J@cqui.me ● **07725 513928**   ● **14, The Gables, Willand, Devon, EX15 2FE** ● **cv.ja.cqui.me**

Highly skilled and well rounded out of the box thinker with experience of Health Informatics implementations and programmes, including lean management, process development, transformation, and project leadership throughout Public & Private Sector, Not-for-Profit & Membership Organisations.

Ability to be flexible and handle change in a positive manner; managing communication with emotional intelligence. An accomplished candidate, with experience of coordinating operational and programme activities in a range of sectors. A driven manager, with a proven record in developing new initiatives and cultivating effective relationships at various levels both internal and external.

Areas of Expertise include:

- Operational Analysis
- Programme Management
- Communications skills
- Social Care CQC Regulations & Compliance

- System Design & Delivery
- Transformation & Change Management
- Team Leadership
- Quality Analysis & Management

- Epic Electronic Patient Record
- NHS Data Standards
- Data Reporting & Development
- Programme Reporting & Documentation

Professional Experience

ROYAL DEVON UNIVERSITY HEALTHCARE TRUST ● Devon ● August 2021 – Present
EPR Application Design & Delivery Lead ● Fixed Term Contract
Accountability for Epic (EPR) system configuration and training for both a new implementation and existing live system initially across two NHS Trusts (now integrated). Since July 2022 Go Live, management of transition to BAU structure.
Key Accomplishments:
• Operational responsibility for system upgrades, requested changes and System Updates including Build, Testing, Training, and Implementation
• Created and initiated Divisional structure, processes, and SOPs as part of BAU Structure transition
• Lead a re-implementation of Epic for Nightingale Exeter with new proof of concepts configuration and quick turnarounds for the Elective Recovery programme

MANCHESTER UNIVERSITY NHS FOUNDATION TRUST ● Remote ● January – August 2021
EPR Admin Workstream Lead ● Fixed Term Contract
Workstream lead for all things Non-Clinical in a Transformation project to implement Epic EPR across 10 acute hospitals within one Trust.
Key Accomplishments:
• Leading a multi-disciplinary configuration workstream in the build and implementation of a new EPR system – holding responsibility for a total of 15 modules and cross module areas within the project.
• Working with Programme Transformation team to analyse and suggesting ways to improve current workflows and working practices.
• Only workstream to complete 100% Build completion during initial build phase of the Programme

ROYAL DEVON AND EXETER HOSPITAL NHS TRUST ● Devon ● January 2019 – January 2021
Project and Configuration Manager ● Fixed Term Contract
Leading a multi-disciplinary configuration team of 12 in the build and implementation of a new Electronic Patient Record system – holding responsibility for a total of 15 applications and integrated areas within the project. Analysing and documenting highly complex workflows suggesting ways to improve current working practices.
Key Accomplishments:
- Only manager that maintained 100% build completion throughout adoption phase of project
- Devised and delivered multiple mini projects within the overall programme to tight deadlines
- Leading role in small team implementing Epic in Nightingale Hospital (Exeter) prior to Trust Go Live with Epic

CENTRUM CARE HOMES ● Devon ● February 2018 – December 2018
Operations Manager ● Fixed Term Contract
Key involvement in acquisition of a pair of Care Homes from initial viewing to negotiation (purchased out of a 3-year administration period). Full operational management of homes, including home performance such as agency levels, occupancy Local Authority & Self-Funding, staffing and budget management, and line management of Home Managers. Working directly with business owners to drive the new business forwards.
Key Accomplishments:
- Managed TUPE transfer of all staff from new acquisitions to Centrum Care Homes
- Post-acquisition took 2 homes out of Local Authority whole service safeguarding within 1 month of operation
- Implemented new Care, Quality and HR policies, quality assurance standards and business processes to all new homes
- Implemented a new Care System (Access Health Support & Care – HSC)

Jacqui Seward

ORDER OF ST JOHN CARE TRUST • Wiltshire • July 2017 – February 2018

Area Operations Manager • Interim Contract

Took the lead on Change Projects including taking on management of Care Homes that needed to improve / require additional support. Accountability and responsibility for Home Managers, and overall home performance including agency levels, occupancy Local Authority & Self-Funding, staffing and budget management.

Key Accomplishments:

- Initiated "Service Recovery Model" to improve performance and compliance of challenging homes
- Created and implemented management training materials on Data, Reporting, and Systems for all Managers
- Improved quality compliance in new Care Home from 53% (4RI's & 1G) to 79% (5G's) in a 2-month period
- Lead a newly commissioned Dementia home Goodson Lodge[1]
- Managed transfer for 28 residents from a closing Care Home to county portfolio in 13 business days

HEALTHCARE AT HOME • Field Based • March 2016 - June 2017

Senior Clinical Operations Manager • Fixed Term Contract

Effectively lead operational activities for the South West region and support the development of clinical excellence across all teams. Headed clinical work force of ~100 nurses within the South West delivering complex health care services within patient's home and clinic environment.

Key Accomplishments:

- Created and implemented full Operations Manual for all South West services both within the home and within the Bristol Chemo Clinic
- Completed CQC inspection prep to ensure improvement of the clinical services with quality standards, including both 3-day inspection and follow up
- Piloted a new scheduling system successfully – which lead to a secondment (noted below)

SECONDMENT: Clinical Operations Lead for Business Change Project

Revised clinical working patterns and requirements across entire Clinical Operations business including consultation on working hours for more than 500 employees. Coached and trained project team members about management skills, implementation of scheduling and rostering systems, and leading the Data/Reporting work stream.

Key Accomplishments:

- Implemented new scheduling software to allow for automated scheduling for Clinical Operations
- Project Manager for designing and roll out of Roster software
- Developed and presented full training materials for new system including user guides and video demos

TIVARA (HEALTH & SOCIAL CARE CONSULTANTS) • Field Based • September 2015 - March 2016

Consultant • Fixed Term Contract

Ensured all contracted projects were delivered on time, met (and exceeded) the client's needs and expectations. Implemented new processes within Human Resources, Business Development, Marketing and Operations departments.

Key Accomplishments:

- Supported marketing and business development activity within the Health Care organisation by creating a private enquiry tracker system
- Designed and developed all promotional & informative materials for a new start-up Care Agency
- Implemented an internal communication strategy including newsletters, a new intranet site and staff forum areas within existing website
- Completed a full re-brand with well-known independent Nursing Home following a renovation

Education & Training

Bachelor of Arts in Marketing & Project Management	**Epic Certifications: EpicCare Ambulatory, ASAP, Cadence, Grand Central, PAS, HIM, Identity, Beacon, Welcome, HODs, OpTime, Security & Provider Management**
OPEN UNIVERSITY, 2012	Epic Systems, 2019 & 2021
Bachelor of Science in Physics and Philosophy	**Safeguarding Group B**
KINGS COLLEGE, 2005	Wiltshire Council, 2017
A-Levels and GCSE's including Maths, Physics, Biology, Chemistry	**CQC Regulations & The Care Act 2014**
	W&P Training • 2015
BLUNDELL'S SCHOOL, 2002	**Crisis & Media Communication**
	Parsley Media • 2014

References Available Upon Request

[1] http://www.carehomeprofessional.com/going-gold-wiltshire-care-home-achieves-highest-ever-score-dementia-design/