Job Description

<table>
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<tr>
<th>Job Title</th>
<th>Medical Device Integration Lead</th>
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<td>Band</td>
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<td>Managerial Reporting</td>
<td>Head of Clinical Engineering</td>
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<td>Responsibility</td>
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<tr>
<td>Professional Reporting</td>
<td>Head of Clinical Engineering</td>
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<td>Responsibility</td>
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**Job Purpose**

- To lead the support and development of Medical Device Integration across RBH. This role is a key part of the support for integration with Cerner. The first wave includes anaesthetic machines, patient monitors, surgical video systems, maternity CTG machines with other high risk medical devices following soon. This role involves coordinating the support, including during extended hours, to provide prompt resolution of problems. This will frequently involve replacement of components that are integrated with these and other medical devices.
- Provision of advice and guidance to the Cerner implementation team on optimum ways to integrate other medical devices during subsequent waves of the project. Following agreement of the programme, to coordinate the ordering and implementation of the technology in order to meet the programme objectives.

**PRINCIPLE RESPONSIBILITIES**

- To be a key member of each MDI project team and provide programme level support and insight for Trust management teams
- Provide a responsive MDI support service, agreed and aligned with specialist teams
- Establish KPIs for response and rectification of MDI issues
- Provide reports on MDI performance
- Ensure stock of MDI components are maintained
- Contribute to the process development for triaging and transferring MDI calls to and from other partners.
- Provide guidance and advice in planning and implementation of subsequent waves of MDI
- Reciprocate with other technical support staff from anaesthetic and critical care to ensure continuity of support
MAIN DUTIES AND RESPONSIBILITIES

Communication
- Liaise with team leaders, especially Anaesthetics, Theatres, Endoscopy, Urology, maternity and patient monitoring areas over support and cover for MDI
- Coordinate communication between Clinical Engineering and the EPR project teams, Cerner, IM&T, Estates, equipment manufacturers and other stakeholders in delivering MDI projects
- Coordinate the Medical Device Networking and Integration (MDNI) Group
- Agree reciprocal work with other Team Leaders to share workloads
- Attend digital hospital related meetings as required, to plan and develop the strategy and support for MDI
- Liaise with clinical staff at all levels to explain how to utilise PCs and Cerner connected devices so as to optimise availability
- Liaise with Scientific Computing to understand the support and overlap areas between MDI and Cerner-connected IT systems
- Establish and maintain good communications with other Trusts using Cerner, developing best practice and benchmarking MDI services
- To liaise with Clinical Engineering staff as necessary in relation to medical device repairs and maintenance.
- To provide service stakeholders with work in progress reports and to ensure that stakeholders understand the background to such reports
- To mentor and support other team members in developing skills to support MDI
- To liaise with suppliers of equipment, parts and services

Analysis and judgement
- Select and apply the most suitable solution to MDI problems ensuring that all remedies applied are applied in accordance with legislation, policies and procedures
- Correctly perform the fitting and adaptation of complex medical equipment to accommodate MDI, taking into account the loadings and performance characteristics of the medical devices
- Carry out maintenance as required in reciprocating with other Clinical Engineering staff, in accordance with legislation, policies and procedures and to ensure that all equipment support activities conform at all times to the local quality management system.
- Establish Key Performance Indicators relevant to MDI, embedding these in the QMS and departmental reporting
- Where and when required access specialist advice and information to aid with equipment problem diagnosis and rectification
- To seek advice and support when complex problems fall outside of own expertise
- As required, to advise or assist in investigation of adverse incidents involving possible MDI issues

Planning and Organisation
- To plan and organise the work required to support MDI at all Trust sites, including cover during leave etc.
- Coordinate activity with the EPR project teams, Cerner, IM&T, Estates, equipment manufacturers and other stakeholders in delivering MDI projects
- With Clinical Engineering and digital hospital leads, identify which team members will assist in MDI support
• Plan the spares and accessories required to provide MDI support whilst optimising storage space
• Organise the agenda and items for discussion at MDNI group meetings, including sending out action tracker following meetings
• To participate as required in on-call rotas

Utilisation of Physical Skills
• Daily to utilise with high levels of dexterity, accuracy and concentration hand tools, service and testing equipment (mechanical, electrical and electronic) to maintain and repair to the highest standards multiple types of life support and medical equipment.
• Ensure that required tasks are executed in accordance with appropriate Health and Safety legislation, policies and procedures.

