

CIVIL SERVICE POSITION DESCRIPTION

INCUMBENT: _____

PRESENT CLASSIFICATION: Clinical Practice Data Analyst Specialist – (Performance Analyst)

DEPARTMENT/DIVISION: Office of Correctional Medicine (OCM)

CSN:

FLSA STATUS:

DATE:

Function

Under general direction, the Clinical Practice Data Analyst Specialist (Performance Analyst) manages, performs and coordinates highly specialized and essential data-driven quality improvement and quality management data collection, analytics and reporting activities for the Performance Management Unit in the Office of Correctional Medicine's Quality Management and Operational Excellence (QMOE) Section in accordance with policies and standards of performance. This position may require travel to, including but not limited to, correctional facilities.

Organizational Relationship

The Clinical Practice Data Analyst Specialist (Performance Analyst) reports to the Performance Management Unit's Clinical Practice Data Analyst Coordinator, who in turn reports to the OCM Director of Quality Management and Operational Excellence, who in turn reports to the OCM Executive Director, who in turn reports to the Associate Provost for External Relations, who in turn reports to Dean and Provost of the SIU School of Medicine/Chief Executive Officer of SIU HealthCare.

Duties and Responsibilities

The following information is intended to be representative of the work performed by incumbent in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities.

Demonstrates, by actions, commitment to the mission and the behavioral standards of SIU School of Medicine. Provides excellent service to both internal and external customers through collaboration and partnership; compassion and respect; integrity and accountability; diversity and inclusion; as well as continuous learning and improvement.

% of time	Duties
25	1. Provides professional and highly specialized research, consultation and performance management expertise in the area of data collection, analysis, reporting and performance metrics development; develops process improvement procedures to improve operational efficiency; performs data gathering, root cause analysis and performance trending in order to develop performance metrics and recommend appropriate process control changes; manages multiple complex data collection and analysis projects and performance metrics; creates executive-level dashboards and presents information to help understand the operational impact of the data to drive the delivery of quality healthcare; provides data insights that drive clinical process improvement; creates predictive analytic models for providing valuable insights for quality healthcare delivery; manages timely flow of business intelligence information to users.
25	2. Utilizes technology and computer systems (including hardware and software) to program, set up functions, enter or import data and process information; creates business intelligence tools or systems, including design of related databases, spreadsheets, or outputs; monitors data quality; mines data to extract information from data sets and identifies correlations and patterns; predicts trends in healthcare delivery services and performance goals; identifies and recommends new or innovative opportunities to streamline business processes or for opportunities for improvement; recommends quantitative predictive models for improved healthcare data collection and performance management outcomes;

	converts data into usable information that is easy to understand and intuitive to technical and non-technical end users; assimilates information on frequent changes to abstraction process and criteria, and communicates to all relevant stakeholders.
10	3. Participates as part of a multi- and inter-disciplinary team to solve quality management challenges and recommend action plans for improvement; performs duties collaboratively with multi-disciplinary and diverse teams by observing correctional healthcare clinical and workflow practices as directed and identifying gaps in performance, opportunities for improvement, continuous process improvement, and other quality and change management efforts related to the delivery of healthcare to justice involved individuals; collaborates with clinicians, administrators and other staff to design, promote and drive best practice quality management standards, practices and trainings.
10	4. Applies knowledge of performance management and quality improvement data collection and analysis to compile, model, validate, interpret and analyze data and present results; collects valid and reliable data from different platforms, documents, surveys, metadata and industry standard healthcare service delivery protocol and guidelines to be used for the development and monitoring of performance metrics; maintains the quality of data used for performance and quality management to assure raw data is clean and without errors, duplication, or outliers; gathers and maintains statistical data for administrative reports, clinic utilization statistics, utilization reviews; reviews and analyzes of complex data provided by the staff, as well as from additional sources, including qualitative surveys, quantitative audits and evidence-based best practices and literature reviews; provides comprehensive and timely reports and detailed analysis; applies sampling techniques to determine groups to be surveyed or use complete enumeration methods; designs data collection forms for internal audits to capture appropriate data, including relevant criteria, sampling methodology, and instructions for data collection.
10	5. Participates in the a) design of audit methods and instruments to measure performance and service delivery, b) identification of opportunities for improvement, c) development of action plans for resolution of issues identified by QMOE staff, stakeholders and partners, d) site visits and audits; makes recommendations for staff training needs; identifies clinical problem areas and recommends correction of deficiencies; develops, implements and maintains systems to ensure effective and high-quality healthcare.
10	6. Reviews, evaluates, develops, and interprets OCM, partner and stakeholder policies and operational procedures and communicates updates to quality management staff or process end users, including through formal training sessions; produces documents which may be proprietary or highly sensitive and confidential; documents may include, but not be limited to, standards, performance and accountability reviews which include mortality and morbidity studies; recommends new training initiatives to the Operational Excellence and Performance Management Units.
5	7. Serves as a liaison to committees, teams and outside organizations as assigned. Provides training and authoritative information, assistance, and advice to OCM staff, partners and stakeholders; attends professional conferences; develops and trains OCM staff and partners on ethical, compassionate and non-judgmental aspects and techniques needed in the performance of services.
5	8. Performs other related duties as assigned

