

JOB DESCRIPTION

JOB TITLE:	Quality Improvement Data Analyst
BAND:	Band 6
LOCATION:	Sentinel House
ACCOUNTABLE TO:	Associate Director of Business & Performance
LINE MANAGER:	Service Improvement Manager
KEY RELATIONSHIPS:	Business & Performance, Nursing & Quality, Operational Services. The post holder will be required to liaise directly with the Service Managers / Heads of Service for the relevant area and locality managers.
HOURS OF WORK:	This is a full- time post of 37.5 hours per week. The post holder may be required to work flexibly to meet the needs of the service.
JOB PURPOSE:	<p>To support the development and delivery of high quality, mental health, learning disability and community health care in Dorset through the Quality Improvement (QI) Programme. QI will oversee the transformation of the culture of the Trust to one of continuous improvement which is delivered through participation of all staff in the design, implementation, monitoring and evaluation of a large number of Plan, Do, Study, Act (PDSA) / small-scale projects via a multi-year organisation-wide programme. The QI Data Analyst will be pivotal in the success of the QI Programme for the provision of timely data, analysis, measuring and monitoring the effectiveness and impact of quality measures.</p> <p>This will be achieved through interpreting, communicating, presenting analysis and delivering training to service managers, professional teams/frontline staff and colleagues in support services, establishing benchmarks and developing understanding of how and when to apply measurement for improvement techniques. Working with the team of Service Improvement Managers to take forward the QI agenda.</p> <p>This will include providing informatics expertise to the Trust in bespoke analysis, the establishment of new information requirements to support strategic goals and service</p>

improvement.

1.0 MAIN DUTIES & RESPONSIBILITIES

1.1 To analyse, investigate and report quality improvement data

- To analyse complex QI information and data by using Statistical Process Control methodology and its related tools. To work with Service Improvement colleagues, QI Practitioners and Nursing & Quality to fully understand and investigate issues emerging from this analysis
- To create and maintain highly complex measurement dashboards for Trust high priority and high value QI project areas, in addition to the Trust QI programme evaluation framework
- To prepare information reports in different formats for a variety of stakeholders
- To attend a variety of Quality Improvement related meetings and present this data when required
- To implement creative and innovative ways to present complex data to different stakeholders in a way that is understandable and generates interest in the programme
- To create, programme and maintain the Trust QI project master sheet, including sending out summary updates to all stakeholders as required

1.2 To provide analytical support for front line QI projects when required

- To provide analytical support when required to frontline QI projects. This will involve working with clinicians and managers to identify their information needs and to analyse and provide information to support them in undertaking successful QI projects
- To ensure staff, service users, carers and other stakeholders have access to the information they need in a format most useful to them for successful project implementation
- To support the provision of training and support to managers and clinicians in the use of quality related analysis, dashboards and information systems

1.3 To work closely with other quality related teams and design, programme and produce reports from the Trust's Management Information Systems using SQL, other proprietary tools and PC packages including Microsoft Excel and Access etc.

- To develop strong working relationships with associated quality related teams. These include but are not exclusive to Assurance and Patient Experience, Nursing & Quality, PMO
- To become familiar with and expert in interrogating the various internal and external quality & safety databases available from these teams in order to undertake analytical role
- To create and extract reports when required from the Trust's Data Warehouse using SQL scripts
- To develop and maintain the quality dashboards and measurement frameworks, blending SPC knowledge and QI methodology with SQL programming
- To create, maintain and alter databases linked to QI activity project data using Microsoft Access and Excel

1.4 To be responsible for maintaining a number of QI programme related communication channels

- To create and maintain QI related presentations and methods of communication for the promotion and visibility of QI projects as required. This will involve editing content using Adobe Premier Pro, Prezi and other propriety systems
- To undertake general communications for the QI programme including writing narrative and assist in the development and use of QI Twitter and other social media.

