

# Position Description



## 1. General Information

<b>Position Title:</b>	Clinical Analyst Team Leader
<b>Position Reports to:</b>	Group Director Clinical Governance
<b>Enterprise/Individual Agreement:</b>	Individual Agreement
<b>Classification/Grade:</b>	
<b>Key Relationships - internal and external</b>	Clinical Outcomes and Analytics team Reporting and Business Insights team Clinical and Medical Services Finance-Health funds team Divisional Medical Directors and Medical Specialists Research teams

## 2. Overview of Epworth HealthCare

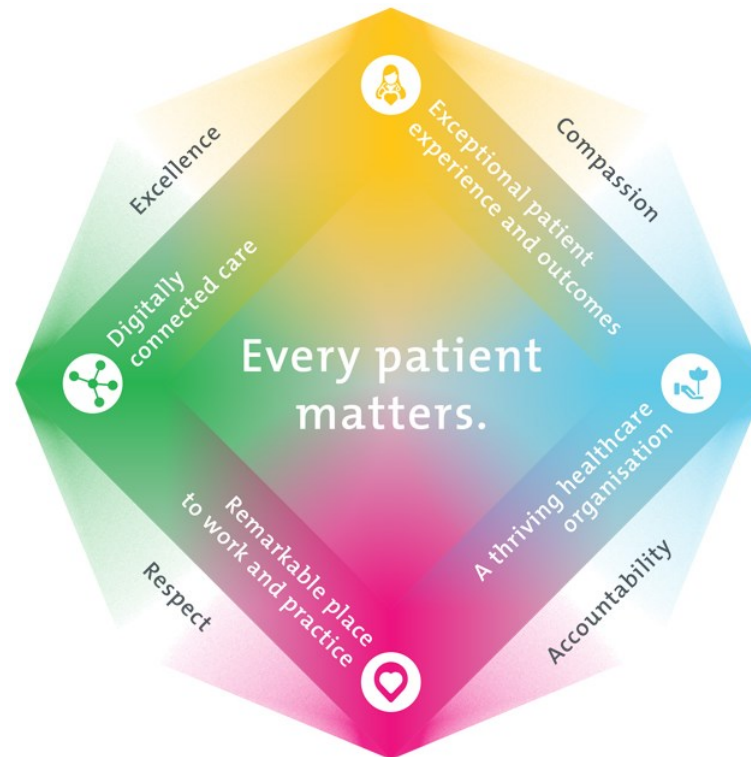
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

## 3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.

**Exceptional patient experience and outcomes** - To empower our patients and deliver compassionate, expert and coordinated care.

**A thriving healthcare organisation** - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.

**Remarkable place to work and practice** - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.

**Digitally connected care** - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

## 4. Purpose of the Position

The Clinical Outcome and Analysis Unit, with our mix of clinical and analytics professionals, exists to lead the monitoring of clinical performance across Epworth. In this we help people see and understand clinical information to stimulate quality and safety improvement, and increase transparency and accountability. As the Clinical Analyst you will:

1. Undertake analysis and insight generation from a wide range of information sources
2. Deliver clinical information in a form that supports use by clinicians
3. Identify opportunities for improvement in patient outcomes
4. Deliver routine and ad hoc reporting to internal and external customers
5. Contribute to analytics capabilities with other key Epworth stakeholders
6. These will:
  - use your ability to interpret the needs of our clinical colleagues and communicate it to deliver outcomes.
  - require experience in the development and use of reporting dashboards including Power BI™
  - use contemporary reporting and analysis tools

## 5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<i>Leadership and culture</i>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<i>Consumer Partnerships</i>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<i>Effective Workforce</i>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.

