

Isle of Man  
Public Service  
**Careers**



# **Patient Flow Manager**

Unscheduled Care Group

**Job Information**

Working together for the Isle of Man



**MANX CARE**

**JOB DESCRIPTION**

<b>Job Title:</b>	Patient Flow Manager
<b>Band:</b>	Band 7
<b>Location:</b>	Noble’s Hospital
<b>Accountable to:</b>	Divisional manager
<b>Reports to:</b>	Senior Nurse
<b>Hours</b>	37.5 internal rotation required Including weekends
<b>Job Reference No:</b>	1100/JE/20

<b>Organisation Chart:</b>	<pre> graph TD     DGM[Divisional General Manager] --- SN[Senior Nurse]     SN --- PFM["Patient Flow Manager - This post"]     PFM --- SS[Senior Sister]     SS --- RN[Registered Nurse]     RN --- SHCA[Senior Health Care Assistant]     SHCA --- HCA[Health Care Assistant]     HCA --- HK[Housekeeper]         </pre>
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**JOB PURPOSE**

The post holder will hold a lead responsibility in bed management and will support the operational management team within Noble’s hospital through a 7 day week shift roster.

The post holder will be a skilled communicator able to forge robust links with a range of Manx Care teams such as the Primary Care Co-ordinators and Multi-disciplinary Teams to improve the efficacy of the function.



The post holder will have the responsibility for placing the right patients in the right place at the right time, maintaining agreed targets relating to trolley waits in the Emergency Department, minimising the short notice cancellations of elective admissions and single sex accommodation allocation, whilst keeping patient welfare and safety a priority.

The post holder will develop a good working relationship with ward staff and in Emergency Department to ensure the effective utilisation of available beds. The post holder will be a positive role model exhibiting excellent leadership skills as a member of the senior nursing team, pro-actively promoting high quality patient care across all clinical areas within Noble's Hospital.

The post holder will actively promote on a daily basis the best practice guidelines for an effective discharge process as outlined in the Discharge policy & pathway

The post holder will actively encourage nursing staff/other staff to complete Medway IT system regarding discharge and delayed discharges & escalate issues as appropriate

#### **KNOWLEDGE, TRAINING & EXPERIENCE REQUIRED TO DO THE JOB**

- Registered Nurse with current Nursing and Midwifery Council [NMC] registration.
- Significant post-registration experience, to include gaining skills at band 6 or band 7 equivalent.
- First level degree or working towards first level degree in relevant health studies or equivalent knowledge gained through experience.
- You will show evidence of personal development in management and leadership.
- You should demonstrate experience in the formulation and implementation of quality initiatives including competency in setting and auditing and standards.
- Knowledge of current guidelines and policies within a hospital/health/social care environment.
- You should possess a relevant qualification in Teaching and Assessing.
- Undertake and develop personal development plans in agreement with line manager, and identify own development requirements within the specialist role and the needs of the organisation
- The post holder must have knowledge of Discharge policies, procedures, roles & responsibilities (i.e. estimated date of discharge, expected date of discharge).
- The post holder must have evidence of attending mandatory discharge training as per policy & be willing to undertake more in-depth discharge training as appropriate.
- The post holder will have knowledge of definition of delayed discharge, the Medway function in same and the 'reasons' for delayed discharge.
- The post holder must show competency in establishing patients who are 'medically fit' and those 'ready for discharge' (latter as determined by MDT).
- You should be a competent risk assessor / manager.
- You should practice within Clinical Governance principles and within the scope of your professional code of conduct.