2.0 **MANAGERIAL/USE OF INFORMATION/DATA**

- 2.1 To understand the strategic objectives of assigned service areas and translate these into meaningful and effective reporting processes
- 2.2 To be an expert in QI Reporting and analysis methodologies, providing advice, guidance, and support regarding the collection, use and interpretation of information to colleagues and third party or in house system providers
- 2.3 To support clinicians, service managers and colleagues to understand data and how to use reports to maximise benefits to the business. This includes delivering training to service managers, professional teams/frontline staff and colleagues in support services, establishing benchmarks and developing understanding of how and when to apply measurement for improvement techniques.
- 2.4 To be an expert in the Trusts Systems so that data can be integrated across multiple sources, automating where possible in line with the Data Warehouse project
- 2.5 To use QI data/methodologies to suggest and evidence compliance against statutory and non-statutory/contractual reporting to local commissioners to demonstrate improvements in practice/high quality service delivery
- 2.6 To adhere to all aspects of Information Governance when dealing with patient data and reporting. Ensuring that where risks are identified processes are put in place to minimise these
- 2.7 To ensure QI methodologies for data production is well documented and procedural guidance is developed as part of BAU processes. To share good practice with BP teams who can replicate within other areas of reporting
- 2.8 To participate in local, regional and national QI events as required supporting the QI programme as required across the Trust
- 2.9 To undertake predictive analysis and interrogate external data sources such as Benchmarking to triangulate data and identify possible interdependencies. Model scenarios, provide forward projections (what if) and trend analysis as required by the QI programme
- 2.10 Ensure a high level of awareness of data security issues, ensuring where applicable data is transferred securely and that requests for data from external parties are approved before leaving the organisation
- 2.11 To highlight any data quality issues to the appropriate managers and Clinical Systems making recommendations for their resolution as required
- 2.12 Attend meetings as required updating services on information issues and progress and gathering intelligence on challenges and future direction in order to identify information requirements
- 2.13 To provide expert advice and guidance for the specification of information requirements from any new IT systems that are proposed in the QI programme. Review proposed information systems against the specification and perform formal acceptance testing of any implemented systems

- 2.14 Be a member of appropriate information networks or groups in order to discuss and propose policy changes across the Dorset information/QI community
- 2.15 Plan and organise own workload by determining customer requirements and balancing projects and regular reporting with ad hoc and urgent information requests
- 2.16 Although a proportion of time will be spent at their desk, the QI Data Analyst will also be expected to attend services within their remit, attending business unit meetings etc. Close working will enable the information service to deliver a more responsive, relevant and proactive service

3.0 **HUMAN RESOURCES/WORKFORCE**

- 3.1 To supervise and manage temporary members of staff and other staff as required. Setting exemplary standards in line with Trust Values and expectations.
- 3.2 Participate in the recruitment of staff by being involved with shorting listing for interviews and sitting on interview panels when required
- 3.3 Assist with induction of new staff in the QI Programme and Business & Performance Services by explaining the information systems and information tools used by the team
- 3.4 Support and/or deputise for the Service Improvement Managers including holiday cover
- 3.5 Support the development of analytical skills in colleagues by mentoring and providing expert advice on data management and analysis in particular relating to QI methodology/practices
- 3.6 Responsible for office equipment used and authorising travel expenses / timesheets on behalf of the Lead Information Analyst

4.0 **RESEARCH & DEVELOPMENT**

- 4.1 To be responsible for the development and preparation of any adhoc reports as requested to assist with Quality Improvement Projects.

5.0 **POLICY & SERVICE DEVELOPMENT**

- 5.1 Track progress/performance through the use of standard project documentation and performance reporting tools such as SPC etc.
- 5.2 To take the lead and manage assigned projects to implement new information systems and processes as required by the QI programme
- 5.3 To provide support with the interpretation and analysis of data to initiate service improvement and support with the dissemination of data to clinical and non-clinical staff to ensure understanding and potential impact on service delivery, productivity and efficiencies
- 5.4 Working in collaboration with the Business & Performance Teams to ensure data is accurate and fit for purpose

6.0 PROFESSIONAL RESPONSIBILITIES

- 6.1 To ensure continuous professional development of service improvement, data/analytical and QI related skills
- 6.2 To proactively promote a positive image of the Business & Performance Department and QI Programme and it's benefits to patients, staff and the organisation
- 6.3 To act with professionalism and integrity at all times and ensure the production, delivery and support of high quality work
- 6.4 To work within broad objectives set by the QI programme/Service Improvement etc. and ensure delivery of agreed outcomes. Negotiating the best way to achieve these within the guidelines outlined in Trust policies/procedures and available resources taking account of best practice and support from informatics professionals

