

Cystic Fibrosis why we're here

Job description

Job Title:	Quality Improvement Impact Officer
Reporting To:	Clinical Quality Improvement Manager
Department:	Data and Quality Improvement
Contract:	12 months fixed term (with the possibility of extension)
Hours of work:	Full-time, 35 hours per week
Location:	Office-based (London) or home-based

This is an exciting opportunity to join a dynamic and passionate team within the Data and Quality Improvement (QI) Directorate at the Cystic Fibrosis Trust. The QI team is responsible for using patient-centric evidence to power vital improvements in care for people with cystic fibrosis across the UK. Core team activity includes carrying out and processing surveys directly from patients and via hospital centres, providing feedback at national level and to individual centres to influence quality and service improvement.

The Cystic Fibrosis Trust's UK data currently comes in the form of three types of reports: Registry data, staffing data and patient reported experience measures (PREMs). We are looking for a talented and tenacious individual passionate about QI to support triangulation of these reports to maximise their potential to positively impact cystic fibrosis care delivery at a pivotal time in the history of the condition. This is an exciting role for an early career quality improvement professional to develop and learn in a dynamic environment and within a supportive team.

Main purpose of role:

This role will work to drive improvements in cystic fibrosis clinical care by facilitating quality improvement within cystic fibrosis centres/clinics. This will include working with healthcare professionals and people with CF to manage the design, development, and implementation of a holistic quality report for CF care centres. This report should summarise data from all three existing data sources, along with suggesting strategies and steps for CF centres to translate the evidence into direct impact for people with CF. The role will also be responsible for capturing and reporting on the impact of this work through surveys and feedback questionnaires, as well as case studies.

Main duties:

- With input from the CF Trust's Quality Improvement (QI) Working Group:
 - Use existing data and reports to build a holistic reporting template for CF centres that draws together evidence from the three data sources (CF registry, PREMs & staffing report), ensuring information presented is accessible, engaging, and actionable (incl. some data analysis and production of visuals from data, i.e., graphs and figures)
 - Prepare impact measures to understand how reports are used, what changes services are

making in light of their reports, and what the impact of those changes has been / is anticipated to be

- Based on analysed data, use the new template to create a tailored, holistic report for each centre, highlighting variation and encouraging targeted quality improvement activity to translate the evidence into direct impact. This will include generating charts and otherwise visualising data.
- Deliver reports to centres and people with cystic fibrosis; set up QI events / use existing events or support specific quality improvement projects at centres.
- Lead on collating feedback and in-depth case studies to understand the impact of this work and prepare a final report for the project.
- Provide cross cover for other members of the QI team as required.

Person Specification

The successful applicant will be a self-motivated team player, with excellent interpersonal skills, diligence, and attention to detail. Passionate about driving positive change in healthcare settings, and able to understand complex clinical and analytical issues.

Education, Experience and Knowledge	
Essential	Desirable
Educated to degree level in a relevant area, or equivalent gained by experience, technical or professional qualifications	
Experience of quality improvement in NHS / healthcare environments	Knowledge of cystic fibrosis services / Experience of quality improvement in cystic fibrosis settings
Excellent knowledge of Microsoft Excel and/or Access	Evidence of advanced/professional training in Microsoft Excel and/or Access
A sound working knowledge of other Microsoft programmes, including - Word and PowerPoint	A working knowledge of Microsoft PowerBI
Familiarity with Information Governance / GDPR legislation	

Skills and Abilities	
Essential	Desirable
Excellent numeracy and analytical skills, with the ability to interpret and simplify complex data from a range of sources	
Accurate data inputting and data visualisation skills	
Ability to communicate complex information to a variety of audiences; excellent interpersonal and stakeholder management skills, with the ability to interact easily with both patients and professionals	

Proactive and innovative, able to use own initiative to generate creative ideas and solutions	
Well-organized, with ability to prioritise tasks, deliver to project deadlines and work efficiently on own and as part of a team	
Willingness and ability to travel, e.g., to cystic fibrosis centres and regional meetings (dependent upon current government guidance)	
An interest in and willingness to learn about the work of the Cystic Fibrosis Trust as well as its organisational values and behaviours	Knowledge of the work of the Cystic Fibrosis Trust, its organisational values, and behaviours

This job description is a working document and may be amended from time to time by the Cystic Fibrosis Trust following consultation.