

Information Analyst - Aged Care

Core Detail

Title	Information Analyst – Aged Care
Objective	To improve the provision of care and customer experience to TriCare residents and families through the enhancement and development of data capture methodologies, analysis, interpretation, and continuous improvement strategies.
Role	To collate, develop, analyse, and report on customer data to provide meaningful clinical compliance and customer experience insights to support continuous improvement initiatives and improved clinical and compliance outcomes.
Competency	Resourceful, demonstrated analytical, communication and influencing skills along with a solid understanding of data management systems, data capture and reporting methodologies, health care procedures and analysis tools.

Position Parameters

Employment	Full time, permanent contract
Reporting to	Aged Care Manager
Key Relationships	Board of Directors, CEO, Aged Care Manager, Operations Manager, Regional Care and Compliance Managers, Facility Managers and Chief Information Officer
Hours & Location	8:30am – 5:00pm, Monday to Friday located at TriCare Head Office, 250 Newnham Road, Mount Gravatt, Qld

Detailed Description of the Position

Insights and Reporting	<ul style="list-style-type: none"> • provide timely and actionable business intelligence to guide clinical decisions and Customer focused improvement initiatives. • Identify data capture opportunities and improvements to support enhanced reporting and insights. • Support Clinical Care and Governance team in developing an effective customer feedback system to drive continuous improvement for customer experience. • ongoing clinical performance monitoring and analysis including the provision of data-driven insights
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	<ul style="list-style-type: none"> • modelling of emerging clinical and compliance issues and risks • undertake data reviews to assist Aged Care team in developing improved practices for Resident outcomes • Through continued data analysis and collaboration test and evaluate improved work methodologies and practices and provide continued feedback and suggestions for enhancement and improvement • develop multiple reports and combine them into interactive dashboards for the Facility Manager, Clinical Manager, Group Care and Compliance Manager, Aged Care Team and the Board
Data Quality	<ul style="list-style-type: none"> • ensure that the data captured within the clinical systems is accurate, complete, consistent, timely and auditable. • perform data profiling to identify and understand anomalies • Improve data quality and data use across all facilities through the development of training and resource materials to improve staff members data entry and interpretation skills • Ongoing review of key areas of documentation, audits, progress notes, key risk questions for assessment of data quality that informs training and practice improvement initiatives • Develop policies and procedures for the collection and analysis of data
Systems Expert	<ul style="list-style-type: none"> • work with the business and the Clinical Systems Vendor to ensure that the system is used appropriately and is maintained and managed. • serve as a change agent by identifying opportunities to optimise the use of the clinical system • provide systems support through training on the appropriate use of the system
Staff	<ul style="list-style-type: none"> • assist in developing and reporting on appropriate key clinical performance indicators and performance goals for specific positions and teams. • Assist in driving a culture of continuous clinical and customer experience improvement using data analysis.

Note: The above list is not exhaustive. The Health Information Analyst may be asked to undertake other responsibilities at the request of the Board, Aged Care Manager or Group Care and Compliance Manager consistent with the scope of this position description.

Skills, Knowledge and Experience

- Bachelor's degree in health information systems, mathematics, statistics or relevant field
- Desirable, but not essential: a minimum of 2 years' healthcare-related work experience
- Data Warehousing and ETL concepts, BI reporting and Analysis Tool and Data Modelling experience
- strong critical analysis, problem solving, planning, decision-making
- excellent time management skills and ability to manage multiple tasks concurrently
- ability to engage with others to understand and embrace organisational culture, directions, goals and client service ethos
- well developed communication skills, both written and verbal, including an ability to prepare high level reports to Directors and Executives

Personal/Other Attributes

- personal accountability and responsibility;
- acts honestly and with integrity;
- results driven;
- works by setting and pursuing stretch goals;
- able to meet deadlines and work under pressure;
- able to participate actively and constructively within a team;
- welcomes and encourages innovation and continuous improvement; and
- able to drive change

Key Personnel Requirements

To comply with the *Aged Care Act 1997*, the Health Information Analyst must not at any time be a Disqualified Individual. A Disqualified Individual is:-

- 1) a person convicted of an indictable offence;
- 2) an insolvent under administration (an undischarged bankrupt or a person who has entered into an arrangement with creditors); or
- 3) of unsound mind.

For the successful candidate, TriCare must, both before commencement and on each anniversary:

- 1) obtain a Police Certificate;
- 2) conduct a search of bankruptcy records; and

- 3) conduct previous employment and referee checks.

If at any time during the course of the Health Information Analyst's employment, they become a Disqualified Person, the Health Information Analyst is required to immediately disclose this to TriCare's Human Resource Manager in writing.

Work Health and Safety

The Health Information Analyst has the responsibility to comply with and meet all obligations contained in:

- (a) Work Health and Safety legislation;
- (b) Related work health and safety responsibilities; and
- (c) TriCare's Injury Risk Management standards.