

POSITION DESCRIPTION

Sub-Acute/Non-Admitted 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 | SNAP/NAP Data Team Lead HSM3 |
| Does this role manage or supervise others? | No |
| Vaccination Category | |
| Website | http://www.islhd.health.nsw.gov.au/ |

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 Sub and Non-Acute Patient (SNAP) / Non-Admitted Patient (NAP) Data Integrity Officer is responsible for promoting data quality across the district and implementing a range of continuous improvement processes. They will operate within a collaborative multi-disciplinary team environment and provide expert advice and analytical support focused toward improving data management processes, and ultimately contribute to patient outcomes and alignment with patient classification and Activity Based Funding (ABF) processes.

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 position will also provide education, training and ongoing support to staff about all aspects of SNAP/NAP and its applications.

The SNAP/NAP 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. This requires working closely with key stakeholders such as clinical staff, Clinical Coding department and the eMR Team.
- 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.
- Build and maintain effective working relationships with internal and external stakeholders, championing data quality for the district.
- Facilitate quality improvement processes across the district to improve data quality and reduce errors.
- Provide support, leadership, education and training to clinicians and staff to facilitate service provision changes, and ensure data quality across the district.
- 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.
- Working knowledge of the PAS (Patient Administration System), eMR, CHOC (Community Health Outpatient Care), HERO (Health Establishment Registration Online System) and SPaRC environments.
- Perform comprehensive data management tasks including data testing, review, reconciliation, validation, writing and resolving data clarifications
- Use health care data systems and apply analytical and interpretation skills to identify and/or rectify inaccurate data. This may include identifying changes to practices that may be impacting accurate reporting.
- Identify areas for data quality improvements and help to resolve data quality problems through appropriate choice of error detection and correction, process control and improvement, or process design strategies.
- Ensure data complies with current data definitions using NSW Health's Health Information Resources Directory (HIRD) and the Independent Hospital Pricing Authority (IHPA).
- Develop and monitor local policies and protocols related to data collection.
- Produce routine and ad-hoc data analyses for services and sites, as required. Analyse and disseminate data that drives visibility of outcomes to support continuous improvement.
- Use data outputs to promote ongoing education to and engagement of clinicians (individually or at a departmental level) on the impact of their clinical documentation on data integrity and the current activity based environment.
- Provide high level analytical support, information, reporting and subject matter expertise to senior members of the Local Health District (LHD) 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.
- Work collaboratively as part of a team and be open to providing and receiving coaching and mentoring.
- Represent ISLHD on various working groups, and at state level meetings as required.
- 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.
- Promote compliance with NSW Health policies.
- Generate key documents including briefing papers and related correspondence on issues as required
- Provide feedback to the ICT eMR Development Team and the State-based Build team in relation to reporting needs for ISLHD

SELECTION CRITERIA (max 8 selection criteria)

1. Relevant tertiary qualification and/or extensive experience with a proven ability in data collection, data entry, analysis and information management, preferably within a healthcare environment or similarly complex organisation.
2. High level analytical, conceptual and problem-solving ability with attention to detail, with demonstrated capacity to interpret information, assess data quality, system and process issues, report risks, and implement solutions to ensure data integrity across a large organisation.
3. Demonstrated ability to influence behaviour change, develop and deliver tailored education and undertake quality improvement.
4. Exceptional 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.
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.
6. Demonstrated personal agility and ability to adapt to changing environments and workloads with pace and energy.
7. Experience with querying databases using office computer systems, particularly Excel and Access and ability to use reporting tools and communicate information to relevant stakeholders.
8. Ability to provide 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. Change work processes and outputs to move towards more preventative and automated approaches.
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 |
|--|---|
| SNAP/NAP Data Team Lead | 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 with data integrity officers and support officers within the Performance Team. |
| ISLHD key stakeholders – Clinicians, Site Managers, Management | Establish and maintain relationships to ensure submission of timely and accurate performance reporting data. Collaboration of capabilities and development. |

JOB DEMANDS CHECKLIST

Definitions

* Denotes a critical requirement of the job

Frequency

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

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

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

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

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