

Job description

Position	Emergency Department Tracker
Grade	Band 4
Location	Emergency Department
Hours	37.5 hours per week
Responsible to	Assistant Service Manager, Urgent & Emergency Care
Accountable to	Service Manager, Urgent & Emergency Care

Our Organisation

The Princess Alexandra Hospital NHS Trust (PAHT) provides a full range of general acute, outpatient and diagnostic services at The Princess Alexandra Hospital in Harlow, the Herts and Essex Hospital in Bishop's Stortford, and St Margaret's Hospital in Epping.

We employ 3,500 staff and serve a local population of around 350,000 people living in west Essex and east Hertfordshire, centred on the M11 corridor and the towns of Harlow, Bishop's Stortford and Epping. Our extended catchment area incorporates a population of up to 500,000 and includes the areas of Hoddesdon, Cheshunt and Broxbourne in Hertfordshire.

Our Values

The Princess Alexandra Promise to our patients as identified by our 3 values which will contribute to improving our patient experiences:

Patient at heart – Always holding the patient and their wellbeing at the centre of our thoughts and efforts

Everyday excellence – Sharing and celebrating our successes, being honest when we get it wrong, giving us the ability to learn from both

Creative collaboration – Knowing strength comes from diversity, we combine our experiences, skills and talents, working together to find new and better ways to care

The Trust believes in investing in all our staff and rewarding high standards of care whilst building for excellence and in return we expect our staff to uphold the Trust values to the highest level.



Job summary

To work closely with clinicians, nurses, and all members of the Multi-Disciplinary Team (MDT) across all specialties to ensure that patients are actively managed through Emergency patient pathways, highlighting any potential delays in the pathway and ensuring accurate data collection to support process,

As an integral member of the Emergency Department the post holder will work with other members of the Emergency Department, Liaising with the Site Team and Specialty Teams to:

- Coordinate patient flow by working alongside the ED and AAU shift managers to utilise bed capacity
- To escalate long waits and delays through the escalation process
- To collect, record and communicate accurate, timely and complete information to support operational and clinical needs.
- Maximise patient flow to deliver ED access targets and relevant clinical indicators.
- Facilitate the patient transfer to the wards by ensuring senior clinical decisions are made.
- To book hospital transport for patients who meet the clinical criteria

Scope and range

The post holder will act as the focal point for the multidisciplinary team and be facilitating the management of the patient journey in the Emergency Department. The post holder will be responsible for the collection of data required to monitor relevant access targets. The post holder will maximise patient flow to maintain patient safety. Demonstrate initiative when dealing with enquiries from stakeholders, able to work unsupervised and have excellent communication skills and be competent in handling the expectations of senior clinical staff under pressure. The post holder will be required to be flexible and be able to adapt to the challenging and changing priorities.

Duties and responsibilities

- To actively monitor and manage the pathway of patients in the Emergency Department to ensure that the patient journey is managed within the relevant time-scales.
- Work alongside the ED Nurse in Charge to ensure investigations and subsequent transfers from the ED department are arranged effectively to achieve the following:
 - Current national targets:
 - Maximum wait of 4hrs from time of arrival to time of departure
 - Current internal targets:
 - Rapid assessment and streaming within 15 minutes of arrival
 - Seen by ED Clinician within one hour of arrival



- Referred to speciality within 2.5hrs
- Seen by speciality within 30 minutes of referral
- Clinical decision for discharge or admission within 3.5hrs of arrival
- To be sufficiently skilled to understand the access time target to include criteria for 4hr and 12 hr patient failures and ensuring that reasons for them are clearly and accurately communicated and documented.
- Liaise with multidisciplinary teams across the health economy and interpret and convey information accurately and concisely.
- Expedite admissions for patients if necessary through negotiation with the clinician and the Bed Manager/Site Manager.
- To adhere to the Trust s General Principles and Guidelines on Patient Access
- To work as part of the patient pathway team to initiate and develop policies and procedures relevant to the patient s ED pathway.
- To work closely with members of the clinical and non-clinical teams across the Trust in developing and refining policies and procedures to ensure seamless management of patients across the department.
- To maintain up to date knowledge of all targets and processes relating to the patient pathway and to be a point of reference within the department for other members of the MDT.
- To support the implementation and monitor changes to the patient pathway process whilst facilitating change.
- To manage own workload and adapt to the changing needs and priorities of the team
- Utilise electronic bed management systems to maximise patient flow and safety in ED
- To utilise negotiation skills effectively regarding, diagnostic testing and any other relevant procedures regarding the patients' effective pathway, or if necessary escalate to the Senior in Charge or Site Manager.
- If diagnostic delays occur or appear imminent it is the responsibility of the post holder to investigate, expedite, or escalate to the relevant manager as appropriate.
- To liaise with service managers to investigate all potential patient failures and report on required actions to avoid them, or to identify the reasons in a timely manner.
- To be aware of availability of staff and events which may impact on the patient flow and ensure this information is correctly escalated and recorded on relevant computer systems.
- Identify existing or potential bottlenecks/delays in patient pathways e.g. specific diagnostics and escalate to the ED Bronze.
- Answer telephone queries and to ensure that they are followed through efficiently and effectively
- Take responsibility for ensuring that the ED Bronze is aware of the changing pressures within the department and capacity requirements.



- Exercise independent judgement and initiative when problems arise, taking the necessary action to resolve the problems or referring to the appropriate person.

This job description may be subject to change according to the varying needs of the service. Such changes will be made after discussion between the post holder and the manager. All duties must be carried out under supervision or within Trust policy and procedure.



Person specification

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Evidence for suitability in the role will be measured via a mixture of application form, testing and interview. Essential: E Desirable: D

Trust values	
Patient at heart – Always holding the patient and their wellbeing at the centre of our thoughts and efforts	E
Everyday excellence – Sharing and celebrating our successes, being honest when we get it wrong, giving us the ability to learn from both	E
Creative collaboration – Knowing strength comes from diversity, we combine our experiences, skills and talents, working together to find new and better ways to care	E

Education and qualifications	
Educated to A level or NVQ level 4 or experience equivalent.	E

Experience	
Customer service experience	E
Previous experience of working within the NHS	D

Skills and knowledge	
Confident IT user	E
Knowledge of healthcare administrative systems and processes	E
Knowledge of patient pathways	E
Knowledge of national targets with respect to patient pathways	D
Sound understanding of NHS wide initiatives	D

Personal qualities	
Excellent verbal and written communication skills	E
Able to self-reflect	E
Friendly, approachable and calm under pressure	E
Compassionate to patients' needs	E