

PILGRIMS HOSPICES – JOB DESCRIPTION

Patient Pathway Coordinator

MAIN PURPOSE AND SCOPE OF THE JOB

Under the direction of the Administration Manager the Patient Pathway Coordinator will provide high level administrative support as part of a multi-disciplinary clinical team maintaining efficient systems and processes relating to patients. This includes maintaining accurate computerised records and ensuring that all patient records are kept up to date with any details relevant to the patient's attendances and appointments. It will also include periods of on site working at all three hospices, audio typing and central patient administration.

POSITION IN ORGANISATION

Reports to: Administration Manager
Responsible for: None

DUTIES AND KEY RESPONSIBILITIES

- To play a pivotal role within the community team and to work in close liaison with patients and their families, external professionals, multi disciplinary colleagues and volunteers.
- To support the community teams to effectively manage the patient pathway caseload including booking home visits, outpatient appointments, telephone clinics, Patient Therapy Centres (PTC), outreach services and community discharges.
- To exercise initiative and decision making with situations arising from the duties described below to ensure an effective, high quality service.
- To support the day to day operation of the PTC and associated programmes.
- Provide cross cover for other Patient Pathway Co-ordinators to ensure a consistent and effective administration service is maintained at all times
- Provide information for patients and their family/carers. Be aware of the needs and concerns of patients and provide a friendly, efficient and courteous service to patients, relatives and visitors, providing them with advice and service information as appropriate.
- Manage clinic capacity in liaison with the Community Services Manager and Clinicians including the co-ordination of clinics to support the demands and expectations of the service.
- Achievement of agreed KPI's

A Administration

- Add new referrals and book them into the appropriate service ensuring patients/families have the correct information about the hospice service, programme or clinic.
- Provide administrative support to hospice community teams, both on site and centrally.
- Undertake routine phone calls as required to patients in support of their pathway.
- The role requires good problem solving skills and the ability to prioritise work load.
- Be the first point of contact and support of volunteers who offer support of administrative processes.
- Provide support with all clinical typing.

- Coordinate planned PTC mailings into patient and carer programmes and manage responses.
- Ensure attendances to all PTC programmes are added onto the patient database.
- To attend patient meetings and record actions and ensure their follow up along with updating the patient database.

B Record Keeping

- Ensure accurate entry of information onto the patient database and run reports as required.
- Access internal and external IT systems to obtain patient data to support clinicians in patient care.
- Organise information for, and attend, daily patient review and other regular meetings and taken minutes as requested.
- Collate information and run reports as required to support clinical operations and audit.
- Action any change in patient's personal details, ensuring electronic data is kept up to date.

GENERAL RESPONSIBILITIES

Corporate Governance –

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct. Post holders are expected to be familiar with and comply with all policies and procedures published by Pilgrims Hospices in East Kent.

Health and Safety –

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work.

Data Protection –

Ensure that all data is processed in a fair and lawful way for the specific identified purpose, in line with the General Data Protection Regulations (GDPR), national data protection legislation and Pilgrims Hospices' Data Protection Policy. Data must not be disclosed in any manner which is incompatible with the purpose and to any unauthorised persons or organisations.

Code of Conduct –

The post holder is required to observe the following principles:

- Make the care and safety of patients his/her first concern and act to protect them from risk
- Respect the public, patients, relative, carers, staff and partners
- Be honest and act with integrity
- Accept responsibility for his/her own work and the performance of the people the post holder manages
- Show commitment to working as a team by working effectively with team members and the wider community
- Take responsibility for own learning and development
- In all actions undertaken have regard for the hospices reputation

Flexibility –

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

This Job Description is not exhaustive. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time. The post holder will be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.

Date Written: April 2019

