



NON-CONTRACT ROLE DESCRIPTION

JD4045

ROLE TITLE:	Coordinator, Medical Staff Data Quality & Standards	ROLE DESCRIPTION NO.:	01430
DEPARTMENT:	Medical Affairs	HEABC REFERENCE NO.:	18721032
REPORTING TO:	Manager, Medical Staff Credentialing & Privileging	HSCIS CODE:	03099
CLASSIFICATION:	NCEM/Range 7	JOB CODE:	03099FC

ROLE SUMMARY

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health) patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

The Coordinator, Medical Staff Data Quality and Standards (Coordinator) is the business lead responsible for all aspects of data integrity and reporting for the medical staff credentialing software. The Coordinator represents, and speaks for, Island Health at provincial meetings in the development of standards for the provincial database, Cactus. The Coordinator ensures that the database is the single source of truth for physician demographic information by creating and maintaining data entry standards, performing audits, resolving data issues and recommending and implementing improvements. The Coordinator is the applications expert and super user of the system and provides Island Health-wide support to stakeholders in Medical Affairs, medical staff leaders and all medical staff. The Coordinator provides leadership to a team of data stewards located at various facilities across Island Health.

The Coordinator manages within a complex matrix environment which includes a challenging medical staff population, as well as senior leaders and medical leaders within Island Health and other health authorities. The Coordinator effectively participates as a member of the Medical Administration leadership team fostering ongoing collaboration, communication and integration.

DUTIES AND RESPONSIBILITIES:

1. As the business lead for the provincial Cactus database, represents and speaks for Island Health at the provincial level, and provides representation and leadership on other internal and external project teams related to medical staff credentialing software.
2. Represents Island Health on the provincial Central Coordinating Office team providing direction and input into provincial policies and procedures to meet the medical staff credentialing and privileging business requirements of Island Health.
3. Primary point of contact in the provincial support structure and troubleshoots any issues with the Central Coordinating Office team.
4. Leads selection, training, supervision, development and performance metrics of geographically distributed data steward staff to ensure the team meets operational requirements.
5. Creates customized training modules for the Cactus system and delivers in-person training to Medical Affairs staff, medical leadership and all medical staff requiring access to the Cactus system.
6. Defines and delivers the use of best practice in data management and data quality.
7. Develops, implements and maintains quality assurance guidelines to ensure that Cactus data integrity is maintained as a single source of truth.

8. Responsible for development of business design and oversight to maintain data integrity activities delivered by data steward staff, including audits and reporting.
9. Develops business practice standards and collaborates with IMIT to define system pathways to ensure functionality to meet the core business of the Credentialing and Privileging department and the Cactus database.
10. Conducts complex analysis and scenario assessment to meet standardized and custom reporting from Cactus, utilizing intelligence business reporting software, to meet the needs of the Credentialing & Privileging team and medical staff organizational structure of Island Health.
11. Performs other related duties as required.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training and experience equivalent to a Baccalaureate Degree in Business Administration or a relevant discipline and five (5) years' recent related experience with a large organization, preferably within a health care or public sector environment. Experience working with a wide range of computer applications and previous supervisory experience.

Skills And Abilities

- Ability to lead change, build and manage teams.
- Demonstrated organizational, planning and interpersonal skills.
- Excellent oral and written communication skills, including presentation and business writing.
- Excellent judgement.
- Advanced proficiency with MS Office Suite and web-based proficiency.
- Ability to understand long and short-term perspectives.
- Ability to apply multiple technical solutions to business and clinical problems.
- Ability to quickly comprehend the functions and capabilities of new technologies.
- Ability to work as part of a team, contribute to team goals and encourage and support team members.
- Ability to work effectively in a virtual team environment.
- Ability to handle sensitive corporate and medical staff personal information.
- Valid driver's license and use of a personal vehicle to facilitate travel within a multi-site organization.
- Physical ability to carry out the duties of the position.