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| Job Title:              | Chief Nursing Information Officer (CNIO) |
| Reports to (job title): | Head of Quality and Clinical Risk        |
| Line Manager to:        | TBC                                      |
| Pay Band:               | Indicative 8b                            |

## Job purpose

The Chief Nursing Information Officer (CNIO) provides expert clinical advice and guidance to the organisations Senior Leadership and Management teams on the use of digital systems, clinical information/records and associated data. They have lead responsibility for the development of clinical standards for the use of clinical information systems.

The postholder will develop links with clinical colleagues, patient groups and other stakeholders to ensure that the provision and application of systems and informatics is clinically relevant and meets the needs of patients and clinical colleagues.

They will provide clinical leadership and ensure clinical engagement, take responsibility for clinical governance, safety and risk management and clinical effectiveness in relation to Informatics projects and developments.

## Base

TBC

## Key responsibilities

### Dimensions:

The post holder will provide leadership across the organisation to:

- Work in collaboration with the Director of IT, Head of Clinical Systems, Data Protection Officer and Information Security Lead in sharing and implementing the Organisations Digital Technology Strategy
- Act in the capacity of Lead Clinical Safety Officer alongside the CSO in ensuring all digital clinical systems proposed and in place have a robust governance framework to ensure patient safety
- Coach and mentor individuals who hold the role of clinical safety officers, helping them manage their digital projects effectively and safely
- Lead on new ways of working using digital and information technologies, to support nursing, AHPs, medical colleagues and clinical/professional support roles in transforming health and care across the Organisation.
- Act in a senior leadership capacity through technological organisational change, engaging and supporting clinical teams to work through and adopt changes in working practices as technology augments patient care.
- Manage delivery of digital transformation, reporting and monitoring of benefits and risks related to service delivery and service user and colleague experience
- Assist the Organisation in ensuring that excellent patient experience remains the central determinant of value within all care pathways.

## Communication and Relationships

The post holder will:

- Provide leadership in the field of clinical/health informatics to support the Organisations Digital Technology Strategy.
- Develop and maintain standards for clinical informatics in line with best evidence and national guidance.
- Establish and maintain effective communication with multi professional/multi agency teams, individuals and large groups about complex matters in a manner which enables understanding and achieves engagement, where at times there is resistance to engagement
- Establish good relationships and leadership with colleagues at all levels to engage and advise on achieving high standards of care and encourage appropriate use of technology in doing so
- Regularly write and present reports to board level and below on all aspects of clinical digital strategy.
- Effectively represent clinical opinion across multiple professions and appropriately challenge where necessary, technological proposals to provide assurance on clinical safety of the same.

## Analysis and judgement

The post holder will:

- Be able to analyse highly complex data and research findings relating that information to development of clinical pathways and digital intervention.
- Make judgements involving a range of facts and situations which require complex analysis or comparison of a range of options, including data which may be conflicting, or of varying quality
- Explore ways to involve and consult with colleagues, patients, public and carers when developing or evaluating digital services for the care provided, where appropriate
- Be able to undertake complex problem solving across multiple projects and developments to ensure project timescales are maintained.

## Planning and Organisational Skills

The post holder will:

- Plan own workload in line with role requirements and organisational priorities
- Contribute to the overall organisational strategy, including the planning and development of short, medium and long-term initiatives within own sphere of work
- Plan, develop and facilitate clinical digital projects in line with Organisations digital agenda.
- Lead audits to ensure a robust system of compliance with protocols and care pathways across clinical groups

## Physical Skills (manual dexterity)

The post holder will:

- Be competent in the use of specialist equipment relevant to the role
- Have accurate IT skills required for policy, presentation, reports, data entry, email communication
- Be a driver/able to travel to sites nationally as required

## Patient/Service User Care

The post holder will:

- Provide clinical expertise on the delivery of clinical digital initiatives which are safe for patients, enhance clinical care, and improves colleague and patient experience.

- Provide expert advice on all IT systems directly related to clinical care for patients and directly impacting on clinical safety and quality of care in the use of digital systems
- Be responsible for quality assurance and governance on all digital systems implemented for clinical care
- Take a lead in assessing, planning, implementing and evaluating digital programmes of care in partnership with the patient and the multidisciplinary team, this may be within single system users or organisation-wide clinical information systems.
- Maintain a high profile in the clinical care setting, act as a role model and provide senior support and advice and training to clinical teams at all organisational levels.
- Act as patient and colleague advocate in all matters relating to digital pathways and ensure clinical systems incorporate cultural preferences, health beliefs and behaviours and personal preferences.
- Comply with all relevant Professional Registration Standards and codes of conduct
- Ensure all digital systems developed, enable accurate clinical documentation in line with current guidelines on records and record keeping and Organisational policies
- Ensure compliance with legal, regulatory, ethical and social requirements
- Support the development and continuous improvement of systems to capture data for service improvement and quality maintenance purposes

## **Policy development and service improvement**

The post holder will:

- Lead on the development of clinical standards and policies for the use of clinical information systems including implementation across a wide range of clinical areas some of which will be single service directed and some of which are organisation-wide clinical systems.
- Play an integral role in the development of new policies/procedures directly relating to the implementation of clinical digital systems affecting scope of practice.
- Advise on the implementation of new policies or developments within the clinical area with a specific regard to the effect on patient care
- Maintain knowledge of local/national health policy in relation to digital service delivery

## **Financial and Physical Resources e.g. budget, stock and equipment**

The post holder will:

- Ensure a safe working environment, using the resources available
- Have due regard to economic efficiencies and recognise opportunities for cost savings where these can be reinvested to enhance safety, care and experience

## **Human Resources**

The post holder will:

- Support colleagues in their role as clinical safety officer, where these individuals may be based in local business units and often have another key role in addition to CSO
- Provide educational support to clinical teams and individuals as required in relation to the digital strategy and individual digital initiatives where appropriate.
- Participate in clinical supervision using an appropriate model in line with Organisational policy
- Work closely with colleagues across other key functions (i.e. Clinical Systems, Analytics, Information Governance etc) to develop their knowledge and understanding of clinical processes including clinical governance and safety to support the development of improved clinical systems.