Skills and Abilities Needed for the Position

- A. Experience with business intelligence (BI) reporting, data modeling, data analysis, relational databases, query reporting and report specification development
- B. Experience using business intelligence tools or systems, including design of relational databases, spreadsheets, or outputs and database and report writing software
- C. Proficiency with Excel and a statistical package such as SAS, SPSS, or Minitab
- D. Experience with collecting and capture, provisioning, exporting, transforming and loading data and information from multiple systems and documents
- E. Experience in effectively communicating stories embedded in the data and the ability to translate data-driven insights into meaningful
- F. Experience developing or testing quality measures using qualitative and/or quantitative research methods and the ability to work with subject matter experts to develop and rigorously test clinical quality measures is preferred
- G. Excellent interpersonal and emotional intelligence skills; adept at communicating effectively both verbally and in writing with clients, stakeholders, partners, coworkers, etc., both internally and externally, and from a wide range of differing

economic and cultural backgrounds; demonstrated abilities to understand and work successfully with the various interrelationships present in a government or academic setting

- H. Analytical problem solving skills with attention to details; analytical thinker and complex problem solver. Must be responsible and trustworthy and possess strong ethics, sound judgment and expert decision making abilities
- I. Demonstrates the ability to clearly document according to standards of practice and to accurately and efficiently audit the documentation and data of others utilizing resources and tools provided
- J. Working knowledge of tools, methods and concepts of quality management and “systems thinking”
- K. Ability to identify, promote, and shepherd quality improvement activities in a positive, productive manner
- L. Possesses a professional and resourceful style; having the ability to work independently and as a team player, to take initiative, and manage multiple tasks and projects at the same time
- M. Effective problem solving and conflict resolution skills with the ability to remain calm and professional in stressful situations and the capacity to engage audiences and inspire accountability
- N. Adept at organizing, planning, benchmarking and prioritizing work, best practices and the development of specific goals to accomplishing work
- O. Skill in decision making by considering the relative costs and benefits of potential actions and choosing the most appropriate one
- P. Experience with process and workflow design
- Q. Ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)
- R. Evidence through professional activities that demonstrates intelligence, flexibility, creativity, and “quickness” in the understanding (analysis and synthesis) of complex concepts and models. Ability to be progressive and proactive in planning and organizing major initiatives; visionary and forward thinking.
- S. Sensitive to the needs of underrepresented and minority populations and has non-judgmental approach to servicing these populations. Must be compassionate and approachable and have respect for patient’s confidentiality
- T. Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction
- U. Consistently supports compliance by maintaining privacy/confidentiality of information, displaying ethics and integrity, reporting non-compliance and adhering to applicable federal, state and local laws and regulations, accreditation and license requirements (if applicable) and to current IDOC, SIU School of Medicine and OCM policies and procedures. Maintain a HIPAA-compliant environment for patients
- V. Current and valid Illinois driver's license and requisite auto insurance or ability to travel from one site to another timely