Responsibilities for patient/client care
• Will have periods of direct and indirect contact with patients and their relatives or carers in terms of ensuring the efficient use and operation of medical devices supplied to the end user. Such contact will use a mixture of face to face, telephone and written media.
• The post holder will manage their activities to meet customer activities and the physical/material and financial resources with the post holders’ control.
• Occasional contact with extremely ill patients may be necessary

Responsibilities for policy and service development implementation
• To develop and implement, in liaison with Clinical Engineering and digital hospital team, work instructions and procedures for the MDI support
• In conjunction with or at the request of Clinical Engineering assist in creating /suggesting / modifying policies and Service Level Agreements to improve all areas of MDI and Clinical Engineering service delivery.
• Will work to established and appropriate legislation, polices, protocols, procedures and methods.
• The post demands familiarity with CQC and DH standards and the ability to work safely under pressure in clinical areas.

Responsibilities for financial and physical resources
• To ensure that all (new and existing) medical equipment within the Trust is supported in such a way as to ensure it remains in a fully functional and safe state.
• To ensure that all items of test equipment are calibrated / verified for correct operation in accordance with technical support services quality system requirements.
• To ensure that all equipment spares, and any identified consumables used as part of equipment service support are handled and stored within standard accepted safe limits and criteria.
• To order and maintain sufficient stocks of physical spare parts and other ancillary items to ensure stock levels match workloads.
• To ensure that all items of test equipment are calibrated / verified for correct operation in accordance with technical support services quality system requirements.

Responsibilities for human resources (HR)
• Prioritise and manage own work in accordance with section policies and competing service demand.
• Manage the work and standards achieved of any MDI work undertaken by Clinical Engineering technologists.
Responsibilities for information resources
- Communicate technical equipment related information to staff, colleagues, supplier and users.
- Proficient in the use of Excel, Word and PowerPoint.
- Use the equipment management database with responsibility for data entry/storage.

Other
1. Assist in the monitoring and maintenance of the health, safety and security of self and others in the work area. Assist in the identification and assessment risks in work activities. Help to develop strategies to manage these effectively. Work within risk management/Occupational Health legislation and Trust procedures and ensure that colleagues for whom the post-holder is responsible work within the same.

Personal development
1. Take responsibility for attending statutory and mandatory training in accordance with the Trust’s training needs analysis and mandatory training matrix. Make effective use of e-learning opportunities to achieve compliance with mandatory training.

2. Work in partnership with their manager to develop and deliver on Specific, Measurable, Achievable and Time framed (SMART) objectives at annual appraisal and personal development planning.

3. Take responsibility for own continuing professional development and performance, maintaining own portfolio in accordance with registration requirements. Able to identify own development needs in relation to current practice and future plans, setting personal development objectives.

This job description is not exhaustive and will be subject to periodic review in association with the post-holder.

Equality of Opportunity and Diversity
The Trust operates an Equality of Opportunity and Diversity Policy and welcomes all persons without regard to age, ethnic or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. It aims to ensure that no job applicant, employee or former employee suffers direct unlawful or unfair discrimination, or is disadvantaged by any conditions or requirements which cannot be justified.

Confidentiality
The post holder has a responsibility to comply with the Data Protection Act 1998 and Code of Practice on Confidentiality and Data Protection. Any matters of a confidential nature, including information relating to the diagnosis and treatment of patients, individual staff records and details of contract prices and terms, must under no circumstances be divulged to any unauthorised person or persons. Breaches of confidence will result in disciplinary action which may result in dismissal. Regardless of any disciplinary action taken, a breach of confidence may also result in a civil action for damages.
Information Security
The Job holder is expected to safeguard the confidentiality, integrity and availability of data, and ensure that Trust policies and statutory regulations are followed.

Fire
The post holder is required to comply with agreed fire procedures, taking the appropriate action if the fire alarm sounds, and to attend relevant training programmes as required.

Smoking
The Royal Berkshire NHS Foundation Trust has a Smoke Free policy. Smoking is not permitted in any of the Trust’s properties or in Trust grounds.

Health and Safety Statement
The Trust has designated the prevention and control of Health & Safety as a core component in the organisation’s clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:-

1) Provide leadership on Health & Safety risk issues across the organisation.

2) Be aware of and follow all Trust Health & Safety guidelines and procedures relevant to their work.

3) Participate in mandatory training updates.

4) Challenge colleagues who are not complying with Trust Health & Safety procedures and report to line manager.

5) Ensure Health & Safety prevention and control measures that are robust and evidence based are embedded in their working practice.

