

“Creating a great place to be cared for and a great place to work”

University Hospitals
of Morecambe Bay

NHS Foundation Trust



JOB DESCRIPTION

Job Title:	Patient Flow Coordinator
Department/Ward:	Emergency Department
Band:	AfC Band 3
Division:	Medicine
Responsible to:	Emergency Department Unit Manager
Accountable to:	Emergency Care Matron
JOB SUMMARY:	<ul style="list-style-type: none">• To work alongside the Emergency Department coordinator to ensure the smooth flow of patients through the department.• Coordinate timely discharge from the department to achieve the four-hour standard.• Communicating effectively with other wards and departments to facilitate transfer of patients to the appropriate areas. <p>KEY WORKING RELATIONSHIPS:</p> <p>Emergency Department co-ordinator Emergency Department staff Other ward/unit coordinators Clinical Site Managers</p>

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MAIN DUTIES AND RESPONSIBILITIES OF THE POST

Professional

- To work effectively with the multi-disciplinary team in order to achieve desired outcomes that promote the well-being of patients.
- Prioritise patients that need to be seen and assessed within the department to ensure that they are seen in within National operating standards
- To assist the nursing and medical staff in maintaining patient flow
- To assist in ensuring effective communication with all members of the team to ensure smooth patient flow
- To ensure that the patient and their family are kept fully informed throughout their stay in the department
- To facilitate the transportation of patients to other departments
- Ensure patient dignity and individual patient needs are met.
- Instigate emergency procedures e.g. fire;
- Act as an effective role model for all ward staff.
- Assist in ensuring that effective channels are used to canvas the views and concerns of all patients and carers.
- Responsible for high standards of cleanliness and follow all guidelines set by infection control policy.
- Maintain a clean, tidy and safe environment for patients, staff and visitors and report and deficits to the coordinator.

Communication

- Establishes and maintain effective communication with patients/clients, relatives and colleagues using a range of skills including interpersonal, verbal, written and information technology.
- Communicate sensitively, confidentially and with empathy.

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Governance

- Participate in the Trust Appraisal and Personal Development Plan process by identifying your own development needs and agreeing development plans for these needs with a clinical supervisor/mentor.
- Ensure awareness of when and how to report untoward incidents and how to respond appropriately with patients’ or relatives’ complaints.
- Ensure your required mandatory and competency-based training is kept up to date.
- Participate in the continued development of healthcare standards and service development.
- Participates in the training of other relevant staff in ward/department.
- Act with honesty and integrity at all times and be a positive ambassador for the organisation
- Value and respect colleagues, other members of staff patients/clients and show commitment to working as a team member and uphold the organisations commitment to equality and diversity.
- Understands and is able to communicate the need for patient confidentiality, including the requirements of the Data Protection Act
- Provide information as required to support senior staff in the investigation of complaints/adverse incidents
- Actively contribute to service evaluation and development.
- Ensure patients / carers views are sought and incorporated into the development and improvement of practice.
- Ensure department specific checks are completed and report and deficits to the coordinator.
- Participate in audits as necessary.

This job description is not exhaustive and will be reviewed and amended, with the post holder, when necessary.

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TERMS AND CONDITIONS

This post will be subject to the terms and conditions of the University Hospitals of Morecambe Bay NHS Foundation Trust.

CONFIDENTIALITY

Information relating to patients, employees and business of the Trust must be treated in strictest confidence. Under no circumstances should such information be discussed with any unauthorised person(s) or organisations. All staff must operate within the requirements of the Freedom of Speech policy.

SAFEGUARDING & PROTECTING CHILDREN

Everyone shares responsibility for safeguarding and promoting the welfare of children and young people, irrespective of individual roles. As an employee of the trust you will need to be aware of your responsibility in relation to safeguarding and protecting children. You will need to be aware of trust/local LSCB procedures and know how to contact named professionals, within the safeguarding team for advice and support.

ENVIRONMENTAL SUSTAINABILITY – NET ZERO CARBON

University Hospitals of Morecambe Bay NHS Foundation Trust are committed to sustainable development, social value and achieving the NHS Net Zero Carbon reduction targets. All employees must play their part and adhere to the principals in the Green Plan, this will ensure our services are efficient, sustainable and carbon emissions are reduced. As an employee you will be expected to conserve energy / water, minimise wastage in all formats, actively promote biodiversity and use sustainable transport whenever possible.

- Energy: Switch off non-essential electrical equipment and lighting when not in use. Report heating issues such as when buildings are too hot or too cold to the Estates Team.
- Water: Do not leave taps running and report all drips, leaks, and condensation issues to the Estates Team.
- Waste: Follow the Trust waste policy – Reduce – Reuse – Recycle. Do not over order equipment or medicines. Healthcare waste must be disposed of in line with the Trust's Waste Management policy.
- Biodiversity: Enhancing biodiversity has a wealth of positive outcomes for our colleagues, services users and the environment. Think of your site, can an area be improved to have a quality green space, specific planting for habitat improvement or the installation of a couple of bird boxes? Contact the Estates Team for further details.
- Transport & Travel: Where possible lift share, cycle, walk or use public transport.

HEALTH AND SAFETY

The Health and Safety at Work Act stipulates that it is the responsibility of each employee to observe all rules governing safety and conduct and as such safety equipment and Personal Protective Equipment provided must be used.

INFECTION CONTROL

The Trust is committed to protecting the health of all staff, patients and visitors to the Trust. As such all staff is personally responsible for compliance with all Trust and department infection prevention and control policies. Failure to comply with such policies and associated procedures is likely to lead to disciplinary action and may result in dismissal.

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MANUAL HANDLING

The post holder will be provided with adequate training in correct lifting techniques by a recognised lifting instructor.

NO SMOKING POLICY

A No Smoking Policy operates across all Trust sites.

QUALITY OF SERVICE

The trust is committed in its use of available resources to obtaining the best possible service for patients and staff. The Post holder must share this objective and seek to maintain and improve the quality of service provided.

EQUAL OPPORTUNITIES

The Trust is pledged to equal opportunities for all and is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of gender, marital status, age, race, colour, sexual orientation, creed, nationality, ethnic or national origin or disability. We promote flexible working opportunities wherever possible to enable staff to balance their work with their private lives.

TRAINING AND DEVELOPMENT

Maintain your professional standards in respect of education and training and ensure that you are aware of your specific area specialty training and needs analysis.