Desired Qualifications

1. Certification in data analytics or quality management from accredited institution/organization
2. Bi-lingual - Spanish speaking

Responsibility

- A. Supervisory Controls – Under general direction of the Clinical Practice Data Analyst Coordinator, employee will receive verbal and written instruction. This position does require flexibility in the prioritizing of multiple complex assignments and a solid attention to detail.
- B. Guidelines – This position is required to follow written and oral directives according to the statutes, regulations, and policies of Southern Illinois University, SIU Carbondale, SIU Board of Trustees, SIU HealthCare, and the SIU School of Medicine; as well as by direction of the Dean and Provost/Chief Executive Officer and the laws of the State of Illinois.

Difficulty

- A. Complexity - Under general direction, the Clinical Practice Data Analyst Specialist (Performance Analyst) manages, performs and coordinates highly specialized and essential data-driven quality improvement and quality management data collection, analytics and reporting activities for the Performance Management Unit in the Office of Correctional Medicine's Quality Management and Operational Excellence (QMOC) Section in accordance with policies and standards of performance. Adept at maintaining strong working relationship across SIU system campuses and with OCM partners and stakeholders. Requires ability to identify, promote, and shepherd quality improvement activities in a positive, productive manner. Must possess a professional and resourceful style; having the ability to work independently and as a team player, to take initiative, and manage multiple tasks and projects at the same time.

B. Scope and Effect – Primarily Office of Correctional Medicine administrative and executive/leadership quality management operations. Incumbent performance will impact staff, partners, stakeholders, providers and others employed by SIU SOM.

Personal Contacts

Personal contacts will be face-to-face, telephone, e-mail, etc., and will be with staff, partners, stakeholders and customers. The purpose for these contacts is for OCM operations, management, functions and processes. Requires travel to, including but not limited to, correctional facilities.

Environmental, Health and Safety Responsibilities

Participates in meetings, trainings and other environmental, health and safety activities as required by SIU School of Medicine.

Working Conditions

See attached Physical and Environmental Requirements form

INCUMBENT: _____

DATE _____

REVIEWED BY: _____

DATE _____

Executive Director, OCM

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: _____ Classification: **Clinical Practice Data Analyst Specialist**

Position No. (If applicable): _____ Department: **Office of Correctional Medicine-SMS**

WORK ENVIRONMENT: (Check all applicable environments)

<input checked="" type="checkbox"/> Office	<input type="checkbox"/> Hospital
<input type="checkbox"/> Clinic	<input type="checkbox"/> Warehouse
<input type="checkbox"/> Research Laboratory	<input type="checkbox"/> Outdoors
<input checked="" type="checkbox"/> Other (Be Specific): correctional facilities	

PHYSICAL DEMANDS:	Seldom	Occasionally	Frequently	Constantly	N/A
(Indicate frequency of activity during performance of position duties)	(Performed rarely less than 2% of the time)	(Performed less than 25% of the time)	(Performed 26% to 50% of the time)	(Performed 51% or most of the time)	

(Click on the Physical Demands Definitions button at the bottom of the form for a list of physical demands definitions)

Reading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Speaking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Close visual acuity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Travel	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hearing - Conversation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Hearing - Other Sounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Stooping	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Squatting	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gross hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Fine hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working in dust, fumes, gases, or irritants	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working at heights	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working in extreme cold, heat and/or humidity	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working in close quarters	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Climbing	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operating motor vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Sitting	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Standing	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working above shoulder level	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twisting	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kneeling	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pushing or pulling		20 - 40 lbs.			<input type="radio"/>
Carrying		10 - 20 lbs.			<input type="radio"/>
Lifting		40 - 60 lbs.			<input type="radio"/>
Other (Please list): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I affirm the environmental and physical demands listed on this form are an accurate reflection of the requirements of this position to the best of my knowledge and belief.

I have read, understand and am capable of meeting the physical and environmental demands of this position.

Supervisor Signature

Date

Supervisor Name

Employee Signature

Date