### **MAIN DUTIES & RESPONSIBILITIES**

- The post holder will be responsible for all the allocation of all emergency and elective admissions across the Hospital, ensuring safe and appropriate patient placement, in consultation with Senior nurses and Site manager if required
- The post holder will be required to balance the demand for emergency admissions against an optimal level of elective activity.
- The post holder will be responsible for the allocation of all patients on the, Acute Medical Unit using the hospital admissions and discharge polices whilst maintaining patient welfare and safety.
- The post holder will work closely with the senior nurses, site manager, and night managers in coordination of major and serious untoward Incidents as required
- The post holder will work closely with the site manager and night manager to ensure seamless 24-hour bed management service.
- The post holder will work closely with the Complex Discharge/Transfer of Care Co-Ordinator.
- Monitor outlier level and repatriate all outlying patients as soon as possible, taking into account the continuity of care.
- Maintain an accurate bed state, including updating patient administration systems and patient tracking.
- Ensure timely and accurate completion of data relating to bed utilisation is available for daily and weekly reporting.
- You will effectively and efficiently manage resources and develop strategies for improvements in service provision and where expenditure exceeds the financial allocation, will, with other Divisional team members, take active steps to reduce expenditure
- The post holder will contribute to the overall good of the organisation by being a positive role model and to treat all staff, visitors and service users with courtesy.
- It is expected that the post holder will be able to carry out all of the duties listed. The duties will vary from department to wards and may carry out other similar duties in support of the ward environment that are not listed
- The post holder will liaise with the Air Ambulance Service regarding transfers to and from the Isle of Man.
- The post holder will liaise with the nursing and residential homes on the Isle of Man regarding safe discharge or reassessment of these patients suitable for discharge.
- Post holder will be required to maintain your own professional development.



### **CLINICAL**

- You will be an effective clinician who will co-ordinate activity within the ward / department to ensure the effective, efficient and economical utilisation of human resources
- You should identify and develop advances in nursing practice which would benefit the patients and services in the area of specialty
- You will be responsible for the major incident plan for, Patient Flow to ensure the plan is current, in line with the hospital plan, revised annually and is regularly tested in the clinical area it is designed for
- You will be responsible for leading and influencing programmes to improve or develop the quality of patient care in your area. This may include contributing to or leading on projects
- Make autonomous clinical decisions working within recognised guidelines, procedures and protocols
- Recognises own limitations in the provision of clinical care and/or advice, referring to other multidisciplinary professionals accordingly
- The post holder will be expected to regularly communicate with the wards, and support junior nurse's co-ordinating the admission and transfer of patients.
- The post holder will encourage and promote the use of evidence based clinical nursing practice
- The post holder will act as a positive and professional role model.
- The post holder will maintain a flexible approach to working hours in order to meet the needs of the service.
- The post holder will work closely with Emergency Department shift leader to the safe and appropriate allocation of all emergency patients' allocation.
- The post holder will be offered training and will be expected to be personally responsible for maintaining their own CPD.

### **PROFESSIONAL**

- You will act at all times in a manner which promotes public confidence.
- You will be conversant with and comply with hospital policies and procedures.
- You will maintain skills and competences in your own field of expertise.
- You will maintain your NMC registration.
- You will adhere to NMC rules and guidelines and at all times work within your Professional Code of Conduct and Competence.
- You should promote standards of excellence in your own field of expertise.
- You should encourage & support your team members to attain their full potential.



- You will be responsible for time keeping, and economic use of resources.

### **TRAINING, EDUCATION & RESEARCH**

- All staff should maintain a current/ maintained professional portfolio.
- The post holder will be able to demonstrate HR training particularly in:
  - planning and organisational skills
  - You will ensure that an appropriate learning environment is provided for all multi disciplinary team members and students and liaise with colleagues to optimise student placement.
  - You should ensure that opportunities to share learning and experience are promoted.
- The post holder will acquire new skills and knowledge to enable new management systems to work e.g. computer skills.
- The post holder will be able to identify their own educational needs with the operational manager.
- The post holder will undertake more in-depth discharge training as appropriate
- The post holder will act as a mentor and as preceptor to new members of the bed management team once experienced.

### **PLANNING & ORGANISATIONAL SKILLS**

- You will actively contribute (through comments, suggestions and recommendations) to strategic planning for ward / department / Division with regard to epidemiological studies and population growth.
- You will be required to attend and participate in meetings on a regular and 'ad hoc' basis.
- Post holder will proactively plan bed management & prepare appropriately for potential increased capacity issues
- You will be able to demonstrate good time management.
- You will attend appropriate hospital wide nursing development meetings and forums, ensuring your team receive feedback on decisions and actions taken.

### **COMMUNICATION**

- Establishes and maintains effective communication with a wide range of people to ensure delivery of the specialist service, working formally and informally with :
  - Patients, relatives and/ or carers
  - All members of the multidisciplinary team, including medical staff and allied health care professionals
  - Head of departments
  - Committees
  - Provides and receives information orally, in writing or electronically, to inform clients, work colleagues, and the public
  - Participate in audit and the production of reports which are disseminated to multi-disciplinary teams within the organisation
  - Identifies and influences change in practice resulting from audit and communicates these to the



senior management teams within the organisation

- provides and receives complex, sensitive or contentious information, where persuasive, motivational or training skills are required in the presence of barriers co-operation or understanding.

