Position: Quality & Safety Analyst
Job Code: 703
Grade: 129

Overview

The Department of Anesthesia, Critical Care and Pain Medicine (DACCMP) seeks a responsible and well-qualified applicant for the position of Quality & Safety Analyst to join the Quality & Safety Team. This is a high performance team with a legacy of excellence and the candidate is expected to have a similar history of outstanding performance.

The Quality & Safety (Q&S) Analyst will report to the Senior Operations Manager for Quality & Safety and work with physician and administrative members of the Quality & Safety Team on Quality Assurance (QA), Quality Improvement (QI), and patient safety regulatory requirements. This includes analyzing clinical data to determine the quality and efficacy of our practice, reporting this data out to department clinicians, senior leadership and hospital leadership, participating in process improvement and pay for performance initiatives to achieve needed practice changes, and identifying new clinical performance metrics for Anesthesia.

The ideal candidate must have strong data management and analysis skills, the ability to work collaboratively with diverse hospital and department groups, exceptional interpersonal, communication, project organization, time management and execution skills. Proficiency in Microsoft Word, Excel, and PowerPoint and the ability to learn new IT programs quickly is required. Experience working with Microsoft Access and running SQL queries is preferred.

I. Quality & Safety Team

- Attend weekly team meetings with the Q&S Manager and other Q&S Analysts
- Attend and sometimes lead regular meetings with department physician leaders in quality and safety – the Director of Quality and Safety, the Director of Compliance, and the Quality Assurance Chair.
- Participate in departmental quality and safety committees, including the Quality & Safety Improvement Committee (QSIC) and the Clinical Practice and Patient Safety Committee (CPPSC)
- Attend and sometimes lead task forces formed by volunteer physicians, nurse anesthetists and administrators to address high priority quality and safety initiatives

II. Quality Improvement

A. Data Analysis

- Retrieve data via queries from our Anesthesia Information Management System (AIMS) and other hospital databases
- Process data and prepare graphs and tables on key physician performance and patient outcome metrics
- Present analysis to Quality & Safety Team and key department stakeholders and committees
- Use data analysis to develop strategies for improvements to clinical practice
B. Quality & Safety Improvement Committee (QSIC)
   - Participate in 20+ member QSIC and attend 2-hour monthly meetings
   - Participate in Quality Improvement and Process Improvement initiatives prioritized and sponsored by the committee
   - Complete all pre-work for meetings. This may include reading preparatory material, obtaining key data (observational or retrospective), or identifying potential solutions for a given issue

C. Change Management
   - Develops strategies based on data analysis to make improvements in departmental practices
   - Educate clinical staff on new procedures and practices through data presentation, preparing tutorials on enhancements to our electronic medical record, providing background information on various initiatives and using multiple communication channels to articulate our patient care goals
   - Evaluates progress of Quality Improvement efforts and identify areas to target for continued improvement

III. Data, IT and Programming Management
   - Bridge gap between technical and clinical teams to develop needed IT changes to support enhanced patient care
   - Supervise project requests for programming team for all Quality and Safety efforts including electronic dashboard reports and all query creations and alterations.
   - Design and implement data collection and reporting processes through the creation of Access Databases to streamline data collection and generate automated reports for all areas of the department
   - Ensure accuracy of data in reports and integrity of data that comes from outside systems (Billing System Data, OR Database, etc)
   - Work with IS programming team to perform data extracts from outside systems

IV. Reporting
   A. Massachusetts General Physicians Organization Quality Improvement Program
      - Help determine new pay for performance metrics every six months
      - Develop process for measuring baseline performance and continued improvement over designated measurement period
      - Develop strategies to ensure the department reaches set targets for selected metrics
      - Implement and engage department clinician in set strategies
      - Submit final data to MGPO for remuneration of performance incentive payment
   
   B. Ongoing Professional Practice Reports for The Joint Commission
      - Assist manager and physician leaders with metric definition and selection
      - Coordinate data collection and reports with the Director of Compliance for ~130 physicians
• Distribute the quarterly Joint Commission reports and provide staff with monthly access to data through interim reports for feedback on performance
• Confirm all practicing physicians are in good standing regard the Joint Commission Requirements by reviewing all results and identifying physicians needing a focused evaluation
• Respond to and manage all feedback received via the dashboard feedback shared inbox and confer with staff on any suggestions to improve the dashboard, data, format, or distribution

C. Other
• Ensure all physicians, residents, and CRNAs are fully certified to use Point-of-Care Testing (POCT) devices in the ORs by managing annual certification reminders and maintaining the POCT database
• Generate reports for internal and external needs including: OPPE, FPPE, QPID, OB Anesthesia Antibiotics Report, and CRNA Case Details Report

V. Job Requirements

A. Project Management
• Ability to independently manage projects and data
• Discretion and judgment to effectively prioritize work
• Ability to meet deadlines while independently managing multiple concurrent tasks
• Expected to proactively follow through on assigned tasks and provide periodic updates
• Ability to independently troubleshoot problems and act to address critical issues in a timely and appropriate manner

B. Analytical Skills
• Strong analytical skills to collect, process, and analyze data
• Problem solving skills
• Proficiency with Microsoft Word, Excel, PowerPoint, Outlook and Access
• Ability to design and manage special projects as required

C. Professionalism
• Ability to exercise the highest degree of professionalism, even in high intensity clinical settings
• The candidate will be expected to dress professionally, be punctual, and be prepared to work with a positive attitude and a thoughtful and pleasant demeanor
• Ability to maintain strict confidentiality
• Use of tactful diplomacy in the handling of sensitive patient and provider issues
• Ability to work effectively and courteously with physician and non-physician personnel
• Strong customer service orientation

D. Teamwork
• Ability to work collaboratively with other Q&S analysts and all members of Q&S Team and QSIC
• Ability to work effectively peer-to-peer and manage up
• Strong team player
E. Organization Skills
   - Exceptional organizational skills and keen attention to detail
   - Ability to design, maintain and coordinate flawless electronic filing systems
   - Ability to keep track of many concurrent open-ended items and ensure they are completed in a timely manner with no loose ends

F. Communication Skills
   - Ability to effectively escalate issues or concerns to appropriate level of leadership
   - Immaculate use of English grammar for high profile written and verbal communications
   - Excellent telephone, email and in-person communication etiquette

G. Professional Growth
   - The ideal candidate will be interested in advancing as an administrator in the healthcare field
   - The scope and responsibilities of the position may evolve in conjunction with the ongoing development of the QA program. The candidate must be able to adapt and grow along with the needs of the position. This will include taking classes and/or attending training sessions to enhance skills and knowledge relevant to the position

H. Other
   - Bachelors Degree Required
   - Experience working with and analyzing data required
   - Hospital experience preferred