6) Understand local Health & Safety data and ensure relevant prevention control policies are adhered to.

Infection Control Responsibilities
The Trust has designated the prevention and control of infection and the full implementation of the Health Act (2006) as a core component in the organisation’s clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:-

1) Following consistently high standards of infection control practice, especially with reference to had decontamination, adherence to dress/uniform code and for clinical staff, aseptic technique.
2) Being aware of and follow all Trust infection control guidelines and procedures relevant to their work.

3) Participating in annual mandatory training updates.

4) Challenging colleagues who are not complying with Trust Infection Control guidelines and procedures and report to line manager.

5) Ensure infection prevention and control measures that are robust and evidence based are embedded in care delivery.

6) Understand local HCAI (healthcare associated infection) data and ensure relevant Infection Prevention Control policies are adhered to and aseptic technique followed correctly.

**Safeguarding Children and Adults**

The Royal Berkshire NHS Foundation Trust takes the issues of Safeguarding Children and Adults very seriously. All employees have a responsibility to support the Trust in its duties by:-

1) Attending mandatory training on Safeguarding children and adults.

2) Being familiar with the individual and Trust requirements under relevant legislation.

3) Adhering to all relevant national and local policies, procedures, practice guidelines and professional codes.

4) Reporting any concerns to the appropriate manager or authority.
PERSON SPECIFICATION

Key
A = assessed from application form. I = assessed through interview. Ass= assessed through an assessment process. R = confirmed from reference. OH = occupational health clearance.

PERSON SPECIFICATION

Essential defines the minimum criteria needed to carry out the job and the job cannot be done without these.

Desirable refers to criteria which are not essential and which successful applicants would be expected to acquire during their time in post. The desirable requirements are not taken in to consideration in a job evaluation panel.

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<th>Knowledge &amp; Qualifications</th>
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<tr>
<td>• BEng / BSc or equivalent in Engineering or Physical Science or equivalent demonstrable experience</td>
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<td>• Training to Postgraduate Diploma level or Incorporated Engineer with membership of relevant professional body</td>
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<td>• Registration as Clinical Technologist</td>
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<td>• Understanding of IT systems/applications and networking</td>
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<td>• Extensive (equivalent to 10 years) practical experience in Medical engineering workshop practices and techniques with experience of medical management/maintenance of electro medical equipment.</td>
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<td>• Experience in the calibration and maintenance of medical equipment</td>
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<td>• Broad and specialised knowledge of wide range of medical equipment including Anaesthetic machines, Ventilators, neonatal Incubators Patient Monitoring, ventilators, haemofiltration Devices, Defibrillators, Point of Care Analysers, equipment etc.</td>
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<tr>
<td>• Experience in applying workshop technology to patient equipment and techniques in healthcare</td>
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<td>• Experience in supporting medical devices that are integrated into Electronic Health Record Systems</td>
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<td>• High level of understanding of patient and staff risks arising from equipment failure</td>
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<td>• Knowledge of quality management systems</td>
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<td>• Experience of motivating and leading teams effectively and sympathetically</td>
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- Logical approach to problem-solving

## Communication and Interpersonal Skills

- Excellent verbal and written communication skills
- Able to communicate complex information in a variety of operational environments
- Able to deal with complex and unpredictable situations
- Good negotiation skills
- Able to prioritise, manage own work and that of others and to be able to work unsupervised
- Able to exercise initiative when dealing with issues within own specialist area of competence
- Has a positive approach to customer care
- Ability to communicate and work with all levels of staff

## Key Skills-physical & emotional effort, working conditions and physical skills

- Highly developed physical skills including manual dexterity and hand-eye coordination for fine adjustment of life critical settings
- Demonstrate ability to organise, prioritise, communicate and work under pressure
- Understanding of Risk Management
- Health and safety knowledge and understanding
- Understanding of Quality Management and audit processes
- Able to use Excel, Word etc. and manage computer database to analyse complex technical data and produce reports when required
- Able to concentrate when subject to frequent unpredictable working patterns
- Able to deal with occasional distressing circumstances when working in clinical areas
- Ability to innovate
- A team player able to work well with others and demonstrate commitment to departmental objectives

## Other

- Show a willingness to learn and apply new skill as required
- Show a willingness to work unsocial hours when required
- Flexible approach to introduction of change in working practices
- Professional appearance and behaviour
- Good previous attendance record

A= Application Form
I= Interview
T/P=Test/Presentation