City and County of San Francisco   **Department of Public Health**

London N. Breed
Mayor

EMPLOYMENT OPPORTUNITY
TEX 1824 Principal Administrative Analyst:
BHS Quality Management Project and Analyst Lead

SDFPH's Behavioral Health Services Quality Management (QM) unit includes Analytics, Quality Improvement, Regulatory Affairs, and Risk Management. The Analytics unit is responsible for evaluating the effectiveness of behavioral health services, measuring and reporting contracted and civil service program performance in an array of clinical and operational domains, based on local legislative mandates and/or, state and federal regulatory requirements. The Analytics unit also supports new and ongoing Quality Improvement projects with data to monitor progress toward improvement; and the team fulfills critical and routine data and reporting from managers, public health officials, city leaders, media and other external stakeholders. Central to BHS program monitoring and evaluation efforts is a focus on metrics of diversity, equity and inclusion that reveal disparities in the delivery of care for San Franciscans and commitment to greater equity and well-being.

Under the supervision of the BHS Director of Analytics, the BHS Quality Management Project and Analyst Lead will be responsible for project managing and leading the data analysis efforts of the **Behavioral Health (BH) Bed Optimization Project**. In San Francisco, where the Department of Public Health (DPH) serves nearly 30,000 behavioral health clients per year, highly variable bed demand, persistent bed constraints, and inconsistent data collection across the behavioral health, acute, post-acute and housing systems prevent DPH from comprehensively understanding bed capacity needs and optimizing patient flow. The **Project and Analyst Lead** will coordinate the inventorying of bed stock, the collection and analysis of data related to bed utilization, and the development of systems to describe and monitor patient flow. During the three-year period of this position, the **Project and Analyst Lead** will have three initial priorities: (1) partner with a simulation modeling vendor to provide an in-depth analysis of patient placements in behavioral health beds, following up on an analysis done in 2019-2020 (2) building upon this analysis, in partnership with SFDPH's MADI and BHS SMEs, develop internal capacity for real time bed monitoring to reduce wait times and improve patient flow, and (3) maintain the real time bed monitoring tool, which will require addressing data integrity, quality, and accessibility issues that may be barriers to the feasibility and usefulness of the tool.

The duties and responsibilities for the **BHS Quality Management Project and Analyst Lead** include:

Complex Analysis and Reporting
- Pull data from Electronic Health Records (EHRs), evaluate and clean data for data quality and downstream analysis.
- Coordinate the manual collection of data that does not reside in EHRs. Work with stakeholders to define data requests. Clean, validate, manage, and combine data sets.
- Analyze clinical and operational data to understand bed/service utilization and patient flow. Assist and coordinate the development of bed modeling methodologies to determine the need for bed expansion and monitor utilization.
- Prepares related reports, presentations, or dashboards to share data with DPH Managers, Working Groups, and the public.

Data Governance
- Manage data sets, ensuring data quality, accuracy and data governance standards are adhered to (e.g. data definitions, PHI standards)

- Collaborate with the MADI (Metrics Analytics Data Integration) group and BHS staff to maintain data integrity by defining and determining the relevant and appropriate data to use for metric development and reports
- Participates and promotes data governance policies and addresses data privacy issues.
- Engages cross functional teams to use data to identify and address critical data quality management issues and its potential impact to delivery of specific initiatives

Project Management
- Develop or maintain project management tools to track and communicate deliverables to project team
- Escalate barriers to leadership, ensuring team has resources and skills to accomplish goals
- Manage project team meetings with stakeholders across BHS, ZSFG, DPH, and other city departments, as well as external vendors, as needed

Performing related duties as required
- Provide project management, data analysis and visualization support to related QM projects as needed

Minimum Qualifications
1. Possession of a graduate degree (Master's degree or higher) from an accredited college or university, and five (5) years full-time equivalent experience performing professional-level analytical work as described in Note A; OR
2. Possession of a graduate degree (Master's degree or higher) from an accredited college or university with major college coursework as described in Note B, and four (4) years full-time equivalent experience performing professional-level analytical work as described in Note A; OR
3. Possession of a baccalaureate degree from an accredited college or university, and six (6) years full-time equivalent experience performing professional-level analytical work as described in Note A; OR
4. Possession of a baccalaureate degree from an accredited college or university with major college coursework as described in Note B, and five (5) years full-time-equivalent experience performing professional-level analytical work as described in Note A.

DESIRED QUALIFICATION(S):
• Professional work experience extracting and analyzing healthcare services data, particularly from electronic health records;
• Relational database experience in building queries in SQL or MS-Access environment;
• Advanced Excel skills including expertise with pivot tables, graphs, filters, AND/OR formulas;
• Experience conducting multivariate regression analyses;
• Expertise in creating data visualizations for diverse audiences using tools such as PowerBI and/or Tableau;
• Extensive project management experience
• Expertise in statistical analysis software or programming languages such as R, Python, Stata, SPSS or similar applications;
• Professional experience supervising data analysts;
• Committed to working in a diverse and inclusive work environment that values anti-racist policies and practices and all individuals are valued and respected;
• Lived experience or appreciation of behavioral health, the effects of trauma, marginalization or racism that can inform one's approach to issues of client equity and access to services.

The Department of Public Health is an Equal Opportunity Employer. Women, Minorities, and Persons with Disabilities are encouraged to apply