

Patient Safety Practitioner (Mortality)

Department: Health and Community Services

Division: Quality and Safety

Reports to: Quality and Safety Manager (Mortality)

JE Ref: HCS1256

Grade: CS10

JE Date: 16/10/2023

Job purpose

To support the Learning from Deaths Programme across Health and Community Services by monitoring organisational action plans within and across care groups with an aim of reducing avoidable hospital morbidity and mortality.

Manage the process of mortality reviews and investigations, providing expert guidance on methodology to support subject matter experts in completion of mortality reviews. Liaise with the Patient Safety Practitioners responsible for Serious Incident (SI) if cases identified meet the 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 staff affected by inquests – meeting with managers / practitioners/ clinicians to prepare them for inquest. Consider and identify learning, to support the reduction of future harm.

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 in mortality reviews using recognised methodologies, including learning disability mortality reviews and perinatal mortality reviews across HCS liaising with staff and arranging appropriate reviewers.

Provide expert advice and practical support to staff involved in the inquest process. Supervise and lead on the initial investigations into inquests as required, identifying staff members involved, sourcing relevant documents and information (for example, clinical records, call recordings, staff records), and making contacts with potential witnesses using both written and verbal communication

Maintain an accurate database of all mortality reviews, recommendations and action plans. Use analytical skills to provide reports relating to learning and actions resulting from mortality reviews or inquests across HCS as required. Working closely with the Care Group Governance Leads.

Advise and assist the Quality and Safety Manager (Mortality) in identifying lessons learned from mortality reviews looking for themes, trends and patterns to prevent future harm, loss or damage.

Contribute to the development of quality improvement and audits related to learning from deaths, patient safety events and the Structured Judgement Review process. Write reports, action plans and trend analysis. Ensure lessons learned are embedded in practice.

Provide advice and support to those affected by inquests or relatives of the bereaved; referring staff to HCS wellbeing services if appropriate. Includes both written and verbal communication. Present themes from mortality reviews both internally and externally.

Maintain high levels of technical, procedural knowledge in structured judgment reviews and mortality 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 deaths and reviews 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 delivery of a training programme for the Structured Judgement Review (SJR) methodology for mortality review to consultants, senior nursing and AHP staff. Provide advice and assist in training colleagues.

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

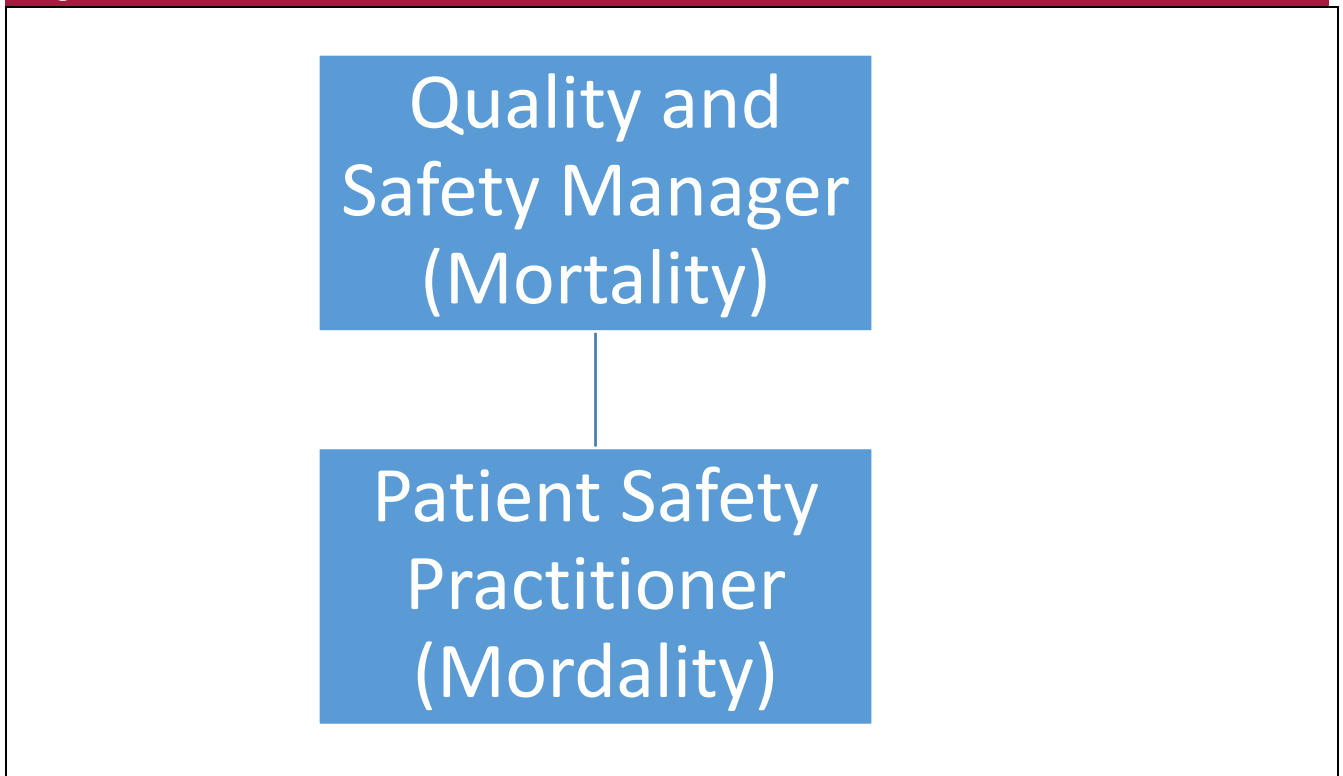
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure

Government Departments



Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications</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>Structured Judgement Review Training or similar mortality review training.</p> <p>Experience of working within an healthcare environment</p>	<p>Teaching qualification</p>
<p>Knowledge</p>	<p>Experience of investigating incidents or carrying out patient safety reviews</p> <p>Experience and understanding of current healthcare policy in relation to Learning from Deaths and Mortality Reviews</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</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</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>	
Experience	<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 5 core accountabilities attributes and behaviour indicators.