

Health Informatics Career Framework - Job Description

Job Details

Job title	Chief Clinical Information Officer
Pay band / grade:	
Department:	
Reporting to:	Chief Executive Office
Responsible for:	
Line Management Responsibility:	
Location(s):	

Job Overview

General statement	<p>The overall purpose of Informatics has been defined as to:</p> <p>Enable promote and support the effective use of data, information, knowledge and technology to support and improve health and health-care delivery¹.</p> <p>The role of Informatics, therefore, is to ensure an organisation has the required cost-effective systems, information and technology services to provide excellent clinical care to its patients, in conjunction with its partners throughout the wider health and social care community.</p>
Job specifics	<p>The post holder will provide strategic direction and clinical leadership on the design, implementation and use of informatics solutions to ensure the delivery of high quality health and/or care services. The post holder will provide strategic level clinical advice and guidance, working collaboratively with key stakeholders to ensure the appropriate and successful use of integrated knowledge and information systems. They will also promote innovation and champion the development of a clinically appropriate information culture, as an enabler of change and quality improvement across the organisation.</p>

Duties and Responsibilities

1. To take responsibility and accountability for the strategic direction of health Informatics design, implementation and delivery.
2. To provide high quality clinical and informatics leadership across the organisation in collaboration with other stakeholders, patients, professionals, the organization and external bodies
3. To act as a champion for clinical health informatics to facilitate safe and effective care

¹ Taken from the Functional Map for Health Informatics (Skills for Health 2004).

4. To promote innovation and champion the development of an information culture that drives continuous improvement across the organisation
5. To provide expert clinical overview to the design and development of informatics-enabled change programmes strategies, plans and activity; to ensure they deliver safe, effective, evidence-based and accessible services and systems to meet the health and care knowledge and information needs of patients and clinicians.
6. To ensure that all key stakeholders are consulted in the design, delivery and evaluation of clinical informatics systems, including patients, carers, clinicians, technical and programme teams and best practice groups.
7. To ensure that informatics is used to inform and monitor proposed service redesigns so that they are effective in improving clinical practice and patient outcomes
8. To ensure that the organization adopts and adheres to professional standards relating to health informatics, including national standards for the structure and content of patient records and communications.
9. To monitor regional, national, and international development of health informatics and informatics standards and apply best practice within the organization.
10. Determine and advise the Chief Executive, senior management/ executive team on implications of national and local informatics policy/strategy development from a clinical perspective.
11. Ensure that the structures are in place to monitor effective and valid information flows within health care systems which are necessary for the delivery of clinical care
12. Be responsible for the assessment of potential risks from informatics solutions from a clinical perspective, and to advise on actions from the organization and from suppliers to mitigate these risks
13. Represent the organisation at appropriate local, regional and national meetings
14. Strive to facilitate others' contributions and to share leadership, nurturing capability and continuing development of oneself and others in areas of practice

General

Performance Reviews/Performance Obligation

The post holder will be expected to participate in the organisation's Individual Performance Review process to ensure continued professional development.

Job Limitations

The role of CCIO requires both clinical and informatics skills and experience, and ideally will continue in part-time clinical practice while in post. At no time should the post holder work outside their defined level of competence, and appropriate training should be provided if necessary. If the post holder has concerns regarding this, they should immediately discuss them with their manager/supervisor/consultant. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.

Confidentiality

In line with the Data Protection Act 1998, the post holder will be expected to maintain confidentiality in relation to personal and patient information, as outlined in the contract of

employment. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.

Risk Management

The organisation is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the organisation's Risk Management Policy, Health and Safety Policy and other associated policies and to actively participate in this process. They will be responsible for overseeing and managing the clinical risk of clinical informatics solutions, and reporting exceptions.

Records Management

The post holder has a legal responsibility to treat all records created, maintained, used or handled as part of their work within the organisation in confidence (even after an employee has left the organisation). They also have a duty to manage records in line with the organisation's records management policy. Included in these are records relating to patient health, finance, personnel and administrative functions, whether paper based or electronic. All staff have a responsibility to consult their manager if they have any doubts about the correct management of the records with which they work.

Equal Opportunities

The post holder is expected to comply with and promote the organisation's Equal Opportunity Policy and avoid any behaviour which discriminates against colleagues, potential employees, patients/clients or their families on the grounds of sex, marital status, race, age, belief, colour, nationality, ethnic or national origins, religion, disability, sexual orientation or political opinion

Health and Safety

The post holder is required to cooperate with the organisation to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.

Job Description

This job description is not inflexible but is an outline and account of the main duties. Any changes will be discussed fully with the post holder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements.

Person Specification

	Essential	Desirable
Education/ Qualifications	Healthcare professional degree qualification	<p>Management and/or leadership qualification at QCF level 5 or equivalent (or relevant experience)</p> <p>Masters level degree in either informatics, business analysis or process re-engineering, or equivalent (or relevant experience)</p> <p>Master's degree in risk, governance and patient safety or equivalent (or relevant experience)</p>
Personal qualities	<p>Ability to present and operate at Board level</p> <p>Passionate about information as a tool to drive up clinical quality of care and support professional practice</p> <p>Excellent communicator both orally and in writing</p> <p>Successful influencer and negotiator</p> <p>Overall good manager of people</p> <p>Confidence and self-motivation</p> <p>Credible in a multi-professional environment</p> <p>Resilient</p> <p>Energetic</p>	
Experience	<p>Experience in clinical practice</p> <p>Active Involvement in at least one major informatics intervention (such as deployment of an Electronic Patient Record system) to improve care quality within the last three years.</p> <p>Change management experience related to the planning and delivery of work in a clinical setting ‘</p> <p>Risk management: training and experience in risk management sufficient to understand potential risks from informatics solutions from a clinical perspective</p> <p>Proven ability to engage effectively with a broad range of stakeholders within and outside the organisation and in a multi-professional environment</p>	<p>Understanding of the local , regional and national commissioning environment and standards expected by commissioners</p>
Skills and knowledge	<p>Ability to provide a strategic overview of the development of information systems to support high quality care and organisational effectiveness.</p> <p>Information skills: able to critique and interpret</p>	<p>Attained national Clinical Safety Training for clinicians</p>

	<p>aggregate information, based on an understanding of clinical, data and information processes, and analytical skills</p> <p>High level influencing skills: able to persuade clinicians to engage with, implement and embed change to achieve successful outcomes</p> <p>Resilient: able to cope with difficult interpersonal situations, competing demands and tight timescales</p> <p>Excellent communication skills: able to express complicated, multi-stranded concepts in an accessible way, both verbally and in writing and in a multi-professional environment</p> <p>High level presentation skills: able to confidently present information publicly using a variety of media in different settings in both 1:1 settings and to large gatherings of clinical professionals (conferences and workshops, etc)</p> <p>Technical skills: competent in the use of ICT and a good level of understanding of professional informatics standards and best practice</p> <p>Organisation development: understanding of the requirements of an information culture and emerging technologies</p> <p>Change management: experienced in managing change across teams/services in a multi-professional environment</p> <p>Benefits management: able to identify and articulate benefits of information-enabled change</p> <p>Patient safety: Responsibility for clinical risk management of clinical informatics systems and services in accordance with NHS standards</p>	
<p>Other</p>	<p>Requirement to travel</p> <p>Registered with the UK Council for Health Informatics Professions (UK CHIP) at level 3; or willing to register within 6 months of appointment</p>	<p>Ability to fulfill travel requirements of post</p> <p>Registered with relevant professional body for clinical specialty</p> <p>Member of BCS</p>