure that you report, and ensure that others report, health and safety issues in a timely manner via the incident reporting system.

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## **Equality Statement**

St Peter's Hospice expects all staff and volunteers to act in a way that is consistent with organisational procedures and the law relating to equality, diversity and rights and to treat everyone with whom they come into contact equitably, with respect and without discriminating.

They should recognise and appreciate that people, both colleagues and service users, are different and act in ways that are consistent with their needs and preferences. They should ensure that the practices and processes operated in their areas of work are fair and provide equitable treatment for all and they should take effective action to deal with any discrimination or unfair treatment of which they become aware.

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## **St Peter's Hospice Values**

**Excellence** - to strive to be the best we can, listen, learn and innovate

**Compassion** - to show understanding and care in everything that we do

**Respect** - to value everyone and embrace the value of our differences

**Passion** - to be proud of our work and the impact we have

**Collaboration** - to work as one team - built on shared goals and effective relationships

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## **Health and Safety**

Under the provisions of the Health & Safety at Work Act 1974, it is the duty of every employee

i) to take reasonable care of themselves and others at work

ii) to co-operate with the Hospice as far as is necessary to enable them to carry out their legal duty.

iii) Not to intentionally or recklessly interfere with anything provided including personal protective equipment for health and safety or welfare at work.

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## **Rehabilitation of Offenders**

The Hospice promotes equality of opportunity for all individuals with the right mix of talent, skills and potential and welcomes applications from a wide range of candidates, including those with criminal records.

We undertake not to discriminate unfairly against anyone who has previous criminal convictions and having a criminal record will not necessarily be a bar to employment with the Hospice.

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## **Scope of Job Description**

This job description reflects the immediate requirements and objectives of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

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## PERSON SPECIFICATION

### Note:

Please use the 'Evidenced by' column to indicate where the criteria should be demonstrated  
A= Application Form, I = Interview, A/I = Application & Interview. **This column is optional**

Criteria	Essential	Desirable	Evidenced by
<b>Qualifications</b>			
Registered Healthcare Practitioner	x		A
Educated to degree level or equivalent experience	x		A
Post graduate patient safety qualification or equivalent knowledge and experience in the patient safety field		x	A/I
Completion of, or willingness to complete appropriate training around PSIRF	x		A/I
<b>Knowledge &amp; Experience</b>			
Broad range of post qualifying clinical experience	x		A
Experience of working in patient safety with specific experience of working with incidents and alerts		x	A/I
Evidence of involvement in service improvement/change	x		A/I
Experience of writing policies, procedures and guidelines		x	I
Experience of developing and implementing audit		x	I
Experience of collecting & interpreting data and writing reports		x	I
Community Experience		x	A
<b>Skills</b>			
Excellent communication skills, both verbal and written	x		A/I
Excellent interpersonal skills, able to engage and build effective relationships at all levels	x		A/I
Excellent time management skills	x		A
Ability to work flexibly and manage competing priorities	x		I
Able to structure feedback to colleagues in a constructive way	x		I
Sound IT skills – able to use processing packages, email and spreadsheets confidently (Word, Excel, Teams)	x		A
<b>Personal Attributes</b>			
An understanding and empathy for the work of the Hospice	x		I
Driving license and own transport	x		A
A role model who can influence, motivate and inspire others	x		I
Ability to work without supervision, manage their own time and use their initiative	x		I
Ability to establish and maintain good working relationships with people from a wide range of personal and professional backgrounds	x		I