

Job Description

1. JOB DETAILS

Job Title:	Cancer Waits Coordinator (Cancer Tracker) / Data Quality Coordinator (Joint role)
Grade	AfC 3
Responsible to:	Operational Manager (Haematology)
Reports to:	Operational Manager (Haematology)
Location:	Haematology

2. JOB PURPOSE

Cancer Waits Coordinator:

- To ensure accurate and timely data collection in line with all local & national cancer targets.
- To identify potential breaches and where possible take the appropriate action to amend/prevent prolonged waiting times.
- To investigate and provide full analysis on 62/31/24 day pathways of those within and out of target (breached).
- To complete validation reports, identify any anomalies and errors and amend as required in an agreed timescale.
- To provide cancer tracking duties for Haematology patients.
- To liaise with District General Hospitals regarding inter-trust patient pathways.
- Request and obtain electronic notification forms and ensure that pathways are up to date and managed as appropriate, within a timely manner.
- To accurately record patient activity, manage patient cancer pathways and liaise across multi-disciplinary teams as required in line with local and national guidance and policies.

Data Quality Coordinator:

Working on Haematology patients, the post holder will contribute to maintaining data quality.

This will be achieved by generating data reports for validation at specified intervals and in line with Trust reporting requirements. From these reports, the post holder will be required to identify any trends/problems and agree with the Operational Manager and Admins and Clerical Supervisors an action plan to validate all required reports within set reporting timescales. The post holder will support team supervisors/other members of the management team by undertaking data validation

checks and corrections where necessary, but where appropriate they will empower admin teams to validate their own error reports.

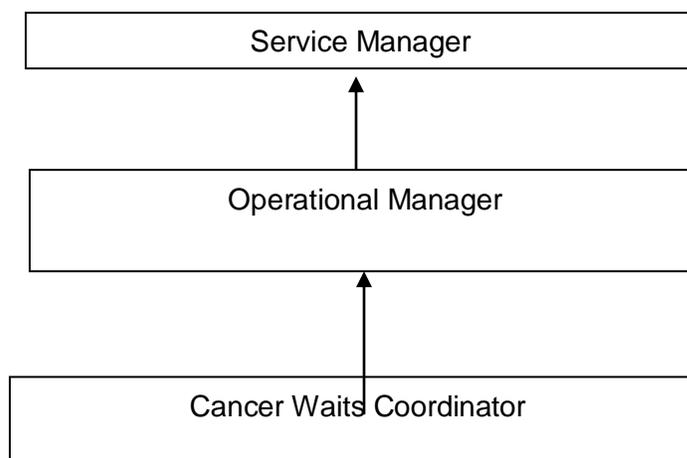
The posy holder will also take an important role in training staff within the department to ensure that activity is accurately recorded and errors are minimised. This will be achieved through:

- Identifying and documenting key data quality errors affecting the department
- Ensuring that any data entry errors are escalated as appropriate
- Providing intense support to areas where errors occur and resolving any data quality issues
- Contributing to the development of local training documentation i.e. induction packs

3. ROLE OF THE DEPARTMENT

The role of the Cancer Waits Coordinator (or Cancer Tracker) is part of the wider Admin and Clerical team within the Haematology service (part of the Specialised Medicine and Rehabilitation Care Group). This role involves the cancer tracking for Haematology patients. The suitable candidate should be flexible in their approach to working and have the ability, care and attention to detail in prioritising and managing multiple pathways at short notice and in combination. You will work within a supportive team such as 2ww team, secretarial team, waiting list coordinator team, supervisory staff, and multi-disciplinary teams to ensure timely and accurate Cancer Tracking. As part of this role, you will contribute to the validation of all treatment pathways and performance metrics.

4. DEPARTMENTAL ORGANISATIONAL CHART



5. MAIN DUTIES AND RESPONSIBILITIES

Cancer Wait Coordinator:

