

## Quality and Safety Manager (Mortality)

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**Department:** Health and Community Services

**Division:** Quality and Safety

**Reports to:** Head of Patient Safety

**JE Ref:** HCS1138

**Grade:** CS11

**JE Date:** 02/08/2022

### Job purpose

Responsible for leading the 'Learning from Deaths' Programme across Health and Community Services with an aim of reducing avoidable hospital mortality. The role includes: developing rigorous systems, processes and metrics for mortality review and learning across HCS.

Developing systems and processes for supporting and feeding back to staff and families, if appropriate the findings of mortality reviews and adverse patient safety events relating to patient death. Work alongside other Quality and Safety Managers and clinical teams proactively identifying processes for early detection of emerging significant clinical risks and escalate these to the management team. Develop quality improvement work / mortality reduction strategies across HCS.

Drive and lead, in collaboration with other governance heads/leads, managers and facilitators, a consistent and rigorous approach to operational and strategic alignment of the quality and safety strategy; enabling a culture of continuous learning and development.

### Job specific outcomes

Leading on the development and delivery of a training programme for the Structured Judgement Review (SJR) methodology for mortality review to consultants, senior nursing and AHP staff. Providing both training and advice to clinical staff on a 1:1 or group basis around the mortality review processes.

Development and maintenance of processes to feedback the outcomes of mortality reviews where indicated, to bereaved families and next of kin, communicating potentially very sensitive, complex, clinical information to bereaved relatives, requiring empathy and reassurance. This could include feeding back the results of mortality reviews where there have been issues in patient care.

Support the development of an annual mortality reduction strategy, in liaison with the Associate Medical Director and Head of Patient Safety.

Support, develop and participate in structured judgement reviews (SJR) both level 1 and level 2 across all of HCS care groups including reviews of service users with a learning disability (LeDeR reviews. Interpret complex clinical information and make judgements about the appropriateness of care and treatment and identify learning points to feed back to clinical teams.

Providing reports to HCS Assurance and Governance committees relating to learning and actions resulting from mortality reviews.

Provide an in depth analysis of complex clinical data arising from mortality reviews, incident reports, and inquests to identify themes and learning. Identification of quality improvement opportunities which can be taken forward with the clinical teams as improvement projects.

Attending specialty / care group level clinical governance meetings as required to discuss learning from incidents/ mortality reviews.

Provide support to staff with post-incident debriefs, feedback from SJRs and preparing for inquests.

Lead on inquests and all matters related to the coronial process. Liaise with the Deputy Viscounts Office, Legal Service Manager and Law Offices as appropriate. Identify inquests that are likely to prove contentious or where significant risk to reputation, patient safety or finance have been identified.

Work as a member of the Quality and Safety Team. Provide cross cover, guidance and direction to managers and clinicians at all levels of the organisation on key aspects of the quality and safety strategy to ensure the achievement of care group and organisational quality and safety governance objectives; alongside clear monitoring and assurance reporting within a culture of openness and civility.

Manage a number of quality improvement projects, in coordination with the clinical audit team relating to clinical risk and other clinical governance priorities to facilitate patient safety across the organisation.

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.

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**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
<b>Qualifications</b>	<p>Professional Health and/or Social Care Qualification Educated to degree level</p> <p>A recognised management qualification or equivalent experience gained during a management role.</p> <p>Extensive experience working in a Health Care and/or a Community Care environment in a senior position</p> <p>Relevant teaching/coaching qualification</p>	<p>Project management qualification</p> <p>Post graduate certificate/qualification in a related subject, such as: Patient Safety; Human factors or Quality Improvement</p>
<b>Knowledge</b>	<p>Prepare and deliver reports and monitor performance and action plans</p> <p>Evidence of ability to constructively challenge processes and behaviours in relation to Quality and Safety Governance and Risk</p> <p>Awareness of ways to work effectively with a diverse range of stakeholders, including through co-production</p>	<p>Knowledge of the national guidance and framework relating to the "Learning from Deaths" programme</p> <p>Working knowledge of Root Cause Analysis and/or other frameworks for investigation</p> <p>Experience or demonstrable knowledge of quality improvement/clinical audit methodologies</p>
<b>Technical / Work-based Skills</b>	<p>Excellent writing skills; ability to create documents, communications materials and supporting government publications, which explain complex issues clearly and simply.</p> <p>High level of knowledge and proficiency in the use of IT applications</p>	
<b>General Skills/Attributes</b>	<p>Credible with a diverse range of stakeholders.</p>	

	<p>Resilient, maintaining effectiveness under pressure.</p> <p>Ability to work independently and autonomously.</p> <p>Well organised; able to deal with multiple competing priorities and a high workload.</p>	
<b>Experience</b>	<p>Minimum of 5 years post relevant professional qualification with evidence of continuing professional development relevant to the area of speciality</p> <p>Experience of successfully leading specific areas of policy and/or large-scale planning, leading engagement with a range of stakeholders.</p> <p>Understanding of current safety thinking and improvement methodologies</p> <p>Previous experience within Quality/Safety/Governance Evidence of designing and implementing Quality and safety strategies</p> <p>Understanding of the theory and practice of quality and safety in health &amp; social care settings</p>	<p>Understanding of the multi-disciplinary nature of quality and safety within health and social care services</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.