

## ROLE BRIEF

<b>Department:</b>	<b>Corporate Governance</b>
<b>Job Title:</b>	<b>Clinical Quality Manager</b>
<b>Responsible To:</b>	<b>Head of Clinical Governance</b>
<b>Key Relationship:</b>	<b>Clinical Services Manager</b>
<b>Location:</b>	<b>Crowborough, East Grinstead and Outreach sites</b>
<b>Key Duties:</b>	<ul style="list-style-type: none"> <li>• To support the delivery of a robust quality improvement plan, which ensures that systems for shared learning are in place, effective and monitored.</li> <li>• To monitor compliance with CQC standards to assist the team s to achieve or maintain an outstanding CQC rating</li> <li>• To lead and/or participate in the investigation of any adverse event, serious incidents or complaints and claims, ensuring preventative actions are implemented and outcomes shared with the teams .</li> <li>• Ensure investigations take place in a timely manner and support the delivery of the HH quality and safety agenda.</li> <li>• Play a key role as a Datix super-user in ensuring that patient safety incidents are reported appropriately using the Datix risk management database.</li> <li>• Ensure that the reporting and grading of incidents and root cause analysis is routine practice in all areas and is used to improve the quality of care and reduce unacceptable risks within the organisation.</li> <li>• Work collaboratively with all department teams to improve quality and clinical standards as part of ensuring patient safety.</li> <li>• Work alongside colleagues to provide education on patient safety improvements and risk related issues.</li> <li>• To assist in the quarterly Clinical Governance Report's for each site, identifying any trends or causes for concern.</li> <li>• To attend quarterly clinical governance meetings .</li> <li>• To assist in the planning and delivery of the local clinical audit programme</li> <li>• Maintain confidentiality and meet data protection and information governance requirements related to clinical governance and audit.</li> </ul>
<b>Key Accountabilities:</b>	<ul style="list-style-type: none"> <li>• Work closely with departments (e.g. BI, Governance) to ensure accurate and robust clinical data is collated for internal and external reporting to relevant parties and stakeholders within set deadlines. This includes monthly and quarterly reporting to commissioners, consultants and the executive, NRLS.</li> <li>• Ensure that findings of clinical audits , complaints or investigations are shared, colleagues are aware of the national, regional and local requirements/guidance, and that there is an organisational database of internal and external audits.</li> <li>• Work with the Head of Clinical Governance to ensure the clinical audits that are carried out enable the identification of both good and poor practice in the provision of care, that actions are implemented and there is evidence of resolution and sharing of learning throughout the organisation.</li> </ul>

	<ul style="list-style-type: none"> <li>• To participate in the development of policies and procedures ensuring they are compliant with procedural documents; legislative, national and local guidance and they are robust and measurable.</li> <li>• To support the establishment of systems to enable monitoring and measuring compliance with external inspection and accreditation, including CQC.</li> <li>• Lead on the implementation of patient safety alerts, NICE guidance etc. and ensure action plans are in place.</li> <li>• To establish good links with clinical and non-clinical departments to ensure the availability of information and robust documentation for data collection enabling outcomes of care to be recorded.</li> <li>• Use root cause analysis tools and collation of data to investigate and identify patient safety incidents ensuring that action plans are in place and carried out. This includes local RCA's, SI's and Never Events.</li> <li>• Populate and review the hospital's risk register, adding key risks as identified from events or near misses.</li> <li>• Understand the Duty of Candour and the organisation's responsibilities.</li> </ul>
<b>Key Knowledge, Skills and Experience:</b>	<p><b>Must Haves</b></p> <p>Previous experience of working with risk management data bases</p> <p>Experience of audit, risk management and quality improvement processes</p> <p>Previous Healthcare experience</p> <p>Excellent influencing skills</p> <p>Experience of reporting and grading patient safety incidents and root cause analysis</p> <p>Strong communication and organisational skills</p> <p>Excellent IT Skills</p> <p><b>Nice to Haves</b></p> <p>Clinical qualification</p> <p>Previous experience working in a Clinical governance setting</p> <p>Ability to interpret and present qualitative information</p>
<b>Health and Safety:</b>	<p><b>The Health Act 2008</b></p> <p>Code of Practice for Prevention and Control of Healthcare Associated Infections:</p> <p>You'll carry out your duties in a way that maintains and promotes the principles and practice of infection prevention and control. You'll comply with national standards, policies, guidelines and procedures. If you need a few tips, speak with our Infection Control Specialist.</p> <p>For clinical colleagues with direct patient contact, this will include (but is not</p>

	<p>limited to):</p> <ul style="list-style-type: none"> <li>• compliance with clinical procedures and protocols, including uniform and dress code</li> <li>• the use of personal protective equipment</li> <li>• safe procedures for using aseptic techniques</li> <li>• safe disposal of sharps.</li> </ul> <p>Please take due care at work, reporting any accidents, incidents or near misses to your line manager and record them on the Datix system.</p>
<b>Equal Opportunities</b>	<p>Horder HealthCare's Equal Opportunities Policy tells you all about our commitment to ensuring that no patient, colleague or prospective colleague is discriminated against, whether directly or indirectly on the grounds of : gender, sexual orientation, age, marital status, responsibility for dependants, disability, religion, creed, colour, race, nationality, ethnic or national origin, trade union activity, social background, health status, or is disadvantaged by conditions or requirements which cannot be shown as justifiable.</p>
<b>Confidentiality</b>	<p>You'll make sure that no confidential information is disclosed about Horder Healthcare or its associated companies (including information about patients and colleagues ) to any unauthorised person .</p>
<b>Safeguarding</b>	<p>You'll be aware of the key issues in safeguarding children and vulnerable adults from significant and serious harm. Reporting safeguarding concerns to appropriate professionals and recording incidents accurately.</p>
<b>People Managers</b>	<p>You have a responsibility to manage your team, ensuring safe staffing levels at all times. You should ensure all new team members are effectively inducted onto your department; making sure that mandatory training is complete and kept up to date. You should effectively manage your team members monitoring performance and absence, using the HR policies and procedures.</p>
<b>Review</b>	<p>Whilst this role brief outlines the main duties of your role identified at the date of issue, you may be required to carry out additional tasks as requested by senior colleagues.</p> <p>Your role may be subject to amendments in the light of the changing needs of the business, and will be reviewed periodically, which we'll discuss with you first.</p>
<b>Role Brief Agreement</b>	<p>I have read this role brief and understand the contents of my day-to-day duties. I also understand that this role brief may change over time with the business needs of Horder Healthcare. I understand that the role brief will therefore be subject to periodic review.</p> <p><b>Colleague name:</b></p> <p><b>Colleague signature:</b></p> <p><b>Date:</b></p>