Job Description:

Patient Systems Manager

General role information

Job Title:	Patient Systems Manager
Reporting to:	Head of Business Intelligence
Salary Band:	tbc
Notice period:	3 months
Budget Responsibility?	N
Contract type	**Permanent**
Direct Reports	Potentially
Client facing role	No

About MSI Reproductive Choices

At MSI Reproductive Choices we are unapologetically pro-choice. We believe that every woman has the right to make choices about her own body and her own future. As one of the world's leading providers of contraception and safe abortion care, we give women the means to do so. Our team members, working across 37 countries, provide high quality, safe services to women, when and where they need them. Because when a woman can determine her own future, she can contribute to creating a better, more sustainable future for everyone.

MSI Reproductive Choices is committed to safeguarding: promoting the welfare and safety of everyone involved in the delivery or receipt of sexual and reproductive health services, especially children, young people and vulnerable adults. We are committed to ensuring diversity, and equality for all within our organisation and encourage applicants from diverse backgrounds to apply. We expect all staff and post holders to share our values and commitments.

The department/team

The Data and Digital Transformation team in the UK business is working to a three-year Digital Strategy.

Over the last few years, we have made good progress across a number of digital initiatives. In 2018, we launched a new website to act as our digital front door to our patients. During 2020 we completed transformation discovery, creating our digital strategy, vision and clear objectives to 2023.

Our vision is to 'Deliver a seamless, digitally-enhanced user journey to ensure patients are informed, supported and empowered'.

Our objectives are:
1. Establish a robust digital infrastructure
2. Allow innovation to be driven by our patients and staff
3. Empower patients to take ownership of their care
4. Provide more choice and convenience

5. Further enhance the quality of our service

The data and digital transformation team encompasses the following areas:

- PMO
- Transformation
- Digital Marketing and Communications
- Data Compliance
- Key relationship management with our GIS service delivery team
- Business Intelligence

We are now implementing one of the final parts of our first objective a new electronic patient record (EPR) system IMS Maxims. We have also just completed the first deployment of our new Genesys contact centre telephony solution.

We now have an exciting opportunity for a new addition to our team to be the patient systems expert for our business.

The role

As part of the Data and Digital Transformation Team you will be the expert in our patient systems, this includes our electronic patient record system (IMS Maxims), our Genesys Omni Channel telephony system and other integrated / interoperable systems we may use now or plan to in the future for our patients .

You will work closely with the Head of Transformation, PMO, IT teams, Governance, Clinical Safety, Business Intelligence and all colleagues across the business and will need to be confident to liaise with stakeholders at board/director level.

This role will be pivotal in supporting our strategy development and delivery by being the manager of the electronic patient records system and other patient pathway systems such as telephony throughout the business.

For example managing a request to add a new patient service pathway in the system and understanding how it would link to other systems and business processes , ensuring the correct due diligence is taken on the change request and all key business areas are consulted prior to system amendmen t and finally implement the change with support from the Senior Application Analyst and supplier where necessary .

The objective of this role is to be the main point of contact on systems, change requests and system knowledge. You will be the 'go to' expert and should be prepared to be the central point for queries, changes and support for IMS Maxims and all our patient/clinical systems.
This role will require third party supplier liaison in addition to working closely with colleagues to ensure effective delivery of the service and swift resolution to issues. You will be expected to configure the system and manage the supplier contracts and relationships .

IMS Maxims and the Genesys systems support has super users based across our 60+ locations, recorded training sessions, IT department support for first line and connectivity support, key operational area colleague support and contracted support with the supplier .

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Key Responsibilities

- Provide expert advice and guidance on the usage of patient systems and manage the day to day service delivery, ensuring these systems are maintained and operational. This includes the need to complete the following with support from the Senior Applications Analyst:
  - System configuration (alerts, referral management, outpatients, elective lists, Integrated Care Pathway, reporting etc).
- Lead on enhancements to patient systems and the implementation of new systems.
- Oversee the programme of continuous improvement sessions with our services including process mapping and benefits identification, working closely with the Transformation, PMO team and business intelligence.
- Map current working practices and design new 'best practice' ways of working, configure and enable in the patient systems.
- Oversee the continuous improvement of the Patient Systems responding in a timely and flexible manner ensuring developments, upgrades and system enhancements are delivered in accordance with system wide strategies, whilst proactively putting forward suggestions for improvements.
- Work closely with the Clinical Safety Officer in the provision of system expertise to enable clinical safety sign-off for clinical governance.
- Work closely with overall compliance monitoring and information governance programmes.
- Regularly review data on system issues or incidents logged to enable proactive management and improvement of recurring/patterns of problems encountered by users.
- Recommend the definition and improvement of business processes, roles and accountabilities, data and insight, prioritising operational excellence, cost efficiency, patient and user experience.
- Act as an advocate for and promote best practice with regard to the patient systems in line with departmental, organisation wide and NHS/Healthcare wide objectives and strategies.
- Work with the business to document the patient and user experience, operational requirements, as well as the quality criteria associated for all changes planned in the patient systems.
- Work on projects where integration work is needed across the patient systems, taking a lead as the systems expert.
- Prioritise patient system developments, upgrades or enhancements as identified by key stakeholders within the local and whole care system according to urgency and/or organisational strategy.
- Develop modern working practices which seek to maximise the benefits of the systems and their interaction with other systems across the whole care environment (acute, social care etc.).
- Liaise and co-ordinate with stakeholders and PMO to ensure the safe and effective implementation of new services, working within project teams to fulfil the end to end requirements of the project as required.
- Proactively participate at Patient system/clinical user groups, both at a local and national level ensuring that the views and needs of key stakeholders are articulated and developed into specific developments.
- Responsible for managing any risks or issues that may be identified in patient systems, working through mitigation with appropriate teams.
- Perform software testing and clinical risk assessments as part of system upgrades/deployments.

Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.

Please read this document in conjunction with the Person Specification for the role.

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Signature	
By signing below, you indicate that you have read and agree to this job description.	
Full name:	
Signature:	
Date:	01/02/2021