## Information Resources

The post holder will:

- Provide advice and guidance to the specification and development of new clinical information systems and for system enhancements and upgrades.
- Develop and maintain a strategic overview of developments in knowledge and practice in the field of clinical informatics.
- Through professional networks identify best practice for the use and development of clinical information systems.
- Identify key metrics to measure and improve performance at a local service/business unit level that also contributes to the Organisations wider performance and compliance frameworks.
- Assist in the design and development of clinical informatics systems e.g. clinical dashboards to demonstrate safety and compliance alongside the Head of Quality & Risk, Chief Nursing Officer, Analytics/Data Management colleagues, local quality leads, and clinical leads.
- Support the development of data capture methods and reporting tools for patient rated outcome measures and self-management resources.

## Research and Development

The post holder will:

- Encourage a culture of evaluation, audit and research in relation to Clinical Informatics.
- Assist in assessing new technological opportunities that impact/improve care delivery, enhance patient safety and workflow efficiency.

## Freedom to Act

The post holder will:

- Manage own diary and workload on a day-to-day basis.
- Be accountable for their own professional practice and able to work independently and without direct supervision
- Be guided by broad organisational and NHS policies and must interpret how they will be implemented across the organisation in relation to Nursing, and AHP clinical and medical practice.
- Maintain own high professional standards and take opportunities to develop clinical practice
- Be the Lead Specialist, providing expert clinical advice and guidance in relation to the development and use of clinical information systems.

## Physical Effort

This post will require:

- Periods of sitting at workstation.
- The use of a PC regularly throughout the day alongside use of other office equipment

## Mental Effort

This role requires prolonged periods of intense concentration when attending meetings and reviewing national, regional and local guidance on the development, delivery and strategic planning of research, reporting writing and data analysis.

## Emotional Effort

The post holder will:

- be exposed to information which may be sensitive or distressing in nature
- occasionally may have to deal with situations where staff might be emotional, challenging or agitated.

## Working Conditions

This post requires:

- Travel across locations within the Organisation.
- Regular use of VDU

## Quality and Safety

- The post holder is responsible for the quality assurance of the organisations Clinical Information process undertaking audits to determine the value and effectiveness.
- Ensure the organisation can produce evidence requested by CQC and other inspection bodies as required

## Proposed Job Plan

To be agreed

## Outline of Provisional Job Schedule:

To be agreed

## Key Internal Relationships

- Chief Nursing Officer
- Head of Quality & Risk/Patient Safety Specialist
- Head AHP/QI
- Analytics/Data Management Team
- Clinical Systems Team
- Information Management & Technology Team
- Data Protection Officer and Information Governance Team
- Information Security Lead
- Clinical Service Teams
- Business Unit Heads and Regional Operations Directors
- The National Leadership Team
- Operational Quality and Clinical Leads
- National Specialty and Professional Leads
- Growth/Business Development Team
- Communications Team
- The Learning Enterprise (Learning & Development Team)

## Key External Relationships

- Commissioners
- Professional and regulatory bodies
- Organisations developing/designing/licensing outcomes
- Independent Healthcare Providers Network (IHPN)

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

### Care

- Inspire
- Understand
- Communicate

### Think

- Challenge
- Improve
- Learn

### Do

- Accountability
- Involve
- Resilience

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice, NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead

- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

### Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

### Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy, and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

### Essential:

- Registered Nurse/Midwife/AHP with live professional registration
- Relevant first degree related to professional registration
- Masters degree in relevant subject matter
- Leadership qualification or equivalent experience with demonstrable clinical leadership skills
- Demonstrable clinical experience in a senior role
- Excellent knowledge of clinical pathways within the organisation, and the use of current clinical IT systems
- Experience of using and championing clinical information systems
- Experience and knowledge of the wider NHS informatics agenda and national developments
- High level of interpersonal and communication skills in written and verbal format, and ability to engage, negotiate, mediate and influence clinical teams with new initiatives
- Evidence of ongoing CPD in specialist area of practice
- Significant experience in change management
- Strong understanding of clinical governance issues specifically focussed on digital risk management.
- Ability to engage clinical teams in new initiatives and develop quality improvement programmes linked with digital solutions.
- Excellent organisational skills
- Evidence of an ability to prioritise workload for themselves and where appropriate, others
- Strong IT skills, and understanding of national, regional and local strategic initiatives.
- Operate under pressure whilst maintaining the ability to work to deadlines and to prioritise workload
- Successful completion and maintenance of a recognised Clinical Risk Management qualification
- Experience of completing Clinical Risk Management activities as a Clinical Safety Officer within a healthcare setting

### Desirable

- Project Management
- A good working knowledge of the organisation
- Experience working with independent healthcare providers
- Experience of working at a strategic level
- Ability to work flexibly

Other requirements: Occasional planned travel to meetings and services

Employee signature

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Manager signature

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