

## POSITION DESCRIPTION

# Emergency Department/Surgical Data Integrity Officer

### Our CORE Values

Collaboration  
Openness  
Respect  
Empowerment



Organisation	NSW Health
Local Health District /Agency	Illawarra Shoalhaven Local Health District
Position Number	
Cost Centre	175231
Position Classification	Health Mgr Lvl 2
State Award	Health Managers (State) Award
Reporting to	Team Lead ED/Surgical Data HSM3
Does this role manage or supervise others?	No
Vaccination Category	
Website	<a href="http://www.islhd.health.nsw.gov.au/">http://www.islhd.health.nsw.gov.au/</a>

## PRIMARY PURPOSE (max 3,800 characters with spaces)

ISLHD recognises that its data is one of its most valuable assets. The need for high quality data is increasingly important, as clinicians and managers use this data to make critical decisions which impact the quality of care and for Activity Based Management (ABM) purposes.

The position fulfils an integral role in the coordination of Emergency Department and/or Surgical data and associated work practices across the ISLHD in accordance with ISLHD policies and NSW Health directives. The occupant is responsible for data integrity, data analysis and the creation of regular statistical reports to local health management and government bodies, plus ongoing staff education and management of all aspects of clinical data and its relevant applications e.g. eMR FirstNet and Surginet.

The Data Integrity Officer combines their clinical understanding with a technical ability to review evidence of the patient experience and data sets and proactively lead quality improvement and practice change. The position will be responsible for the general data assurance of one or more specific data sets including managing the collection, cleansing and basic analysis of the data.

The Emergency Department/Surgical Data Integrity Officer sits within the Performance Unit, which is the strategic lever in strengthening and accelerating the analytics maturity in ISLHD. There will be a requirement for this position to attend clinical sites when necessary.

## KEY ACCOUNTABILITIES (max 3,800 characters **with spaces**)

### Data collection, quality assurance and cleansing

- Perform concurrent and retrospective reviews of clinical documentation/data entry for incomplete, ambiguous or conflicting information and use query processes where appropriate.
- Knowledge and ability to coach others to understand the specific rules and processes required for data input in the clinical setting.
- Provide feedback to managers and clinicians about performance of their service in relation to data collection/documentation and financial, data quality impacts of improvement.
- Build capacity and capability of management, clerical and clinical data entry staff through workshops, education sessions, mentoring and coaching.
- Ensure data entry and clinical documentation work processes are updated and consistent across ISLHD.
- Ensure confidentiality of the data in accordance with the NSW Health Privacy Manual.
- Build and maintain effective working relationships with internal and external stakeholders, championing data quality for the district.
- improvement, or process design strategies.
- Develop in-depth understanding of relevant data collection systems.
- Responsible for the provision, monitoring, collating and analysis of information reported for assigned datasets managed by the Performance Unit.
- Perform comprehensive data management tasks including data testing, review, reconciliation, validation, writing and resolving data clarifications.
- Use data systems and apply analytical and interpretation skills to identify and/or rectify inaccurate data.
- Liaise with nominated facility and district representatives as required in order to ensure strict adherence to deadlines and appropriate data definitions so that data is provided in a timely, reliable, comparable and standardised manner.
- Develop and monitor local policies and protocols related to data collection.
- Remain informed of current trends and developments related to the current position.
- Ensure the integrity and quality of district-wide data and ensuring that entries are in accordance with NSW Health Business Rules by regular monitoring and performing data cleansing as required.
- Development of standard sets of reports for use across ISLHD and working closely with the Information Management team to assist with publishing of reports.
- Perform, support and contribute to Quality Activities or Research Programs through advice, research and statistical analysis.
- Facilitate quality improvement processes across the district to improve data quality and reduce errors through appropriate choice of error detection and correction, process control and provide high level analytical support, information, reporting and subject matter expertise to senior members of ISLHD including the Executive in a timely, clear and useful manner to enable well informed management decisions.

### General

- Travel to and work with various teams from many different sites and services across ISLHD.
- Report to State and local user groups related to data collection and represent ISLHD at state-wide forums.
- Involvement in strategic planning of data systems across all streams.
- Work collaboratively with other business units to facilitate information sharing, problem solving and decision making.
- Involvement in Activity Based Funding Activity Target setting.

### ICT

- Provide feedback to the ICT eMR Development Team and the State-based Build team in relation to reporting needs for ISLHD.
- Relieve and support other data systems' Data Managers within the unit as required.
- Assist with ICT eMR Support team in upgrades as required as part of the overall Cerner eMR upgrades
- Participate in testing of system upgrades, ISLHD developed reports and NSW Health SBB reports.

## SELECTION CRITERIA (max 8 selection criteria)

1. Relevant tertiary qualification and/or extensive experience in clinical data collection, data entry, analysis and information management, preferably within a health service environment. Experience in eMR FirstNet and/or SurgiNet is an advantage.
2. Extensive knowledge of and experience in database function, including data management and data security. Experience with querying databases using office computer systems, particularly Excel and Access and ability to use reporting tools and communicate information to relevant stakeholders.
3. Excellent written and verbal communication skills, negotiation, presentation and interpersonal skills and an ability to communicate data concepts (data lifecycle, data errors etc) to audiences with various levels of data literacy, including clinicians.
4. Demonstrated ability to influence behaviour change, develop and deliver tailored education and undertake quality improvement.
5. Ability to problem solve, prioritise workload and meet deadlines, both autonomously and in a team environment, with minimal supervision to a high professional standard and within strict deadlines.
6. Demonstrated understanding of Activity Based Funding, in particular how activity is counted, classified and funded.
7. Ability to assist with the development and implementation of policies, procedures, and standards including providing input, interpret, monitor, implement and evaluate policies and related information.