### **MANAGERIAL / LEADERSHIP**

- You will be a positive role model for the nursing team by representing the values and beliefs of the nursing profession as well as the organisation
- You will identify your own educational, development and support needs via your Professional Development Plan ensuring you seek appropriate learning opportunities meet your needs
- You will demonstrate the ability to function competently both as a leader and member of the multi disciplinary team
- You will identify staff training and development needs ensuring all team members have up to date personal development plans, and understand and acknowledge the role and function of the other team members
- You will provide encouragement and motivation to the nursing team
- Acts as a change agent and support other change agents to identify, promote and introduce new practices
- Is responsible for the day to day management of the beds within Nobles Hospital
- Monitors and evaluates the effectiveness of the bed management service
- Contributes, in collaboration with medical clinical lead or organisation's management team, in the development of business cases and contingency plans in relation to the specialist service.
- You will be responsible for the day to day operational management of the team including adherence to policies/ guidelines, NMC guidelines, and financial instructions
- You will demonstrate a clear understanding of the organisational goals
- As delegated, take responsibility for hospital wide management / operational issues, e.g. reviewing staffing, emergency response to support staff in other areas

### **CLINICAL GOVERNANCE**

- You will ensure that systems to report, review and remedy adverse / untoward incidences are in place and known by yourself
- You will investigate complaints taking remedial action and write reports as required
- You will responsible for undertaking and reviewing environmental and clinical risk assessment
- You will responsible for the development and implementation of quality assurance initiative for the ward / department



- You will responsible for regular audit of the service and standards of care
- You will responsible for the development and review of clinical competencies within your own area based on current evidence based practice
- You will responsible for ensuring all current hospital policies and protocols are available to, and known, by staff in the ward / department
- You will responsible for monitoring staff compliance with policies and procedures
- You will responsible for allocation of study time for continuing professional development for all members of the ward / department team
- You will be responsible for ensuring health and safety practice and risk management initiatives are implemented and adhered to on your area

#### **DECISIONS & JUDGEMENTS**

- You will make autonomous decisions - based on comprehensive knowledge, skills and experience of the clinical service and setting taking account of the guidance of the NMC and the employer's policies and procedures
- You will make autonomous clinical decisions in planning and prioritising nursing care and delegation to team members. By using advanced knowledge, you will have the ability to anticipate changes in patient's condition and implement the appropriate actions required
- You will recognise your own limitations in the provision of clinical care and will identify the need to refer to, or consult with, other health care professionals accordingly
- You will make daily judgements as to the staffing levels and patient flow in according to workload requirements without direct supervision
- You will give feedback on performance directly and sensitively in a timely manner whether the issue is positive or otherwise
- You will have the ability to challenge the decisions made by others if they are against policy or not in the best interest of the patient
- Through experiential learning and theoretical knowledge you will have the ability to respond to challenging / complex situations both clinically and administratively

#### **Confidentiality**

In the course of your duties you may have access to confidential material about patients, members of staff or other business of Manx Care. On no account must information relating to identifiable patients is divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and /or treatment of the patient. If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature, you must seek advice from your manager. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded by your employers as gross misconduct which could result in disciplinary action being taken against you. In the case of information held on computer systems, you may be held personally liable if you in any way knowingly contravene the appropriate terms of the Data Protection Act 2018.



<p><b><u>Health &amp; Safety/Security</u></b></p> <p>It is the duty of all employees to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.</p>	
<p><b><u>Safeguarding</u></b></p> <p>The Isle of Man is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects staff to share this commitment. Staff must work in accordance with all Manx Care policies relating to safeguarding.</p>	
<p><b><u>CARE</u></b></p> <p>In Manx Care we pride ourselves on being committed, appreciative, respectful and excellent. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.</p>	
<p><b>JOB DESCRIPTION AGREEMENT</b></p> <p>I have read and agree with the content of this job description, and accept that the role will be reviewed annually as part of the development review process.</p> <p><b>Job Holder's name (please print)</b> .....</p> <p><b>Job Holder's signature:</b> .....</p> <p><b>Line Manager's name (please print)</b> .....</p> <p><b>Line Manager's signature:</b> .....</p>	<p><b>Date:</b> .....</p> <p><b>Date:</b> .....</p>



## JOB DESCRIPTION APPENDIX 1

### PHYSICAL, MENTAL & EMOTIONAL DEMANDS OF THE JOB AND WORKING CONDITIONS

This section should describe the nature, level, frequency and duration with which you will be expected to deal with physical, mental and emotional effort and the nature, level, frequency and duration of demands arising from inevitably adverse environmental conditions.

