



Director of Clinical Delivery & Quality

REMOTE-FIRST ROLE

Unique opportunity to make a difference

**DIRECTOR OF CLINICAL DELIVERY &
QUALITY, HN, REMOTE-FIRST ROLE
£90,000- £130,000 PER ANNUM**

Purpose

HN has developed and clinically validated a predictive and novel preventative patient pathway whereby AI is used to identify patients at elevated risk of Emergency Care and these are offered a remote, digitally enabled, nurse-led coaching intervention. The curriculum for this personalised care intervention is accredited by the Personalised Care Institute and the novel patient pathway is gaining uptake within the NHS as a scalable solution to targeted Emergency Care prevention.

The Director of Clinical Delivery & Quality plays a pivotal role in deploying and further developing our high-volume, clinical coaching service designed to meet the raising care needs of patients at risk of unplanned emergency care. This role is centred on a patient-centric, digital-first, and remote service model, offering the flexibility to adapt swiftly to changing demand dynamics. Collaborating closely with the Chief Medical Officer and HN's technology Product Managers, the Director of Clinical Delivery & Quality continuously enhances the service's impact, all while upholding the highest standards of quality, safety, and efficacy.

THE OPPORTUNITY: DIRECTOR OF CLINICAL DELIVERY & QUALITY

CEO Statement



In my previous roles as Managing Director of one of NHS's first Integrated Care Systems and in a national leadership role for urgent and emergency care, I dealt first-hand with the rapid increase in number of people living many unhealthy years as they age and the seemingly overwhelming problem this presents to traditional models of healthcare. Legacy healthcare systems, operating with reactive care models, are in real danger due to the rapid surge in complex multimorbid chronic conditions. Chronic diseases can be best managed within our communities, but sustaining this approach requires personal agency in patients and proactivity from caregivers. The complex interplay of psycho-social factors, economic and educational disparities, and the sheer intricacy of these conditions can overwhelm community health efforts.

However, the convergence of recent advancements in computing technology and clinical research on the application of AI provides a promising solution to this dilemma. Leveraging routinely collected health data, HN Predict empowers healthcare providers to identify individuals at risk of a health crisis up to six months in advance with good specificity.

HN Predict revolutionises the allocation of healthcare resources, ensuring they reach the right person at the right time. This proactive approach enables preventative interventions that significantly reduce the need for hospitalisation, preserving individuals' agency over their health, and promoting better self-care practices.

What sets HN apart is its solid clinical evidence, affirming the efficacy of this predictive technology, and the immense benefits it offers to both patients and the healthcare system. Join us in shaping a future where healthcare is not just reactive but proactive, empowering individuals and strengthening our communities.

Mark England, CEO HN

About HN

HN is a data science and software company at the forefront of applied machine learning and population health management. Our ground-breaking product, HN Predict, empowers national healthcare providers to predict adverse health events in individual patients with astonishing accuracy. This innovative solution is a game-changer, enabling health systems to transition from reactive to proactive and preventative care. HN Predict not only eases the burden on acute hospitals but also amplifies the impact of community health programs, empowering patients to take control of their health and well-being.

HN is proud to be the sole provider with a clinically validated and GDPR-compliant solution deployed across multiple integrated care systems. Over the next three years, we are dedicated to expanding our footprint from demonstrator locations in England, Ireland, Northern Ireland, Scotland, and Wales to achieve system-wide adoption in these regions and beyond. Our mission is to make a substantial contribution to the sustainability of public health systems, positively impacting the lives of millions of patients.

Position Overview

The primary objective of the Director of Clinical Delivery & Quality is to build on HN's existing clinical coaching service, scaling it, assuring its quality, and safeguarding, automating what can be automated and ensuring delivery in line with our Personalised Care Institute accreditation. Operations are rapidly expanding from early 2024 and the role will initially entail recruiting 20-30 nurses, train and onboard them to service delivery. The service will need to be further tailored to cater to the needs of a socioeconomically and ethnically diverse patient population while ensuring a patient-centred approach at the most efficient cost. Once the initial recruitment phase is completed, focus will change towards delivering operational excellence in patient recruitment, coaching and discharge. This will require a lean production approach and methodology, leading with clear, relevant KPIs and handling the challenge of physically remote and virtual delivery of our coaching service.

Ultimately, the goal is to develop a well-documented, digitised nurse-led, remote clinical coaching service that can help patients at risk of Emergency Care to better engage with self-care, prevention and when necessary primary care and elective outpatient appointments.

Key Responsibilities:

- Develop and lead a clinical team, effectively communicating and inspiring them toward a vision of transformative change by remotely delivered personalised coaching and supported-self-care.
- Operate effectively in a dynamic and ambiguous environment, adept at simplifying complexity into actionable decisions.

- Take on safeguarding and incidence reporting.
- Champion patient-centred and holistic care as a fundamental principle.
- Make autonomous operational decisions, recognizing when escalation is necessary.
- Exhibit creativity in problem-solving to drive innovation.
- Demonstrate meticulous attention to detail.
- Display tenacity, determination, resilience, and self-awareness in all endeavours.
- Foster highly developed interpersonal skills and emotional intelligence.
- Develop future clinical services built from predictive case-finding capability.
- Collaborate closely with our digital team providing the technology platform used support clinical service delivery.

Experience:

- Possess extensive knowledge of Nursing, acquired through a significant tenure in a Senior Clinical role.
- Demonstrate a track record in quality, safety, and operational leadership with a clear commitment to service development and sustainability, prioritizing quality, outcomes, and patient experience.
- Show the ability to work autonomously, proactively initiating and organizing workloads, delegating effectively, responding adeptly to shifting priorities, and meeting tight deadlines.
- Prove the capacity to make difficult autonomous decisions in challenging situations.

Qualifications:

- Registered Nurse on the NMC (Nursing and Midwifery Council) register.
- A dedicated commitment to delivering the highest quality patient care.
- Possess strong (digital and clinical) transformational leadership skills, with the adaptability to tailor approaches to diverse situations.
- Deep knowledge, understanding, and experience in managing long-term conditions prevalent in primary and secondary healthcare.

This Director of Clinical Delivery & Quality role is pivotal in driving transformative change, expanding access to care, and ensuring quality and patient-centricity within HN's clinical operations. The ideal candidate possesses the leadership, adaptability, and clinical expertise needed to make a lasting impact on the healthcare landscape.

Join Us

If you are a forward-thinking clinical leader with a nursing background and a passion for the data-led transformation to proactive care, we invite you to join our team. Together, we can bring about the shift from reactive to proactive care, benefiting healthcare providers, communities, and patients alike.

HN is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We are a virtual-first company, attuned to making this work for both employees and company. We use our tools to maintain this productive culture, and still get together as a whole company several times a year.

Application Process

To apply for this exciting opportunity, please submit your CV and a cover letter outlining your qualifications and vision for the role to neil.pope@hn-company.co.uk. We look forward to reviewing your application and exploring the possibility of having you lead our clinical delivery and quality.