



NON-CONTRACT ROLE DESCRIPTION

JD4657

ROLE TITLE:	Contract & Quality Data Analyst	ROLE DESCRIPTION NO.:	4657
DEPARTMENT:	Long-Term Care	HEABC REFERENCE NO.:	18721408
REPORTING TO:	Director, Quality Assurance & Contract Monitoring LTC	HSCIS CODE:	03099
CLASSIFICATION:	NCEC/Range 7	JOB CODE:	91246

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.

Reporting to the Director, Quality Assurance and Contract Monitoring, the Contract & Quality Data Analyst is responsible for measuring and reporting on quality initiatives in accordance with the Long Term Care Quality Framework. The analyst is involved in compiling and analyzing quality data in connection with contractual obligations, identifying and escalating issues in quality data to the Director, collating and presenting quality data, conducting workflow and business analysis and coordinating small and large work teams of internal staff and external consultants.

DUTIES AND RESPONSIBILITIES:

1. Provides quality and contract monitoring analysis and support services by collating and analysing quality data, presenting data and flagging issues requiring investigation, using formal data and information gathering techniques and analysing and providing assistance with identifying appropriate next steps. This includes identifying deficiencies and ways of improving efficiency through quality initiatives and potential contractual reviews.
2. Works with LTC Homes and other partners to validate data accuracy and ensure timely submission. Coordinates surveys or other collection tools to collect data as needed.
3. Provides quality team coordination by ensuring documentation is updated and shared in a timely manner.
4. Provides support to staff during the development and implementation of various steps in quality analysis by performing duties such as troubleshooting workflow challenges, providing alternative solutions, and providing frontline support during implementation.
5. Provides support to LTC program through work analysis and helping to identify specific quality tasks including staff required, indicators requiring improvement, and setting priorities.
6. Schedules, coordinates, and documents meetings, tracks and reports on timelines related to specific initiatives, and ensures completion of reporting, and updates recommendations for quality and contract monitoring improvement.
7. Coordinates, collects, and analyses quality and contract monitoring information pertaining to the quality scorecard including issue tracking and resolution, compliance with quality measures outlined in agreements and overall quality standards.
8. Acts as central intake for all quality inquiries and actions accordingly.
9. Maintains communications and related databases.
10. Manages quality newsletters, online presence, and other related media as required.

11. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training and experience equivalent to a degree in Health Sciences, Commerce, Business Administration and 5 years' recent experience in data and/or quality analysis in a healthcare setting.

Skills And Abilities

- Proven consistent ability to keep up with new technologies as they are introduced to the workplace
- Effective interpersonal, verbal and written communications skills
- Excellent coordination, presentation and facilitating abilities
- Superior consulting skills
- Demonstrated problem-solving skills
- Working knowledge of the Health Authority and related goals and direction; Long-Term Care experience is preferred
- Ability to work independently
- Ability to organize workload and priorities
- Physical ability to perform the duties of the job