

## **JOB DESCRIPTION**

### **1. General Information**

**JOB TITLE:** Nursing and Midwifery Information Officer

**GRADE:** Band 8a

**HOURS:** 37.5 per week

**RESPONSIBLE TO:** CIO

**ACCOUNTABLE TO:** CIO

### **Guy's and St Thomas NHS Foundation Trust**

Guy's and St Thomas' is among the UK's busiest and most successful NHS foundation trusts. We provide a full range of hospital and community services for people in south London and as well as specialist care for patients from further afield including cancer, renal, orthopaedic, respiratory and cardiovascular services.

Guy's is home to the largest dental school in Europe and a £160 million Cancer Centre opened in 2016. As part of our commitment to provide care closer to home, in 2017 we also opened a cancer centre and a kidney treatment centre at Queen Mary's Hospital in Sidcup. St Thomas' has one of the largest critical care units in the UK and one of the busiest emergency departments in London. It is also home to Evelina London Children's Hospital.

Evelina London cares for local children in Lambeth and Southwark and provides specialist services across south east England including cardiac, renal and critical care services. We lead a number of specialist service networks aiming to ensure children are treated locally where possible, but have access to specialist expertise when they need it. Our community services include health visiting, school nursing and support for families of children with long-term conditions. The Duchess of Cambridge became the Patron of Evelina London in 2018.

Our adult community services teams deliver care at the heart of the local communities we serve, working in partnership with GPs, local authorities and other healthcare and voluntary sector organisations. Working with our partners in Lambeth and Southwark, we are focusing on new ways of working to improve care for local patients.

In February 2021 the Royal Brompton and Harefield joined Guy's and St Thomas' NHS Foundation Trust, bringing together world-leading expertise in the care and research of heart and lung disease. Our merger provides a once in a generation opportunity to build a lasting, world-renowned heart and lung centre, providing the highest quality care for patients and conducting world-leading research.

We have a reputation for clinical excellence and high quality teaching and research. We are part of King's Health Partners, one of eight accredited UK academic health sciences centres. In partnership with King's College London we have dedicated clinical research facilities and a National Institute for Health Research (NIHR) Biomedical Research Centre.

Patients are at the heart of everything we do and we pride ourselves on ensuring the best possible patient experience as well as safe, high quality care. We are proud to have one of the lowest mortality rates in the NHS. Following a comprehensive Care Quality Commission (CQC) inspection in 2019 we maintained our overall rating of 'good'. Our adult community services achieved a rating of 'outstanding'.

The commitment of our 22,000 staff is key to our success. We are one of the largest local employers and we aim to develop and support all our staff so they are able to deliver high quality, safe and efficient care. The 2019 NHS staff survey results show that we have one of the most engaged and motivated workforces in the NHS. We know this has a positive impact on the care provided to our patients.

We have one of the most ambitious capital investment programmes anywhere in the NHS.

Rapid innovation in digital continues to fundamentally change the way patients, clinicians and providers interact and transform healthcare. Patients and front-line staff expect more from digital technologies; to communicate, share information about care, and manage health needs. Finding new ways to sustainably deliver care is always going to be about different ways of supporting our staff and patients and working with our partners to deliver seamless care. As the focus moves towards population health outcomes, providing a new model of care that is digitally enabled extending care beyond the hospital walls will need to be taken into account. The implications of this care model will inform our digital solutions and the alignment between our partners.

### Programme Information

Guy's and St Thomas' NHS Foundation Trust (which now includes Royal Brompton and Harefield hospitals) together with King's College Hospital NHS Foundation Trust will be delivering a truly transformative programme of work for our patients. 'Apollo' is our exciting and challenging programme which aims to transform how we deliver health and care in a way that is both clinically and financially sustainable. The Apollo programme will underpin everything we do for our patients and carers, people and communities as well as creating a working environment which better enables our staff to deliver the best care they can every day.

