

Position Description	
Employment Agreement:	Individual Employment Agreement
Position Title:	Clinical Intelligence Facilitator
Service & Directorate:	Quality & Clinical Governance Solutions
Location:	Dunedin/Invercargill
Reports to:	Executive Director Quality & Clinical Governance Solutions
DHB Delegation Level:	5
Number of direct reports:	2
Date:	January 2020

Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing
We seek excellence through a culture of learning, enquiry, service and caring

Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
<i>Looking after our people:</i> We respect and support each other. Our hospitality and kindness foster better care.	<i>Being sincere:</i> We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	<i>Best action:</i> We are thoughtful, bring a positive attitude and are always looking to do things better.	<i>As family:</i> We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

Our statutory purpose

To improve, promote and protect the health of our population

- Promote the integration of health services across primary and secondary care services
- Seek the optimum arrangement for the most effective and efficient delivery of health services
- Promote effective care or support for those in need of personal health or disability support services
- Promote the inclusion and participation in society and the independence of people with disabilities
- Reduce health disparities by improving health outcomes for Māori and other population groups
- Foster community participation in health improvement and in planning for the provision of and changes to the provision of services
- Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

PURPOSE OF ROLE
<ul style="list-style-type: none"> The Clinical Intelligence Facilitator derives insights and creates intelligence from clinical data derived from internal and external systems. Insights and intelligence support early identification of risk and improvement and informs SDHB strategic plans and work programmes to improve service delivery, patient experience and outcomes.
Area/Role specific requirements: <ul style="list-style-type: none"> Design and refine data search and retrieval processes to harvest relevant information from various internal and external data sources to better understand problems and their drivers. Analyse data and trends to identify opportunity for improvement and to drive decision making across the organisation. Support the development of quality indicators, including their capture and interpretation. Present/share insights for multiple audiences across SDHB. Collaboratively work with other teams and sources to derive the information needed. Utilise key systems effectively and efficiently to reduce the requirement to utilise manual reports. Design and develop new reporting with key stakeholders to automate reporting wherever possible. Continually review the reporting requirements to ensure that reports are still required and that they provide the key performance information to help improve business performance, patient experience and outcomes. Assist with correspondence, presentations and reports for the team to provide information on enquiries on the interpretation of quality-related data. Lead and monitor progress for specific analytic and information projects.

Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies	
Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Drive For Results	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Managing & Measuring	Clearly assigns responsibility for tasks and decisions; sets clear objectives and measures; monitors process, progress, and results; designs feedback loops into work.
Problem Solving	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> Patient Safety & Risk Team 	<ul style="list-style-type: none"> Patients and whānau

<ul style="list-style-type: none"> Clinical Governance & Quality Improvement Solutions Directorate staff. 	<ul style="list-style-type: none"> Health Quality & Safety Commission
<ul style="list-style-type: none"> Nurse Managers / Service Managers / Midwife Managers/Unit Managers 	<ul style="list-style-type: none"> Health Round Table
<ul style="list-style-type: none"> Professional and Clinical Leads 	<ul style="list-style-type: none"> WellSouth PHN Business Intelligence team.
<ul style="list-style-type: none"> Information Systems and Reporting Teams 	<ul style="list-style-type: none"> South Island Regional Safety 1st Groups
<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> SIAPO systems administration team

PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> Bachelor degree in related field 	<ul style="list-style-type: none"> Master's degree Health sector background Working towards or completed post-graduate qualification in health, quality or other relevant fields eg statistics.
Experience	<ul style="list-style-type: none"> Minimum 5 years' experience in business delivery systems. Success in collecting insights and measurement for improvement. Significant experience in using data extraction software, analytics software (e.g. SAS), data management, and analytical techniques that include code development to ensure high standard of accuracy and consistency. Exposure to, and understanding of, clinical concepts to be able to understand and interpret data and information. Experience in effective co-ordination and role modelling of others. 	<ul style="list-style-type: none"> Experience working in the Health Care Sector.
Knowledge and Skills	<ul style="list-style-type: none"> Ability to work with and maintain relationships with clinicians from a variety of specialties and settings, to support them in understanding insights. Intermediate to advanced Microsoft Office suite. 	<ul style="list-style-type: none"> High level of data presentation skills.

Personal Qualities	<ul style="list-style-type: none"> • Ability to influence behavioural change and service improvement. • Commitment to risk management and reduction. • Commitment and personal accountability. • Excellent interpersonal skills, including ability to work in partnership effectively with people at all levels of the organisation. • Acts with discretion, sensitivity and integrity at all times. • Is adaptable and flexible – open to change (positive or negative). • Maintains an exceptionally high level of confidentiality.
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KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Clinical Intelligence	
<ul style="list-style-type: none"> • Provide comprehensive briefings; recommendations; and initiate action as requested by the Executive Director of Quality & Clinical Governance Solutions. • In conjunction with the Quality & Clinical Governance teams analyse and assess information detailing complex and strategic clinical issues; identify risks, gaps and opportunities. • Provide timely sound, analysis and advice to support the Executive Director of Quality & Clinical Governance Solutions and the Clinical Council. • Work closely with the Quality improvement team to evaluate benefits of improvement activities. • Work collaboratively with the Quality Improvement & Patient Safety teams to deep dive into clinical quality issues. • Respond to and meet with a broad range of internal and external stakeholders and groups related to matters of immediate concern; coordinate responses and solutions and feedback to the Executive and other key stakeholders as appropriate. • Produce ad hoc reports as needed. 	<ul style="list-style-type: none"> • Comprehensive clinical intelligence reports are produced that enable the best available clinical decision-making and advice to be given. • Clinical issues and risks are presented in a way that is easily understood and supports improvement decisions. • Clinical data analysis supports the Quality & Clinical Governance Solutions Directorate to appropriately raise risks to the Clinical Council, Executive Leadership Team and to the Board.
Quality Framework & Clinical Council	
<ul style="list-style-type: none"> • Support the implementation of the Quality Framework by ensuring wider business priorities, programmes and initiatives are aligned. (Service level accountabilities and clinical accounts & highlighting key areas of concern across directorates) • Support the Clinical Council in the development and production of Clinical Quality Accounts. • Respond to requests from the Clinical Council to provide clinical intelligence and deep dive analysis on specific clinical risks and issues. 	<ul style="list-style-type: none"> • Service level dashboards are developed in conjunction with clinical teams and the Clinical Council. • Services engage with and use dashboard for local quality and clinical governance meetings. • Clinical Council workplan is supported to enable good clinical advice and decision making to occur.