7.0 ENVIRONMENTAL

- 7.1 The post holder will be required to concentrate for sustained periods, e.g. when compiling or interpreting complex reports and analysing statistics
- 7.2 The post holder will be required to have advanced and prolonged keyboard/desk use
- 7.3 The post holder will be required to travel to meet with service managers and operational areas across the County

SECTION B: TERMS AND CONDITIONS OF SERVICE

- 1. Dorset HealthCare has a range of clinical, operational, financial, health & safety, risk management, human resource, equality & diversity and other policies, procedures and guidance, copies of which can be found on the Trust Intranet or obtained from the line manager or Human Resources Department. The post holder is expected to be aware of all policies, procedures and guidance which applies to them and to observe their provisions at all times.
- 2. Employment in this post is subject to a Disclosure & Barring Service criminal records Disclosure. The post holder may be required to undertake a Disclosure application at any time during employment.
- 3. Staff are not permitted to smoke on Dorset HealthCare premises, either inside or outside, or inside Trust vehicles.
- 4. Staff are expected to undertake all mandatory training and refresher training appropriate to their role. This may include preventative management of violence and aggression (PMVA) and/or breakaway techniques, and cardio-pulmonary resuscitation (CPR). If in doubt as to which mandatory training applies to this post, advice should be sought from the line manager.
- 5. All staff who are required to handle food and drink other than for their own consumption must comply with the Food Safety and Hygiene (England) Regulations 2013.

6. Dorset HealthCare is committed to promoting the welfare of children and vulnerable adults. Staff are expected to be aware of, and comply, with their roles and responsibilities in relation to safeguarding vulnerable groups.
7. Staff are expected to observe the highest standards of care and conduct and to engage constructively with managers, colleagues, patients/service users/carers and others in the course of their duties.

SECTION C: CORE ATTRIBUTES AND BEHAVIOURS

Staff are expected to adhere to and demonstrate Dorset HealthCare's Core values and behaviours at all times.

Values

Our values underpin all that we do and provide a sense of direction to people, teams and the Trust overall.

1. **Respect and dignity**
We value each person as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We are honest about our point of view and what we can and cannot do.
2. **Commitment to quality of care**
We earn the trust placed in us by insisting on quality and striving to get the basics right every time: safety, confidentiality, professional and managerial integrity, accountability, dependable service and good communication. We welcome feedback, learn from our mistakes and build on our successes.
3. **Compassion and kindness**
We respond with humanity and kindness to each person's pain, distress, anxiety or need. We search for the things we can do, however small, to give comfort and relieve suffering. We find time for those we serve and work alongside. We do not wait to be asked, because we care.
4. **Improving lives**
We strive to improve health and wellbeing and people's experiences of the NHS. We value excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation.
5. **Working together for patients**
We put patients first in everything we do, by reaching out to staff, patients, carers, families, communities, and professionals outside the NHS. We put the needs of patients and communities before organisational boundaries.
6. **Everyone counts**
We use our resources for the benefit of the whole community and make sure nobody is excluded or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources we waste others' opportunities. We recognise that we all have a part to play in making ourselves and our communities healthier.

Behaviours

Our behaviours provide a guide to how we can bring our values to life and constantly remind us that how we do things is as important as what we do and achieve.

7. **Positive**
Embracing change and feedback, utilising constructive feedback to make improvements and promoting achievements of the Trust and others.
8. **Proactive**
Challenging unacceptable behaviour, showcasing learning and innovation, actively encouraging ideas and involvement from others.
9. **Supportive**
Being attentive, encouraging and helping others, giving and receiving feedback to enable people, teams and services to develop.
10. **Respectful**
Empowering people to voice their opinion, introducing yourself and ensuring language is professional and inclusive.
11. **Reliable and trustworthy**
Being open and transparent, acknowledging errors, being honest about limitations and not over-promising.

SECTION D: CHANGES

This document represents a description of the job, and the skills, knowledge, experience and attributes required, at the date of issue.

Dorset HealthCare will periodically review this job description and person specification to ensure that it continues to meet service needs and will involve the post holder/s in the review process with the aim of reaching agreement on any reasonable changes which may be required. In the event that agreement is not achieved, Dorset HealthCare reserves the right to insist on reasonable changes following consultation with the post holder.