TARN Coordinator

Job description & Person Specification - Guidance

Date: July 2020

Context

Membership of the Trauma Audit Research Network (TARN) is a national requirement of every Trauma Centre within the UK. In order to maintain status as a Major Trauma Centre or Trauma Unit data should be submitted to TARN for every eligible trauma patient treated at the centre (see www.tarn.ac.uk for eligibility criteria).

In Major Trauma Centres the volume of trauma patients warrants the establishment of full time TARN Coordinator teams. In Trauma Units the volumes of Trauma can vary meaning that the coordinator role is fulfilled in a number of ways. Full or part time administrative coordinators may be responsible solely for TARN or also take on other elements of Trauma Service Administration. In some Trauma Units TARN Coordination is the remit of Trauma Nurse Coordinators as part of their wider clinical responsibilities.

Due to the variation in these successful models of coordination it is not possible to have a one size fits all TARN Coordinator Job Description. This document serves as a guide to the key roles and responsibilities of a TARN Coordinator, whether clinical or administrative. Due to the advanced level of data being compiled, and the required clinical knowledge, it is recommended that TARN administrators working in isolation are employed at a minimum of band 4 to reflect their skill set and experience.

Background

As a Trauma Unit within North East London & Essex Trauma Network ensuring trauma data quality is of the highest possible standard is crucial for the effective delivery of patient centred services, national audits and the planning of future care. Commissioning criteria for emergency admissions is dependent upon correct data sets. Capturing information forms part of the on-going care of the patient. Ensuring the hospital has accurate patient demographic data, NHS numbers and medical history will facilitate a smoother service for these trauma patients whether it be patient or relative enquiries, clinic appointments, GP letters, ability to recall patients if needed. Accurate data will also assist the Trust Finance Team to correctly charge commissioners and generate income for the trust.

Aim of the role

All Band's
To be responsible for identification, collation and entry of trauma data for the Trauma Audit Research Network (TARN) on-line database, on behalf of the Trauma Unit. This role involves working closely with clinical staff [under the guidance of the Team Leader].

Band 5+ (dependent on skills and experience)
In addition to above:
Promote and support the effective use of clinical data, information, knowledge and technology to inform the delivery of high quality and innovative clinical care and outcomes for patients suffering from traumatic injury.

The added value that the post holder will bring to this position is their understanding of the clinical nature of major trauma patients, the use of trauma systems to bring about improved patient outcomes, and the importance of data for quality improvement in trauma care.

Key working relationships

- Clinical Leads
- Medical and Nursing Teams
- Service/Network Manager
- Therapy Teams
- Trauma Nurse Coordinators
- Trauma Unit Director
- Clinical Coders
- Trauma Audit Research Network (TARN)
- North East London and Essex Trauma Network
- Outside agencies; for example local Coroner's Office

Key result areas

[Standard]
- Trauma patients are identified at the time of admission and complete audit submissions made to the Trauma Audit and Research Network within 25 days of discharge where possible.

- Any queries from the TARN database team are reviewed and responded to within 5 days

- The Trauma Unit meets, and exceeds where possible, national and pan-London targets in terms of data quality and ascertainment evidenced by Quarterly Dashboard reports and BTP tariffs.

- Undertake regular planned audit of data as well as ad hoc requests for data capture and analysis

- Liaise closely with external organisations as required; for example with the Trauma Network

[Advanced]
- To take forward agreed projects to improve data collection, submission and assurance

- To support the provision of data and information for organisational purposes, to meet national and legal requirements

- Working to develop appropriate data assurance systems

Main duties and responsibilities

[Standard]
- Working with the support and supervision of colleagues and within an agreed Standard Operating Procedure (SOP); acquire complex trauma data from medical records for entry onto Trauma Audit Research Network on-line database.

- Plan and schedule your day around the needs of other departments when visiting ED and inpatient wards. Keep records of patients whose data is collected, and take reasonable steps to follow up missing data on a daily basis. Visit wards, ED, pre-hospital providers

and access systems such as clinical database, image reporting systems to collect and extract relevant data.

- Enter complex clinical data onto on-line TARN database. Assess each medical record to create and complete pre-submission entry of patient trauma data, to ensure all key performance indicator(s) and mandatory research fields are entered. Ensure these entries are forwarded to TARN, within agreed timeframe and deadline, for use in finance and commissioning.

- Using your knowledge of administration procedures (training provided), retrieve patient medical records after discharge to enable full TARN database submission to be completed. Submit full data set to TARN, for use in trauma audit and research, within agreed timeframe.

- Liaise with other hospitals where necessary to retrieve information about dates of admission and discharge and outcome.

- Utilizing teamwork, establish and maintain excellent working relationships with the emergency department, bereavement office, ward staff and secretaries to enable the smooth operation of data collection and medical records retrieval. Resolving day to day problems which may arise around data collection.

- The post holder must show professionalism at all times and provide a courteous and empathetic service to the patient and / or relatives, always bearing in mind that they have sustained a traumatic injury.
- Participate in raising the profile of trauma data collection, highlighting the need for adequate documentation, reviewing and developing procedures as the role evolves, as data collection is ever changing. The post holder will have experience in dealing with multi-disciplinary teams and outside agencies. Due to the nature of the post and 'real time' collection, contact with patients and their relatives may occur.

- Following instruction and advice from your Trauma Unit Director, or other senior TARN colleague, act as the first point of contact for enquiries from other departments and end-users, requiring information on trauma department patients. Using your knowledge of the data protection act and information governance and apply this at all times and refer enquiries to the correct departments.