The programme will be underpinned by the introduction of a comprehensive Electronic Health Record (EHR) system supplied by Epic. Staff will be able to access the information they need more efficiently so that they spend more time with our patients. This change will also help patients to play a more active role in their health as a partner in their own care. They'll be able to securely access their patient record from the comfort of their home and staff will have access to patient records at the click of a button from any location.

Apollo will not only deliver our new Epic EHR system but will improve and implement other new technologies. We will be investing in a significant upgrade to our core network, integrating medical devices, introducing speech recognition technologies and intuitive reporting solutions.

We're putting together a diverse team, made up of people from different backgrounds with a range of expertise to help us make our transformation the best it can be. By Joining the team you will be part of a once in a generation programme of pathway transformation in South East and West London. This is a great opportunity to gain exposure to exciting new technologies, broaden your experience and develop new skills.

### Organisational Values

The post holder will:

- **Put patients first** - consider the patient's needs and wishes in all that they do
- **Take pride in what they do** – strive for highest standards on own work and challenge colleagues to do the same
- **Strive to be the best** – in terms of patient care & teamwork
- **Act with integrity** - maintain the privacy & dignity of patients, work with integrity and be trustworthy, be accountable for own work
- **Respect others** – patients, visitors and colleagues. Actively give and receive feedback.

## 2. Job Summary

The Nursing and Midwifery Information Officer will act as Nursing and Midwifery lead for initiatives within the Trusts digital roadmap including the Apollo Programme.

The post holder will actively support and guide in the delivery of the digital aspects of the Nursing and Midwifery strategy.

The role of Nursing and Midwifery Information Officer will be key in the transformation of our patient care in nursing and midwifery and in the delivery of innovation using digital technologies that support practice and trust initiatives.

The post-holder will have responsibility for supporting a large scale and complex portfolio of work that will have impacts across the organisation. They will support and guide the delivery of digital initiatives and strategy for nursing and midwifery as well as acting in an advisory capacity. They will support clinical safety and compliance with all nursing related standards, protocols and guidelines set either by the Trust or nationally by NMC/NHSX or other external bodies.

The post holder will provide advice on nursing matters to relevant clinical, operational and technology colleagues as well as advising the Chief Nursing Information Officer and her team on digital and data analytics matters.

### **3. Key Working Relationships**

- Chief Nursing Information Officer Leadership Team
- Chief Nurse Leadership Team
- Chief Medical Information Officer & their Leadership Team
- Chief Information Officer & their Leadership Team
- Direct reports within the Chief Nursing Information Office and Directorates
- Electronic Health Record Programme Team
- Wider DT&I Directorate Team
- Digital and Technology Governance boards including the Apollo Programme Board and Enterprise Digital Design Authority
- Nursing, Midwifery and Allied Health Professional Governance Boards including Nursing and Midwifery Executive Committee (NMEC), Nursing and Midwifery Digital Committee (NMDC)
- Quality and Safety Team
- Patient Experience Team
- Pharmacy Leadership Team
- Education, Training and Development Team
- Our partners including local commissioners and care providers, local government, academic organisations, charities, and patient and public representatives
- National and international health and care organisations
- National and international digital nursing communities

**ORGANISATIONAL CHART: see attached**

### **4. Duties and Responsibilities**

#### **Leadership**

- Support the development and delivery of the digital strategy for Nursing and Midwifery staff. This will require communicating to staff in various forums such as 1-1 meetings, team meetings, workshops and presentations.