- Ensure that all referrals to Haematology are registered on Inflex on the day of receipt to ensure robust cancer tracking of all referrals and that cancer wait times are accurately captured.
- Update Inflex daily with the outcome of all outpatient attendances.
- Competent use of numerous IT systems, including G2, Inflex, ChemoCare, Lorenzo, DGH PAS systems, Information Services, Radiology Tracking System, HODS reporting service, ICE, and Pinpoint, to extract necessary information from electronic and paper patient records so that patient pathways can be correctly and accurately tracked.
- Review and update information for the Cancer Management Team and attend review meetings as required.
- Ensure that all referrals for treatment for Radiotherapy and Chemotherapy are updated with a breach date, to ensure that booking clerks and medical staff treat patients within the appropriate timeframe.
- Liaise with admin colleagues to confirm that all patients on a “2 week wait” pathway are offered the first available appointment, as advised by clinical grading of the referral.
- Identify any potential patients who will breach their target date and make every effort to avoid these breaches, liaising with clerical and medical colleagues as required. Ensure that any unresolved breaches are escalated to the relevant senior colleagues, so that where feasible, alternative arrangements are made to avoid a breach.
- Investigate any 24 / 31 / 62 day pathways which breach their target date, and create a Breach Report which documents the root cause. Merge Breach Reports with STH and DGH reports as required.
- Maintain excellent communication with colleagues both within and outside of the Trust, so that patients are treated as quickly as possible. These colleagues include MDT Coordinators, A&C supervisors and teams and tumour-site specific practitioners.
- Deal professionally and promptly with telephone queries from colleagues within and outside the Trust.
- Provide data from any relevant system regarding Cancer Wait Times to support the clinical governance activities of MDTs across the Trust and wider Cancer Network, as well as the department management team.
- Undertake validation of data, audits, completion of reports on a regular and ad hoc basis as required by the service.
- Act as a point of contact to provide expertise on data errors and issues relating to Cancer Wait Times.
- Assist with collection of data for the Quality Surveillance Programme as required, as well as contribute as appropriate to the department’s ability to deliver Local and National priorities.
- Ensure Mandatory Training is completed annually, and relevant skills are maintained.
- Ensure that confidentiality is maintained at all times in relation to staff and patients and ensure that data protection is adhered to.
- Ensure that all Trust policies and Health and Safety policies are complied with.

Data Quality Coordinator:

The post holder would be responsible for all areas of Data Quality including:

Data Error Reports: Actively monitor data error reports ensuring that corrections are made in a timely manner in line with end of month targets and as required depending on priority. To support

Supervisors in training/developing staff in order to prevent data errors from occurring.

RTT 18 Week Validation: Ensuring the validation of RTT 18 week data is carried out before the trusts reporting deadline. Support training in all areas so that patient activity is correctly recorded and the need to validate is minimised.

Breach Reports: Pro-actively monitor referral reports to ensure that all patients that are referred to the service are appointed in a timely manner. Investigate and advise supervisors on any delays in appointing patients.

Service Developments: Developments within the service can often result in changes to recording practices. The post holder will support supervisors and operational managers in understanding the impact of service developments on recording practices.

Contractual Reporting: The post holder must ensure that all activity is recorded on Lorenzo in accordance with monthly and quarterly contracting freeze dates.

Meeting commitment: The post holder may be required to attend and report at data quality and PTL meetings.

Additional Responsibilities:

1. Undertake audits, reports, and information analysis on a regular and ad hoc basis as required.
2. Act as point of reference for problems with data and be able to spot obscure errors within this.
3. To maintain confidentiality at all times relating to staff, patients and the Trust.
4. To liaise with other departments in the trust to ensure patient data is complete throughout the patient journey
5. To participate in mandatory training for fire procedures, moving and handling, Personal Performance Reviews (PDR).
6. To be responsive to day-to-day queries, ensure appropriate progress chasing and resolution and to undertake other general office duties including dealing with e-mail; voice mail; management of post; telephone calls; photocopying.

Working Conditions

There is a frequent requirement for sitting in front of a computer screen for long periods of time whilst retaining a high degree of concentration in spite of unscheduled interruptions.

6. FINANCIAL MANAGEMENT RESPONSIBILITIES

- Nil

7. HUMAN RESOURCES MANAGEMENT

- Nil

8. ASSET MANAGEMENT RESPONSIBILITIES (i.e. stock, equipment, buildings)

- Take responsibility for the safe use and maintenance of personal equipment e.g., P.C and IT equipment.

9. WORKING RELATIONSHIPS

A&C Supervisors
Business and Information Analyst
Cancer Pathway Analysts
Cancer Service Managers – Internal & External
Cancer Service Coordinators – External
Chemotherapy Booking and Nursing Team
Chemocare Team – Internal
Clinical Nurse Specialists – Internal & External
Consultants & other medical staff
MDT Coordinators – Internal & External
Medical Secretaries – Internal & External
Waiting List Coordinators
Operational Managers
Operations Directors and Deputy Operations Directors
Outpatients staff
Radiotherapy Booking Clerks
Superintendent and other Senior Radiographers
Senior Sisters and nursing staff
Medical Records staff
GPs and external health professionals
Service Managers
Medical staff – consultants and junior doctors
Trackers – Internal & External

This job description is not meant to be finite and may be changed subject to the exigencies of the service. Similarly, the post holder may be requested to undertake such other duties not mentioned in the job description which are commensurate with the grade.

We are committed to our responsibilities under the Equality Act 2010 and encourage equal opportunities, diversity and flexibility within our workforce

Author: Michael Melia, Operational Manager – July 2023