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<b>Clinical Safety and Effectiveness</b>	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<b>Risk Management</b>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

## 6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Clinical analysis and insights delivery	<ul style="list-style-type: none"> <li>• Use contemporary analytic techniques to deliver actionable insights from multiple streams of data</li> <li>• Help clinicians and managers to understand patient activity and outcomes</li> <li>• Work with a variety of tools including Power BI to deliver clinical information in a meaningful form to support the organisation.                             <ul style="list-style-type: none"> <li>○ This will include the development of dashboards</li> </ul> </li> </ul>
Support of clinical analysis activities across Epworth	<ul style="list-style-type: none"> <li>• Work with clinical audit staff to ensure suitability and uptake of clinical audit systems</li> <li>• Support and lead Audit Coordinators in collection and reporting of clinical audit and registry information</li> <li>• Guide the transition of existing data reporting from a reliance on manual data collection to self service Establish mechanisms to maintain high quality data and reporting processes</li> <li>• Provide best practice advice regarding clinical analysis to clinicians and the wider organisation</li> </ul>
<p><b>Customer Service</b></p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p>	<ul style="list-style-type: none"> <li>• Patient and customer service satisfaction surveys within agreed targets</li> <li>• Use AIDET principles in all interactions</li> <li>• Issues are escalated to the manager and resolved in a timely manner</li> </ul>

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<ul style="list-style-type: none"> <li>• Provide excellent, helpful service to patients, visitors and staff</li> <li>• Communicate with clear and unambiguous language in all interactions, tailored to the audience</li> <li>• Build customer relationships and greet customers and patients promptly and courteously</li> <li>• Actively seek to understand patients' and their family's (customers) expectations and issues</li> </ul>	
<p><b>Safety and Wellbeing</b></p> <p>Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</p> <ul style="list-style-type: none"> <li>• Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan</li> </ul>	<ul style="list-style-type: none"> <li>• Adhere to infection control/personal hygiene precautions</li> <li>• Implement and adhere to Epworth OHS policies, protocols and safe work procedures</li> <li>• Mandatory training completed at agreed frequency</li> </ul>

## 7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Demonstrated understanding of current clinical concepts and/or health care operations</li> <li>• Proficiency in statistical analysis software and data visualization tools</li> <li>• Strong understanding of healthcare terminology, clinical workflows, and coding and billing data</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• A health science qualification including those in clinical and health information areas Experience and/or qualifications in quality, analysis and/or database management</li> </ul>
Previous Experience	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Demonstrated expertise in interpreting and synthesizing complex medical data for decision making purposes</li> <li>• Proven track record of collaborating with healthcare professionals to improve quality and safety</li> </ul>

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	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Collaborative health performance analytics experience, including health service quality &amp; safety, monitoring and performance insights using complex data sets of mixed sources.</li> <li>• Experience working with analytic and digital stakeholders to build capability to meet organisational strategic goals</li> </ul>
Required Knowledge & Skills	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• High level of conceptual and analytical thinking</li> <li>• Experience in generation of routine and ad hoc reports</li> <li>• Experience in extraction, analysis and reporting of complete and valid clinical audit data</li> <li>• Commitment to completeness and validity of data</li> <li>• Attention to detail and sound understanding of healthcare metrics</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Expertise and experience in the use of clinical information and information systems</li> <li>• Demonstrated ability to assimilate and interpret data sensibly</li> <li>• Experience in use of reporting systems such as Qlikview and Power BI</li> </ul>
<p>Personal Attributes &amp; Values</p> <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours</p> <ul style="list-style-type: none"> <li>• Compassion</li> <li>• Accountability</li> <li>• Respect</li> <li>• Excellence</li> </ul>	<p><b>Strong customer focus</b></p> <ul style="list-style-type: none"> <li>• Demonstrated consultation skills with multi-disciplinary clinical team members</li> <li>• Excellent communication skills, including presenting complex data in clear and concise manner to non-technical stakeholders Ability to relate well, both written and verbally, with staff all levels in the organisation</li> <li>• Ability to work effectively within different teams</li> </ul> <p><b>Self-management</b></p> <ul style="list-style-type: none"> <li>• Results oriented Self-starter rather than a passively accepting.</li> <li>• Plans work in accordance with competing priorities and meet deadlines and deliverable</li> </ul>

## Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
	February 2024	Owen Roodenburg

## 8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature:

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Print Name:

Date:

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