- When appropriate obtain / update / amend patient demographics: full name, date of birth, home address with postcode, registered General Practitioner (GP) name and address, phone numbers and next of kin details.

- Attend regular clinical governance and audit meetings and present data when required. To run reports and analyse reports from the system as required.

- Contact GPs to gain medical history to complete data entry to TARN database and to inform clinical team.

- To take part in other ad-hoc studies, training and mentoring as and when required. Developing new policies and protocols to ensure smooth flow of the department in relation to these studies.

- The post holder must work within the guidelines and framework of the Data Protection Act and at all times respect patient confidentiality.

- Due to the nature of traumatic injury, some patient / relative contact may be distressing. The post holder should be able to identify their own limits and know when to seek assistance from other staff members.

- Have a flexible / adaptable approach to their work in order to collate the correct data.

- The post holder must have good attention to detail. Ensuring that information collected is validated, accurate and appropriate [with supervision from team leader and colleagues].

- To maintain and develop excellent IT skills including database management.

[Advanced]

- Assist the Trauma Manager in the development and production of the organisation requirement for the provision of corporate and commissioning activity, ensuring the validity of the data

- Collect, analyse, develop, interpret and present information to a high standard. To ensure the quality, accuracy, nature and timely collection, analysis and reporting of data

- To contribute to the development of the trauma service and the delivery of high quality care

- Support the Trauma Manager to establish and develop links with 'information partners' both internally and externally to ensure a regular supply of information that meets the organisation's corporate and commissioning information requirements

- Attend and contribute to organisations, regional and Network meetings and present wherever necessary. Be a positive member when representing the Trauma Service

- To monitor and investigate data quality issues, ensuring problems are brought to the attention of the manager

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post-holder.

Effort, skills and working conditions

Physical skills	*Requires long periods of time spent at a computer with total accuracy in data entry. Good keyboard skills are required.*
Physical effort	*May require manual handing of medical records although this is becoming less frequent as more clinical information is recorded electronically.*
Mental effort	*Requires long periods of concentration as clinical data is reviewed and relevant information is extracted and uploaded with a high level of accuracy.*
Emotional effort	*Reviewing clinical records may require reading distressing records of injuries or death as a result of trauma.*
Working conditions	*Office based work [in a shared office]. Advanced candidates may have additional clinical roles and conditions should be reflected.*

Person specification

Post	TARN Data Coordinator	Band	
Dept/ward	Trauma		

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 into consideration in a job evaluation panel.

	Standard Candidate	Advanced Candidate	
	Essential	Essential	Desirable
Qualifications and knowledge	Education to A level standard or 3 years equivalent professional experience AMSPAR Medical Terminology at Level 2 or above	Degree or equivalent Level 1 Diploma Evidence of continuing professional development Post Graduate Diploma or equivalent experience Knowledge of principles of clinical audit Awareness of data security principles Working knowledge of anatomy	Registered Nurse or AHP Data management or IT qualification ECDL or equivalent computer qualification Familiarity with medical terminology and coding systems such as ICD10, OPCS, READ, SNOWMED Understanding of finance within the NHS Knowledge of relevant national guidance on reporting outcomes for patients suffering traumatic injuries
Experience	Two years' experience in the use of hospital patient access (clinical) databases such as CRS/EPR and administrative procedures, including specialized IT systems. Two years' experience in Microsoft Office applications Experience in interpreting complex	Experience in extracting and interpreting complex clinical information from clinical notes and presenting data from multiple, large, complex data sets Evidence of delivering on key performance indicators	Significant post registration experience within an ED/ITU/HDU/Trauma Unit/Major Trauma Centre Experience and expertise in the use of TARN ECDR and its reporting functions

	Standard Candidate	Advanced Candidate	
	Essential	**Essential**	**Desirable**
	medical data/terminology and analysis Experience in the storage and retrieval of hospital medical records Experience of working and collaborating in a team Database entry experience	Knowledge and experience in data quality issues and the resolution and monitoring of these Completion of audits within a healthcare setting	
Skills	Ability to work independently and as part of a multi-disciplinary team. To be able to communicate well verbally or in written format Ability to self-reflect, carry out tasks of own job and identify what he/she needs to learn to be able to do the job better Ability to receive and process complex information under pressure and to maintain accuracy/concentration levels Ability to prioritise own workload and work within timeframes and deadlines as required using own initiative and remaining motivated Basic understanding of Data Protection Act	IT Skills – including a good working knowledge of MS Office Ability to work independently and within a team. To be responsible for managing various elements of a project Demonstrates understanding of the importance of quality / audit Proven ability to prioritise own workload Ability to analyse, interpret and present data clearly	Numeracy skills including basic statistics
Communication	Good verbal communication skills to enable interaction between yourself and healthcare	Good communication skills – verbal and written Ability to communicate with managers, healthcare	

	Standard Candidate	Advanced Candidate	
	Essential	**Essential**	**Desirable**
	professionals, staff and patients.	professionals, and academics at all levels, to deliver the information requirements	
Specific requirements	Good record of attendance at school / work Flexibility and adaptability within role Reliable and enthusiastic Enthusiasm to develop ones own skills and knowledge in the healthcare environment	The ability to audit ones work to ensure accuracy and quality and understand its impact upon service To act as a resource across the Trust for the multidisciplinary team	