

POSITION DESCRIPTION

Job Title: Quality Improvement Analyst

Reports to: HIIN Project Director

Job Purpose: The Quality Improvement Analyst will provide support for the Hospital Improvement and Innovation Network (HIIN) project for the Montana Hospital Association (MHA).

Primary Role: The position assists with managing, summarizing and analyzing data, creating customized reports and providing support to internal and external customers to measure the progress of member hospitals at meeting defined project goals. The position requires extensive interaction with members, tracking their individual participation and needs, fielding member inquiries and connecting members with proper resource information or staff.

Major Duties and Responsibilities

Listed below is an outline of the major duties and responsibilities that are required of the Quality Improvement Analyst. Every effort has been made to make this position description as complete as possible. However, it in no way states or implies that these are the only duties that will be required to be performed.

- Participate in data activities related to quality improvement and patient safety grants and contracts, including, but not limited to, the selection of measures, data collection and aggregation methodology, measure reporting and analysis.
- Track hospital data reporting on process and outcome measures. Contacts hospital data coordinators to ensure timely submission of data.
- Create and prepare reports and analyses using data and graphics for identified process and outcome measures, and other metrics that are associated with specific grants and contracts. Tracks participant data submission and progress toward meeting project goals as well as statewide aggregate performance.
- Compile, analyze and evaluate data to identify patterns or trends using various databases and software programs. Maintain strong relationships with members and quality improvement leaders.
- Support in resolving identified concerns or trends through facilitation, coordination, monitoring and evaluation. Assist in relevant research and data activities, including design on instruments, collection verification and analysis of data and writing reports, including monthly and final project report as needed.

Knowledge, Skills and Abilities

- Mid to high level proficiency with Microsoft Office applications. Knowledge of quality measurement and reporting in a health care setting.
- Strong organizational, analytical, writing and verbal skills.
- Skills in data management as well as ability to collect, analyze and present data to groups and individuals. Able to set priorities and handle multiple tasks and priorities.
- Strong problem-solving skills and able to independently detect and report variances that require timely response.
- Strong customer service skills for both internal and external customers.
- Ability to understand, interpret, explain and use data for quality improvement activities.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disability to perform the essential functions.

General Characteristics

Individual must possess demonstrated organization, outstanding customer service and exceptional communication skills as well as a positive attitude and a willingness to learn about and take on new roles, as this job may evolve with time. Other key characteristics include a strong work ethic, self-motivation and ability to work both independently and as part of a team.

Education and Experience

Bachelor's Degree required; experience with data collection, analysis and reporting. Proficient at Word, Access, Excel and PowerPoint.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Ability to calculate figures and amounts such as rates, percent increase or decrease, proportions, percentages. Ability to apply concepts of basic algebra.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Physical Demands

The physical demands described here are representative of those that may be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands to manipulate objects, tools, or controls. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and ability to adjust focus. Must be able to operate a motor vehicle.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

The position normally works in a controlled office environment with occasional noise. Overnight and day travel may be required up to 50% of time. Employee must hold a valid unrestricted Montana driver's license.

Status

Full-time (40 hours/week). Continued employment is dependent upon availability of grant/contract funding. FLSA status of this position is Non-Exempt.

Reviewed: 9/7/16