

Patient Safety Practitioner

Department: Health and Community Services
Division: Quality and Safety
Reports to: Quality and Safety Manager (Patient Safety Incidents)
JE Ref: HCS1136.1
Grade: CS10 **JE Date:** 19/08/2022

Job purpose

Support the organisation to take local actions to keep patients safe and support the implementation of national patient safety initiatives and quality improvement projects.

Manage the process of patient safety reviews and investigations, providing expert guidance on methodology to support subject matter experts in completion of safety investigations. Lead and support the process of After Action Reviews (AAR) for cases that do not meet the Serious Incident (SI) criteria.

Support learning from incidents and investigations and monitoring organisational wide action plans to ensure lesson learned are embedded in practice within and across care groups to support the reduction of future harm.

Undertake the role of Case Manager providing advice and support to those affected by patient safety incidents and their carers. Meet with managers / practitioners / clinicians / relatives and support the duty of candour process

Support the Quality and Safety Team in the implementation of robust systems for management, monitoring and reporting Patient Safety Incidents, including the use of appropriate IT systems including collation, manipulation and analysis, presentation, report and action plan generation.

Job specific outcomes

Lead investigations into patient safety events using recognised methodologies, providing expert advice and practical support to staff involved in the investigation process in order to support organisational learning. This will include 72 hour reviews, thematic patient safety incident reviews, serious incident investigations, after action reviews and round table reviews in line with local and national policy and guidance.

Work autonomously as an investigator and in conjunction with subject matter experts and clinical colleagues, escalating any identified risks to the Head of Patient Safety.

In conjunction with subject matter experts, identify and review all sources of information in relation to patient safety incidents and use a variety of analytical skills to identify systems.

learning. The information may include paper and electronic records, witness statements, liaising with stakeholders, patients and their families and carers.

Advise the Quality and Safety Managers, Care Group leads and members of the clinical teams ensuring the timely provision of serious incident investigation updates, including initial reports, investigation reports and action plans and the Duty of Candour Process.

Provide advice and support to those affected by serious incidents; referring staff to Trauma Risk Management (TRiM) if appropriate. Includes both written and verbal communication. Present patient safety cases both internally and externally.

Maintain high levels of technical, procedural knowledge in patient safety events, serious incidents, incident reporting and structured judgment reviews assisting in training colleagues as required.

Attend relevant care group meetings and committees as delegated providing assurance and compliance reports as required.

Support learning from incidents and investigations and monitoring organisational wide action plans to ensure lesson learned are embedded in practice within and across care groups to support the reduction of future harm

Contribute to the development and improvement of systems learning approach and cultural changes associated with the introduction of the patient safety incident response framework and lead on allocated improvement and innovation projects

Support the programme of education and training across HCS which supports the patient safety strategy.

Cover any other additional duties at the request of the Head of Quality and Safety in pursuance of learning and development service requirements in a timely, efficient and effective manner.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure

ONE GOVERNMENT

Office of the Chief Executive

Customer and Local Services

Children, Young
People, Education
and Skills

Health and
Community Services

Justice and
Home Affairs

Treasury and
Exchequer

Growth, Housing
and Environment

Strategic Policy,
Performance and
Population

Chief Operating Office

Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Educated to degree level or professional qualification</p> <p>Registered healthcare professional (e.g. Registered Nurse, Allied Health Professional or Social Worker)</p> <p>Systems based patient safety investigation training, human factors or root cause analysis.</p> <p>Experience of working within an healthcare environment</p>	<p>Teaching qualification</p>
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Experience of investigating serious incidents</p> <p>Experience and understanding of current healthcare policy in the management of patient safety incidents and processes.</p> <p>Significant experience of effectively engaging with patients/service users and carers.</p> <p>Ability to evaluate evidence and make reasoned independent decisions.</p> <p>Ability to convert complex and sensitive information into an easily understood form and present through various media to mixed audiences.</p>	<p>Application of QI method to safety improvement</p> <p>Experience of incident reporting systems.</p> <p>Experience of working system wide/across a complex organisation,</p> <p>Report writing</p>

<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>A high standard of written English and experience in report/ investigation writing</p> <p>Proficiency in the use of IT including Microsoft Office, Excel, Outlook and Datix</p> <p>The ability to translate complex ideas into simple understandable concepts is key</p> <p>Ability to communicate sensitive, and sometimes complex information to patients/carers and families.</p> <p>Demonstrable ability to prepare and present reports</p> <p>Strong communication skills required, to promote collaborative working within the team and to effectively communicate with individuals involved in an investigation.</p>	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Able to accurately record and analyse information and data</p> <p>Strong all round questioning and communication skills.</p> <p>Ability to work using their own initiative and can demonstrate:-</p> <ul style="list-style-type: none"> • Sound judgement • Flexibility • Advanced problem solving skills • High levels of personal integrity and confidentiality • A strong work ethic • The ability to work under pressure • An understanding of the effective use of confidential and sensitive data 	

	<ul style="list-style-type: none"> Organised and self-motivated <p>Proven ability to manage processes and procedures</p> <p>Must have strong interpersonal skills and influencing skills</p> <p>Must be able to rapidly assimilate information, be adaptable to new situations and able to challenge accepted practice.</p> <p>Be competent at developing positive working relationships with staff at all levels.</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Three years post qualifying experience</p> <p>Evidence of effective interpersonal communication skills.</p> <p>Able to plan and prioritise effectively & to problem solve</p> <p>Ability to work effectively as part of a team and to motivate, educate and encourage others</p> <p>Ability to demonstrate ethical values and attitudes within a culture of equality and diversity</p>	

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier ** core accountabilities attributes and behaviour indicators.