- Promote the strategy through delivery of presentations and discussions with large groups of staff at various forums.
- Ensure that the Nursing and Midwifery staff are given a voice, opportunities and are represented in relevant forums and activities.
- "Lead from the front" in the adoption of digital initiatives and in promoting high quality data input and appropriate data usage.
- Provide day to day visible access and leadership to Nursing and Midwifery staff on digital technology and innovation.
- Work autonomously in a complex and unstructured multi-disciplinary environment, be able to act with minimum guidelines and set standards for other.
- Acting as a Professional lead, aligning technical designs to the real needs of nurses, and midwives and being responsible for the delivery of nursing, midwifery and allied health professional components of digital change.
- Support in decision making through collaboration in the Digital programmes for Nurses and Midwives
- Identify issues where staff do not have sufficient access to the data/information/intelligence they need to deliver and continuously and improve patient safety through use of digital technologies.
- Support the delivery of digital literacy and training initiatives for Nurses and Midwives to ensure staff are equipped for the changing working environment. This will be in conjunction with our IT Training and Learning and Development Teams.
- Review roles and service delivery, implementing appropriate changes to improve effectiveness of services within available resources.
- Collaborate with colleagues to leverage best practices and distribute knowledge.
- Work with colleagues from local Trusts and partners such as The Royal Brompton and Harefield hospitals and Kings College Hospital Trust.

### **Operational and Information Delivery Management**

- Manage the delivery of digitally enabled changes in nursing, and midwifery practice ensuring widespread adoption of EHR & new technologies amongst these professional groups
- Guide the development of data analytics and reporting tools infrastructure to effectively monitor standards in wards and departments
- Advise analysts in building data analytics capability within nursing and midwifery to contribute to and lead in relevant parts of GSTT's research programmes.
- Act as a nurse advisor on the integration of medical devices and clinical systems
- Participate in on-call and incident response arrangements as required
- Support in the implementation of downtime readiness procedures and internal reporting regarding system response time and service level agreements for connectivity and operational effectiveness of health IT.

### **Service Development**

- Work with the Digital and Technology leadership team to deliver new services directly to patients, with appropriate direct access to their records, and services for in-hospital, GP-linked, and at-home care.
- Work with the Digital and Technology leadership team to deliver new technology that enables best practice and releases time to care.
- Support quality programmes to drive continuous improvement and build quality improvement capability at local level delivering improvement initiatives that can be 'scaled up'.
- Guide the development of information systems that support nurse and midwifery leaders to make practical judgements about standards of care across GSTT and support workforce plans and the deployment of nurses and midwives effectively.

- Support in the development of proportionate, rigorous and impact-driven approach to change in practice.
- Ensuring digital innovation strategy and plans are congruent with the Trust's planning framework including compliance with overall service, capital and digital healthcare strategy.

### **Financial Responsibilities**

- Together with colleagues, producing programs for cost improvement, both through service improvement/ technological changes and cash releasing savings.

### **Education & Professional Development**

- Maintain a high standard of personal clinical and digital expertise, with appropriate professional and clinical qualifications and academic links.
- Develop and support staff through a robust appraisal framework to ensure the sustainability of services and skills.
- Act as professional lead for relevant staff supporting them to maintain their professional registration
- Work with workforce and education teams to support Nursing & Midwifery digital careers development. This includes the development of competencies, training and the clinical builder programme in partnership with the MIO and Apollo Programme Leadership.
- Coaching and supporting colleagues and acting as a role model for the department and organisation
- Collaborate with the national and international nursing & midwifery community developing partnerships that facilitate learning from a community of informatics nurses.

### **Risk and Governance Management**

- Support a culture of excellent safety management for technology, applying best practice and regulation for IT services, clinical safety, medical devices and digital healthcare
- Understand the impact of public policy initiatives on health IT systems and bridges new care delivery models into clinical practice.
- Ensure clinical systems comply with NMC standards and other regulatory and best practice guidance.
- Work closely with the relevant teams to deliver robust reporting for patient safety, ward monitoring and new data models for specialist areas to be quality assessed
- Develop and maintain standards of care that inform evidence based practice, quality of care, patient safety and clinical workflows.
- Proactively identify and manage risks to the portfolio to ensure a successful outcome using information from incidents, complaints and risk assessments to learn and improve.

