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### Job Description

**JOB TITLE:** Health Records Service Manager (HRSM)

**BAND:**

**BASE:** Information Governance Department Blackpool Victoria Hospital

**RESPONSIBLE TO:** Head of Information Governance (HOIG)

**ACCOUNTABLE TO:** Chief Information Officer (CIO)

**DBS:** 'This post does not require a DBS check'

#### **INFECTION PREVENTION AND CONTROL:**

The post holder must comply with all relevant policies, procedures and training on infection prevention and control.

#### **JOB SUMMARY:**

Responsible and accountable for the Trust wide Health Records Service, this includes Acute and Community health records across the BTH footprint.

This key role ensures that all areas of the Health Records Service are fully utilised, identifying additional capacity required to support extra activities planned by the Divisions in response to patient care demand.

The post holder makes significant contribution to the smooth running of the organisation in particular the safe efficient storage and provision of health records to support patient care, underpinned by the application of the CIA principle - Confidentiality Integrity and Availability.

Responsible for the development, review and maintenance of the Health Records Management suite of policies, procedures and guidance by interpreting professional codes of practice along with national guidance and legislation. This to support the 'Health Record Life Cycle' which defines a structure to ensure that Health Records are created, updated, tracked, maintained, provided, handled securely, archived and ultimately destroyed appropriately.

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Responsible for creating and updating both the health records management and clinical record keeping training content (including an assessment) used at the Trust's induction and ongoing mandatory/non-mandatory training.

To support the Head of Information Governance (HOIG) providing senior leadership and accountable management for delegated tasks in the strategic development of the Health Records Service, including electronic document management and representing the HOIG as required at collaborative workshops, and senior meetings.

To manage and lead the Medical Records Department to ensure that a high quality, patient focused and continually improving service is delivered to the Trust.

To provide operational and senior management leadership for the Medical Records function across the Trust providing advice and guidance in all aspects of Health Records Management.

## **DUTIES AND RESPONSIBILITIES**

The HRSM will lead and be responsible for the overall management and performance of the Health Records Service within the organisation including:

- the provision of appropriate Trust wide access to health records.
- the creation and maintenance of health records management related policy, procedure, guidance and associated training materials (including maintaining / raising awareness of same).
- responsible for updating and maintaining the:
  - Health Records/Clinical Record Keeping sections of the Information Governance Intranet pages.
  - Health Records Document Library
- to ensure that health records related specialist knowledge is kept up to date and changes in legislation or national and local policies and guidance are communicated effectively to staff at all levels within the Trust.
- ensuring that a high quality, responsive and continually improving service is delivered to support patient care.
- for providing extensive communication regarding advice on legislation governing health records and the management of health records throughout the Organisation.

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- the provision of out-patient reception services at BTH, Fleetwood and additional sites as and when required.
- ensuring sufficient cover is provided for bank holidays, weekends and additional clinics following negotiation with the appropriate divisions.
- the management of the Health Records Storage areas across the Trust wide footprint, this to including Lancaster, Wesham, Blackpool Stadium and BTH stores.
- ensuring that the health record folder remains compliant with professional codes of practice, standards and legislation, this to include liaison with external suppliers to ensure the formatting and printing meets the required standard.
- the production and successful completion of the health records service annual work programme including monitoring compliance via health records audits and key performance indicators, this to include the provision of evidence in relation to CQC and the Data Security and Protection Toolkit for the Health Records standards, this includes reviewing; interpreting the requirements to ensure that appropriate information is provided as evidence for submission.
- the investigation of complaints and incidents in relation to the Health Records Service and the completion of associated actions. Complete Risk Cause Analysis reports and attend serious untoward investigations as a technical expert, providing assistance in identifying the root causes and the impact on the Health Records Service.
- to ensure that the Trust's PAS Health Record Folder tracking system is managed and operated according to its purpose and to assist the PAS Manager in future upgrades and software enhancements on behalf of the Trust.

The HRSM will act as System Administrator for the following systems:

- Health Records Document Library - which contains the Health Records Consultation Group approved healthcare documents and provides guidance to staff of the approval process and format/design of healthcare documentation.
- Health Records Archive system, Optical Imaging Technology, (OIT) which contains archived health records and patient alerts.
- Savience, Outpatient's Electronic Fast Checking in system.

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The HRSM will ensure the above assets are included on the Trust Asset Register and will be responsible for the development and maintenance of the administrative and staff training manuals. This includes uptime, performance, resources, and ensuring security controls are in use and maintained.

The HRSM will play a key role in the development of the business continuity plans for use during downtime by providing support to other departments and ensuring the Medical Records service downtime procedures are understood and acted upon.

### **Key Relationships and Communication**

The post requires a high level of collaborative working and communication with a wide range of multi professionals and staff at all levels across the Trust and the wider health economy with regard to the provision of an efficient and effective health records service. This includes but is not limited to the:

- Chief Information Officer/SIRO
- Data Protection Officer
- Head of Information Governance
- Deputy Director of Nursing
- Head of Performance, Planning & Contracting
- Head of ICT
- Head of Health Informatics
- Deputy Directors of Operations
- Directorate Managers
- Directorate Assistants
- Heads of Departments/Service Leads
- Workforce Business Partners
- local partnership organisations
- suppliers of Systems & Services

Communications over topics such as:

- advice on agreed health records management policies, procedures, guidance and training.
- discussions around changes required to health records services. This can often require tact and persuasive and motivational skills to achieve best outcome in support of wider service developments.