#### **Physical Effort**

- A combination of frequent standing, walking bending and stretching is required throughout the shift
- You will have frequent episodes of sitting while using Keyboards and VDU's & telephones
- Undertake moving and handling of patients and objects (e.g. beds, lockers & equipment) in line with Manx Care guidelines

#### **Mental Effort**

- Concentration required when undertaking:
- Complicated drug calculations
- Conducting staff appraisal, interviews
- Administering infusions, checking blood transfusions
- Admission and discharge of patients such as:
  - Obtaining patient history
  - Recording observations
  - Performing tests
  - Compiling nursing records
- Will be expected to carry out several tasks at one time, switching tasks throughout the shift unpredictably

#### **Emotional Effort**

- You may be expected to nurse terminally ill patients including some adolescents
- You may support patients and relatives following the delivery of unwelcome diagnosis
- You may experience exposure to severely injured bodies
- You will support staff through upsetting professional and personal events (e.g. disciplinary or grievance issues)

#### **Working Conditions**

- Handle blood and bodily fluids regularly
- Undertake the disposal of elimination products regularly



- Exposure to VDU screen regularly
- Exposure to potential verbal aggression rarely
- Increased risk of needle stick injury
- Regular exposure to patients with infectious conditions, treating or dressing open wounds, etc.

**AGREEMENT OF ABOVE DESCRIPTION**

I have read and agree with the above description.

**Job Holder's Name (please print)**.....

**Job Holder's Signature:** .....

**Date:** .....

**Line Manager's Name (please print)** .....

**Line Manager's Signature:** .....

**Date:** .....



**MANX CARE  
Nobles Hospital**

**Patient Flow Manager**

**PERSON SPECIFICATION**

<b>CRITERIA FOR SELECTION</b>	<b>ESSENTIAL REQUIREMENTS</b>	<b>DESIRABLE REQUIREMENTS</b>	<b>METHOD OF ASSESSMENT</b>
<b>QUALIFICATIONS</b>	<p>Registered Nurse with current NMC registration</p> <p>Relevant teaching and assessing qualifications</p> <p>Educated to degree level or demonstrate equivalent level of experience</p> <p>Formal management or leadership qualification or equivalent level of experience</p>	<p>Post basic qualification for the speciality or comparable level of experience</p>	<p>NMC Check</p> <p>Interview</p> <p>Certificates</p>
<b>KNOWLEDGE &amp; EXPERIENCE</b>	<p>Significant post registration experience</p> <p>HR management skills</p> <p>Skill and knowledge about clinical governance – principles and practices</p> <p>Evidence of professional development</p> <p>Broad knowledge of current nursing and professional issues</p>	<p>Advanced skills in the speciality</p> <p>Management</p> <p>Clinical</p> <p>Communication</p> <p>Evidence of up to date attendance at mandatory discharge training</p>	<p>Interview</p> <p>Portfolio</p>



	Demonstrate knowledge regarding the effective and efficient use of resources		
<b>SKILLS &amp; ABILITIES</b>	<p>Proven track record and ability to manage and lead teams in a fast paced environment.</p> <p>HR management skills</p> <p>Leadership skills</p> <p>Excellent communication skills</p> <p>Must be able to demonstrate good decision-making ability and a capacity for analytical thinking and problem-solving.</p> <p>Be capable of communicating effectively and courteously with a wide variety of departments and individuals, including hospital consultants, senior nursing staff, and hospital management.</p>		Interview Portfolio
<b>PERSONAL ATTRIBUTES</b>	<p>Confident and assertive professional manner</p> <p>Demonstrate an ability to manage people</p> <p>Flexible approach with the ability to work a variety of different shifts</p> <p>Awareness of limitations</p> <p>Ability to support and educate colleagues</p>		Interview



	Awareness of accountability and responsibility within the role Team player		
<b>OTHER RELEVANT REQUIREMENTS</b>	Satisfactory Police Check	Isle of Man Worker	Pre-employment Checks Application