### **Staff Management**

- Full line management responsibilities for the allocated team including; managing sickness and absence, grievances, disciplinary issues, delivery of training, recruitment and retention of staff.
- Support in long term planning of staff development objectives to support a continual technology retraining and skills refresh programme, to support the long term technical and knowledge objectives.
- Promote change in culture and behaviours, for motivating and developing staff and coordinating the education and training needs of their team in line with their objectives.

- Support with workforce plans which anticipates service changes and developments and which address recruitment, retention and workforce supply issues to minimise the impact of these on service delivery.
- Regularly liaise with Chief Nursing Information Officer and Nursing Information Officers across the Trust team to ensure uniformity of approach and effective use of resources across the department as a whole

### **Other**

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

You will be expected to actively participate in annual appraisals and set objectives in conjunction with your manager. Performance will be monitored against set objectives.

### **Key Result Areas**

- Apply the digital agenda as it applies to nursing and midwifery practice.
- Collaborate with teams on process and pathway standardisation for nursing and midwifery.
- Support the digitally enabled healthcare strategy, realising the full capabilities of our clinical, corporate and research systems
- Supporting quality improvement programmes
- Provide a Nursing and Midwifery voice within the Digital Technology directorate to ensure we deliver the best and safest possible digital healthcare platforms that Nurses & Midwives want to use
- Advise on whether Nurses and Midwives in the portfolio have the relevant knowledge & skills (as laid down in HEE digital literacy framework) to be effective users of and leaders in digitally enabled care
- Contribute to decision making on build and configuration.
- Learn elements of the Epic applications and contribute to decision making on build and configuration.
- Support efforts to attract, develop and retain Nursing and Midwifery staff to the Digital Technology directorate.
- Support local nursing teams to develop an ongoing and robust business continuity plan. Ensure nursing teams are prepared for any planned or unplanned downtime events.
- Support the management and tracking of cash-releasing and qualitative benefits in relation to nursing and midwifery following implementation of the Apollo programme and delivery of other transformational projects and programmes
- Gain the relevant knowledge & skills (as laid down in HEE digital literacy framework) to champion the NIO role and become a role model to nursing and midwifery colleagues for digitally enabled care

The post holder is required to follow Trust policies and procedures which are regularly updated including:

### **Confidentiality / Data Protection / Freedom of Information**

Post holders must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act of 1998. Post holders must not, without prior permission, disclose any information regarding patients or staff. If any member of staff has communicated any such information to an unauthorised person those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Following the Freedom of Information Act (FOI) 2005, post holders must apply the Trust's FOI procedure if they receive a written request for information.

### **Equal Opportunities**

Post holders must at all times fulfil their responsibilities with regard to the Trust's Equal Opportunities Policy and equality laws.

### **Health and Safety**

All post holders have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

### **Infection Control**

All post holders have a personal obligation to act to reduce healthcare-associated infections (HCAIs). They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAIs. **All post holders must comply with Trust infection screening and immunisation policies** as well as be familiar with the Trust's Infection Control Policies, including those that apply to their duties, such as Hand Decontamination Policy, Personal Protective Equipment Policy, safe procedures for using aseptic techniques and safe disposal of sharps.

### **Risk Management**

All post holders have a responsibility to report risks such as clinical and non-clinical accidents or incidents promptly. They are expected to be familiar with the Trust's use of risk assessments to predict and control risk, as well as the incident reporting system for learning from mistakes and near misses in order to improve services. Post holders must also attend training identified by their manager, or stated by the Trust to be mandatory.

### **Safeguarding children and vulnerable adults**

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

### **Smoking Policy**

It is the Trust's policy to promote health. Smoking, therefore, is actively discouraged. It is illegal within Trust buildings and vehicles.