## KEY CHALLENGES (max 3 key challenges – 1,000 character limit **with spaces** in each field)

1. Establish and maintain effective relationships with senior sponsors, managers and clinicians in relation to data quality and analysis.
2. Ability to solve problems with staff in other departments, particularly around the reporting of information from or the import of data.
3. Effectively and efficiently manage workflows associated with various systems and reporting requirements, and deliver time critical tasks in an environment with competing workloads.

## KEY RELATIONSHIPS (max 3 internal and 2 external key relationships – 200 character limit **with spaces** in each field)

WHO	WHY
ED/Surgical Data Team Lead	Direct line of supervision. Receive direction, supervision, development opportunities and feedback in relation the duties of this role and communicate achievements and challenges.
Planning & Performance Division	Provide support and drive continuous improvement initiatives within the Performance Team. Work cohesively in delivering ISLHD strategic vision.
ISLHD key stakeholders – Clinicians, Site Managers, Management	Establish and maintain relationships to ensure submission of timely and accurate performance reporting data. Liaison and engagement with all ISLHD services regarding data needs.

# JOB DEMANDS CHECKLIST

## Definitions

\* Denotes a critical requirement of the job

## Frequency

<b>I</b>	Infrequent – intermittent activity exists for a short time on a very infrequent basis	<b>C</b>	Constant – activity exists for more than 2/3 of the time when performing the job
<b>O</b>	Occasional - activity exists up to 1/3 of the time when performing the job	<b>R</b>	Repetitive – activity involves repetitive movements
<b>F</b>	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	<b>N/A</b>	Not applicable – activity is not required to perform the job

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)		FREQUENCY					
			I	O	F	C	R	N/A
	<b>Sitting</b>	Remaining in a seated position to perform tasks				X		
	<b>Standing</b>	Remaining standing without moving about to perform tasks		X				
	<b>Walking</b>	Floor type: even/uneven/slippy, indoors/outdoors, slopes		X				
	<b>Running</b>	Floor type: even/uneven/slippy, indoors/outdoors, slopes						X
	<b>Bend/ Lean Forward from Waist</b>	Forward bending from the waist to perform tasks	X					
	<b>Trunk Twisting</b>	Turning from the waist while sitting or standing to perform tasks	X					
	<b>Kneeling</b>	Remaining in a kneeling posture to perform tasks						X
	<b>Squatting/ Crouching</b>	Adopting a squatting or crouching posture to perform tasks						X
	<b>Leg/ Foot Movement</b>	Use of leg and or foot to operate machinery						X
	<b>Climbing (stairs/ladders)</b>	Ascend/ descend stairs, ladders, steps, scaffolding		X				
	<b>Lifting/ Carrying</b>	Light lifting & carrying – 0 – 9kg		X				
		Moderate lifting & carrying – 10 – 15kg						X
		Heavy lifting & carrying – 16kg and above						X
	<b>Reaching</b>	Arms fully extended forward or raised above shoulder		X				
	<b>Pushing/ Pulling/ Restraining</b>	Using force to hold/restrain or move objects toward or away from body						X
	<b>Head/ Neck Postures</b>	Holding head in a position other than neutral (facing forward)	X					
	<b>Hand &amp; Arm Movements</b>	Repetitive movements of hands & arms					X	
	<b>Grasping/ Fine Manipulation</b>	Gripping, holding, clasping with fingers or hands						X
	<b>Work at Heights</b>	Using ladders, footstools, scaffolding, or other objects to perform work						X
	<b>Driving</b>	Operating any motor powered vehicle		X				

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)		FREQUENCY					
			I	O	F	C	R	N/A
	<b>Sight</b>	Use of sight is an integral part of work performance eg viewing of X-rays, computer screen				X		
	<b>Hearing</b>	Use of hearing is an integral part of work performance eg telephone enquiries				X		
	<b>Smell</b>	Use of smell is an integral part of work performance eg working with chemicals						X
	<b>Taste</b>	Use of taste is an integral part of work performance eg food preparation						X
	<b>Touch</b>	Use of touch is an integral part of work performance						X

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Assisting</b> ↓						
	<b>Distressed people</b> eg. emergency or grief situations						X
	<b>Aggressive &amp; uncooperative people</b> eg. drug/alcohol, dementia, mental illness						X
	<b>Unpredictable people</b> eg. dementia, mental illness, head injuries						X
	<b>Restraining</b> Involvement in physical containment of patients/clients						X
	<b>Exposure to distressing situations</b> eg child abuse, viewing dead/mutilated bodies						X

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Dust</b> Exposure to atmospheric dust	X					
	<b>Gases</b> Working with explosive or flammable gases requiring precautionary measures						X
	<b>Fumes</b> Exposure to noxious or toxic fumes						X
	<b>Liquids</b> Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						X
	<b>Hazardous substances</b> eg. dry chemicals, glues						X
	<b>Noise</b> Environmental/background noise necessitates people to raise their voice to be heard		X				
	<b>Inadequate lighting</b> Risk of trips, falls or eyestrain						X
	<b>Sunlight</b> Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						X
	<b>Extreme temperatures</b> Environmental temperatures are < 15°C or > 35°C						X
	<b>Confined spaces</b> Areas where only one egress (escape route) exists						X
	<b>Slippery or uneven surfaces</b> Greasy or wet floor surfaces, ramps, uneven ground	X					
	<b>Inadequate housekeeping</b> Obstructions to walkways and work areas cause trips & falls	X					
	<b>Working at heights</b> Ladders/stepladders/ scaffolding are required to perform tasks						X
	<b>Biological hazards</b> eg. exposure to body fluids, bacteria, infectious diseases						X