The Walton Centre for Neurology & Neurosurgery

Job Description

Post: PAS & Data Quality Manager

Grade: Senior Manager

Reports To: Head of Information

Responsible To: Director of Finance and IM & T

Job Purpose

The post holder is required to manage the Trust's Patient Administration System (PAS) and the data quality of all patient based electronic systems within the Trust ensuring all users produce high quality data in line with National standards. The Post holder is required to be the lead expert in their field and will be required to represent the Trust at all levels. The post holder will be responsible for the management of the PAS & Data Quality Department

Scope of the Post

The duties and responsibilities details below are intended to indicate the activities currently expected of this role. This is a new post and post holders are expected to be flexible in their approach to the needs of the service.

Duties and Responsibilities:

Operational Maintenance of PAS

1. Work with the Informatics Department to provide first line support and advice to PAS users to ensure the speedy resolution of faults and problems in the use of the system

2. Maintain the various key master files on PAS e.g. Consultant, speciality, General Practitioner, etc...

3. Organise and take a lead in User Group meetings to discuss PAS issues and future developments with internal PAS users

4. Represent the Trust at external User Group meetings.

5. Liaise with external suppliers to resolve all software performance reports to agreed timescales and where appropriate, keep PAS users informed of current status of each report as well as final closure and solution

6. Set up, maintain and amend as appropriate system parameters for the PAS modules

7. Set up and monitor adequate system security through the maintenance of password protection

8. Ensure that access to system functionality is granted to staff on a need to know basis as defined by both their line manager and their job description

Development of PAS and other patient based systems

9. Develop projects for patient based electronic systems from planning through to implementation and take responsibility for the outcomes.

10. Liaise with the external supplier and the Trusts partner Trust 'The Cardio Thoracic Centre ' (CTC) to determine the impact of new releases of software on both staff and system resources and prepare/manage a project plan for each new release

11. Negotiate with external suppliers to provide new functionality within the systems to ensure maximum user functionality

12. Test new releases in the relevant 'training' account with the involvement of end users prior to loading into the 'live' account

13. Load new release into 'live' account and monitor performance to ensure no problems are encountered. In the event of problems liaise with the external supplier to rectify these.

Staff Training

14. To liaise in partnership with the IT training department to provide a training programme which ensures that all staff who require training in the use of PAS receive this at the appropriate skill level

15. To liaise in partnership with the IT training department to translate PAS manuals into Trust applicable training materials and continually update training material for the PAS modules in line with operational procedures

16. To liaise in partnership with the IT training department to arrange refresher courses which may be used to monitor adequate adherence to 'good practice and quality' guidelines e.g. timely and accurate data entry, use of correct coding procedures etc.

17. Responsible for developing and delivering staff training programmes on information management processes and procedures ensuring that update training is undertaken when changes are made to national requirements and standards.

Management Responsibilities

18. Management of the PAS & Data Quality Department

19. Recruitment, appraisal and development of the staff within the PAS & Data Quality Department

20. Responsible for producing and reviewing policies and procedures relating to Data Quality and information management processes.

Data Quality

21. Take lead responsibility for all aspects of Data Quality pertaining to patient based electronic systems within the Trust.

22. The post holder will take the lead role in actioning data quality reports and communicating error rates and reporting these to the Trust Board

23. Responsible for the validation of both inpatient & outpatient waiting lists.

24. Work with Trust staff to ensure the data held on systems is maintained at a high level

25. Regularly undertake audits which can be Trust wide

26. Liaise with Informatics Department with the quality of output reporting standards.

27. Action and production of Data Quality reports and validate data against the National Strategic Tracing Service (NSTS) ensuring that the information held is correct and up to date.

General Aspects of the post

28. The post holder will be expected to develop excellent skills in the use of the PAS and other patient based systems from both a user and system manager perspective

29. The post holder is expected to take an active role in the Informatics Strategy of the Trust.

30. The post holder will at all times maintain the confidentiality of the material and information that he/she handles in the Trust's security policy and Data Protection Procedures.

31. Communicate patient administration and information management issues to a wide range of internal and external personnel and organisations ranging from junior staff to Directors and Consultants.

32. Due to the specialist nature of this post, the post holder will be required to work to the broad principles set out by the Head of Information, with minimal management intervention.

General:

a) Carry out the duties of the post in a professional manner, maintaining necessary confidentiality pertaining to patient or staff issues
b) Comply with Trust policies as set down
c) Work in a considerate and safe manner in order to maintain personal safety and the safety of colleagues

Health & Safety:

As an employee of The Walton Centre, the post holder has a duty under the Health & safety at Work Act (1974) to:

i) Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work
ii) Co-operate with their employer to ensure compliance with Health & Safety legislation and the Health & Safety policies and procedures of The Walton Centre
iii) Not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare in pursuance of any relevant statutory provisions

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2. Maintain the various key master files on PAS e.g. Consultant, speciality, General Practitioner, etc...

3. Organise and take a lead in User Group meetings to discuss PAS issues and future developments with internal PAS users

4. Represent the Trust at external User Group meetings.

5. Liaise with external suppliers to resolve all software performance reports to agreed timescales and where appropriate, keep PAS users informed of current status of each report as well as final closure and solution

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This job description is intended to be a general guide to the duties and not a rigid, inflexible specification. It will be subject to review in the light of changing circumstances and following consultation with the post holder.

PAS & Data Quality Manager

	PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
1.	**Education & Qualifications:**	Educated to Degree level or significant relevant NHS experience ECDL	PRINCE II Foundation Health Informatics Qualifications
2.	**Experience:**	Staff Management Management of PAS &/or NHS Clinical systems	5 Years experience in NHS Management IT Project Management Experience of Isoft ICS PAS
3.	**Knowledge & Skills:**	NHS Informatics	Project Management
4.	**General Personal Characteristics:**	Highly Motivated Effective Presentation skills Effective communication skills Ambitious	