### **Review of this Job Description**

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

KP  
September 2010

**Person Specification**  
**Nursing and Midwifery Information Officer**

	<b>ESSENTIAL</b>	<b>A/I/T*</b>	<b>DESIRABLE</b>	<b>A/I/T*</b>
<b>Education/ Qualifications</b>	<ul style="list-style-type: none"> <li>• Current active registration with the Nursing and Midwifery Council</li> <li>• Educated to masters level or equivalent experience</li> <li>• Advanced clinical qualifications and evidence of ongoing professional development</li> </ul>	<p>A</p> <p>A</p> <p>A</p>	<ul style="list-style-type: none"> <li>• Management qualification</li> <li>• Knowledge and experience of participating and promoting research in clinical practice</li> <li>• Informatics/IT Qualification</li> </ul>	<p>A</p> <p>I</p> <p>A</p>
<b>Previous experience</b>	<ul style="list-style-type: none"> <li>• Experience of managing and delivering change</li> <li>• Experience of supporting the delivery of benefits and change management in a healthcare setting</li> <li>• Extensive and up to date knowledge of nursing and other clinical, administrative and/or operational workflows and processes within a hospital environment</li> <li>• Excellent clinical and managerial knowledge of one or more specific area, including knowledge of relevant operational policies and procedures</li> <li>• Experience of supporting clinical elements of IT/Information projects</li> <li>• Experience of identifying, reporting and managing clinical risk in current process and taking action to improve processes</li> <li>• Experience of championing diversity and inclusion and</li> </ul>	<p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>	<ul style="list-style-type: none"> <li>• Experience in the implementation of electronic health records</li> <li>• Experience in one of the Epic modules (certification will be provided if required)</li> </ul>	<p>I</p> <p>A</p>

	<p>promoting actions to make improvements</p> <ul style="list-style-type: none"> <li>• Experience of ensuring that patients, staff and the public are engaged as an integral part of digital transformation and that safety and experience are considered at every stage.</li> <li>• Experience and understanding of the value that digital technology and information brings to improving quality of care, outcomes and efficiency</li> <li>• Experience of championing diversity and inclusion and promoting actions to make improvements</li> <li>• Previous NHS experience as a nurse leader at Matron Level or above</li> </ul>	<p>I</p> <p>I</p> <p>I</p> <p>A</p>		
<b>Skills/ Knowledge/ Ability</b>	<ul style="list-style-type: none"> <li>• Ability to lead, manage and motivate staff into achieving a common goal</li> <li>• An ability to apply clinical and technical understanding and knowledge to day to day clinical and operational practice</li> <li>• Knowledge of Information Governance, SOPs and other governance, national and professional standards of practice or other regulations</li> <li>• Excellent written and verbal communication skills with the ability to communicate with staff at all levels in the organisation, including clinical staff, managerial staff and senior/board level executives, as well as with external suppliers</li> </ul>	<p>I</p> <p>I</p> <p>I</p> <p>A/I</p>		

	<ul style="list-style-type: none"> <li>• Able to work under pressure to achieve deadlines whilst managing frequent interruptions</li> <li>• Strong analytical skills, using evidence to make improvements and seeking out innovation</li> <li>• Ability to impart complex information and knowledge and/or present to others in a clear and concise manner</li> <li>• A thorough understanding of the national nursing landscape and agenda as well as the national digital landscape</li> <li>• People management skills with experience of all areas of staff management e.g. disciplinary, performance</li> <li>• Capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly</li> <li>• Demonstrable commitment to and focus on quality, promotes high standards to consistently improve patient outcomes</li> <li>• Self-awareness in terms of emotional intelligence, biases and personal triggers with cultural sensitivity and awareness</li> <li>• Ability to concentrate for long periods of time on complex data and process analysis</li> </ul>	I I I I I I I I I		
<b>Additional</b>	<ul style="list-style-type: none"> <li>• Understanding of Equal opportunities &amp; Confidentiality</li> </ul>			

Information	<p>issues in NHS</p> <ul style="list-style-type: none"> <li>Flexible working hours for occasional meetings in early morning or evening</li> </ul>			
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\*A = Application I = Interview T = Test/assessment centre

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