<ul style="list-style-type: none"> • Provide a system view of issues the impact patient safety and patient health outcomes as appropriate. 	
Team Membership Actively contribute to and support Quality & Clinical Governance Solutions Teams	
<ul style="list-style-type: none"> • Maintain a collaborative effective working relationship with the Quality Improvement & Patient Safety teams as well as the Consumer Experience Manager. • Maintain awareness of the teams work plans and activities. • Undertake and contribute to projects for Quality & Clinical Governance Solutions Teams as required. • Support and actively participate in the activities and functions of the Quality and Clinical Governance Solutions Directorate by actively supporting and contributing to the overall work plan as required. 	<ul style="list-style-type: none"> • District wide processes are maintained. • Attend and positively contribute to team forums. • Undertakes work &/or projects for the wider team as required.
Other Duties	
Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.	<ul style="list-style-type: none"> • You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. • You produce work that complies with SDHB processes and reflects best practice. • Research undertaken is robust and well considered.
Professional Development – self	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> • Training and development goals are identified/agreed with your manager. • Performance objectives reviewed annual with your manager. • You actively seek feedback and accept constructive criticism.
Health, Safety and Wellbeing	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB’s Health, Safety and Wellbeing policies, procedures and systems.	<ul style="list-style-type: none"> • You understand and consistently meet your obligations under Southern DHB’s Health and Safety policy/procedures. • You actively encourage and challenge your peers to work in a safe manner. • Effort is made to strive for best practice in Health and Safety at all times.
Te Tiriti o Waitangi	
The principles of Te Tiriti, as articulated by the courts and the Waitangi Tribunal, underpin the Ministry’s commitment to Te Tiriti. Tino rangatiratanga, Equity,	<ul style="list-style-type: none"> • <i>Tino rangatiratanga</i> - Providing for Māori self-determination and mana motuhake in the design, delivery and monitoring of health and disability services.

Active protection, Options and Partnership will guide your interaction with others on a day to day basis.

- *Equity* - Being committed to achieving equitable health outcomes for Māori.
- *Active protection* - Acting to the fullest extent practicable to achieve equitable health outcomes for Māori. This includes ensuring that the Crown, its agents and its Treaty partner under Te Tiriti are well informed on the extent, and nature, of both Māori health outcomes and efforts to achieve Māori health equity.
- *Options* - Providing for and properly resourcing kaupapa Māori health and disability services. Furthermore, the Crown is obliged to ensure that all health and disability services are provided in a culturally appropriate way that recognises and supports the expression of hauora Māori models of care.
- *Partnership* - Working in partnership with Māori in the governance, design, delivery and monitoring of health and disability services – Māori must be co-designers, with the Crown, of the primary health system for Māori.

CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee Date

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Manager Date

For Job Evaluation Purposes: (As per the current Southern DHB Delegation of Authority Policy)

Number of direct reports: _____ :
Southern DHB Delegation of authority (level 1 – 5) : _____ Level

Staff Authority

Authority to engage, promote, discipline and dismiss staff

No authority:
Authority to engage, promote, discipline/dismiss direct reports with consultation of manager: YES /
NO
Ultimate authority, engage, promote, discipline and dismiss staff at any level below his/her own: YES /
NO

Contractual Authority

Authority to enter into agreements or contracts on behalf of the Southern DHB

- Limited: YES / NO
- Long term \$1.5 to \$3 million YES / NO
- Long term in excess \$3 to \$7.5 million YES / NO

Work Complexity

Most challenging duties typically undertaken or most complex problems solved:
 Example: the end result -policy framework are defined but independent thought is necessary to co-ordinate conflicting demand and to optimise efficiency, or while end result defined means of achieving end result is unspecified

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Freedom To Act

Guidelines available to assist job holder to make decisions e.g. policy documents, standard procedures. This factor assesses the extent to which the role is supervised and/or monitored as well as the amount of guidance available

Example: determines own strategies, little guidance – minimal guidance, large degree of independence – close supervision

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Financial Responsibilities

- Controls a budget Y/N
- Maximum that may be spent without reference to manager _____
- Jobholder can spend unbudgeted capital Y/N. Amount _____
- Jobholder is responsible for committing the organisation to long-term contracts Y/N
- Jobholder signs correspondence for Company Y/N