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The post holder is responsible for the co-ordination for the virtual Health Records Consultation Group (HRCG), ensuring the Terms of Reference are reviewed and adhered to (annually). They will advise and negotiate changes to healthcare documentation with senior clinical staff whilst ensuring they maintain the required formatting and design. In addition they must ensure all changes follow the Trust approval process and that health records available for inspection by the relevant agencies for example CQC inspections.

The HRSM collaborates with the Clinical Audit Team on an annual basis to ensure the Clinical Records Keeping Audit content is up-to-date with current standards and the monthly audit cycle timetable agreed.

To support the provision of departmental training in order to ensure that the application of health record management requirements within specific roles and/or activities is understood and complied with.

To use specialist knowledge to manage the storage, retention and destruction of health records in accordance with DoH Code of Practice, Trust policy and the operation of records archive services.

### **Service Development and Improvement**

Assist with the planning and implementation of relevant projects e.g. Electronic Document Management System (EDMS) which impacts the department and organisation.

Makes plans to support staff across the Trust in relation to implementation of changes that affect Health Record Service activities.

Lead quality improvement initiatives, identifying areas within the health records function that can be improved in conjunction with team members by designing new processes to be trialled, evaluated and implemented.

Anticipate future service issues and develop solutions or contingency plans for the resolution of these in collaboration with the HOIG.

Ensure agreed service activity targets are monitored, achieved and reported on for the service area.

To ensure that service development in relation to any information and technological enhancements are managed and that policies and processes reflect this change to maintain the health records service delivery

### **Financial Responsibility**

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Has responsibility for monitoring use of resources within the Medical Records Department including staffing and equipment and the identification of efficiency savings.

Identification of day to day staffing capacity issues drawing them to the attention of the HOIG. Works with the HOIG to resolve within available budget.

Negotiates changes to resource requirements with Directorate Managers where activity levels impact on the Medical Records Department to ensure provision of efficient retrieval and reception services to meet the changing needs.

### **Management and Leadership**

The post holder is required to communicate complicated health records queries with own staff and other departments.

Responsible for coaching and mentoring direct reports.

Negotiating contentious issues with senior management and clinical staff, improving the quality of the service and driving change.

Attend appropriate meetings in relation to maintaining and raising the profile of the Health Records Service ensuring that the use of patient information follows agreed policies.

To act as Health Records Service and Medical Records Department Lead for the Outpatient Reform Group.

Use professional knowledge, experience and competence to influence processes, policies and procedures throughout the Trust.

Ensure all Medical Records Staff have up to date objectives and development/training plans, and ensure that these are regularly monitored.

Demonstrate a high level of competence and decision making.

### **Mental Effort**

The post holder is regularly required to concentrate on activities such as:

- the creation/update of written documents such as policy/procedure/guidance and audit reports.
- meeting attendance.

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## Physical Effort

A combination of sitting, standing and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

## Working Conditions

Exposure to unpleasant working conditions or hazards is rare.

## Emotional Effort

Occasional requirement to have difficult / unwelcome discussions with, for example:

- patients, with regards to concerns/complaints.
- staff, with regards to issues such as performance/ disciplinary / grievance matters.

## GENERAL REQUIREMENTS

### 1. Quality

Each member of staff is required to ensure that:

- a) The patient and customer is always put first;
- b) That in all issues, the patient/customer requirements are met and all staff contribute fully to achieving the Trust's corporate goals and objectives;
- c) That all staff hold themselves personally responsible for the quality of their work and therefore seek to attain the highest standards achievable within their knowledge, skills and resources available to them in furtherance of the Trust's Vision and in embedding the organisation's Values.

### 2. Confidentiality

Each member of the Trust's staff is responsible for ensuring the confidentiality of any information relating to patients and for complying with all the requirements of the Data Protection Act whilst carrying out the duties of the post. Any breaches in confidentiality will be dealt with by the Trust's Disciplinary Procedure and may result in dismissal.

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### 3. **Data Protection/Freedom of Information Acts**

Carry out any requirements within the duties applicable to the Data Protection Act, 1998 and the Freedom of Information Act 2000.

### 4. **Health and Safety**

Each member of the Trust's staff is responsible for ensuring that they carry out the duties of their post in accordance with all appropriate Health and Safety legislation (Health & Safety At Work Act 1974), guidance and procedures and they do not, by any act or omission on their part, create a threat to the Health and Safety of any other person.

### 5. **Equality & Diversity**

It is the responsibility of all employees to support the Trust's vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of the Trust's Equality and Diversity Strategies and Policies.

### 6. **Working Time Directive**

You are required to comply with the regulations governing working time and to any locally agreed associated arrangements.

### 7. **Harassment & Bullying**

The Trust condemns all forms of harassment and bullying and is actively seeking to promote a work place where employees are treated with dignity, respect and without bias.

### 8. **External Interests**



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Each member of the Trust's staff is responsible for ensuring that any external interest they have does not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in doubt about a possible conflict of interest.

## 9. **Mandatory Training**

Each member of the Trust's staff has a statutory obligation to attend mandatory training. It is the responsibility of each member of staff to ensure that they comply with this legal requirement.

## 10. **Flexibility**

This job description is intended to act as a flexible guide to the duties of the post and therefore will require revision in consultation with the post holder to reflect the changing requirements of the post, to enable the Trust to achieve its corporate goals and objectives.

## 11. **Smoke-free Policy**

In line with the Department of Health guidelines, the Trust operates a strict smoke-free policy.

## 12. **Safeguarding** (do **NOT** change this section)

The Trust are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all staff and volunteers to share its commitment.

Rigorous recruitment checks are carried out on successful applicants who may be required to undertake Enhanced Disclosure via the DBS.