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| **Position Description** | | |  | | |
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| **Position Title** | Senior Data Analyst – Fixed term until June 30, 2025 | | | | |
| **Team** | Health Quality Intelligence | | | | |
| **Location** | Wellington | | | | |
| **Work Role Group** |  | | **Job Band** | 17 | |

The Health Quality & Safety Commission (the Commission), established in November 2010, leads and coordinates work across the health and disability system (both private and public) to improve service safety and quality and therefore outcomes for all who use these services in New Zealand. The Commission is a Crown Entity with a Board responsible to the Minister of Health.

The Commission is charged with:

* providing advice to the Minister of Health to drive improvement in quality and safety in health and disability services
* leading and coordinating improvements in safety and quality in health care
* identifying data sets and key indicators to inform and monitor improvements in safety and quality
* reporting publicly on the state of safety and quality, including performance against national indicators
* disseminating knowledge on and advocating for safety and quality.

Recognising that achieving this purpose requires the work of many, we see our mission as:

Involve. Inform. Influence. Improve.

Our work is based on a shared model - the New Zealand Triple Aim for quality improvement. We work alongside our partners and stakeholders to achieve equity in the health and disability system, as well as to improve people’s experience of that system and its value. Many other factors impact on a health system’s ability to improve its quality, such as: governance, leadership and workforce capability and engagement; partnerships; and the ability to measure quality effectively and appropriately.

Diagram

Description automatically generated

**Organisational Context**

The Commission has embraced a new strategy outlined in the Statement of Intent (SOI) 2020-2024. This outlines four strategic priorities underpinned by the three articles of Te Tiriti o Waitangi and the Ritenga Declaration:

* *Kāwanatanga* – partnering and shared decision making, informed and shaped by tangata whenua and tangata Te Tiriti worldviews and perspectives
* *Tino rangatiratanga* ‒ recognising Māori authority and the importance of tangata whenua authority and autonomy. Also supporting tangata whenua led processes, actions and decision making, through shared power and resources
* *Ōritetanga* ‒ equity. Undertaking specific actions to ensure equitable outcomes for tangata whenua and recognising that these actions can also support equitable outcomes for other groups
* *Wairuatanga**‒* upholding values, belief systems and worldviews. Prioritising tangata whenua worldviews, values and belief system

Our strategic priorities are:

1. *Improving experience for consumers and whanau*. People and whānau are the centre of the health and disability system and partner actively in determining their care
2. *Embedding and enacting Te Tiriti o Waitangi, supporting mana motuhake*. The health and disability system supports and partners with Māori to achieve the health outcomes that they determine as priorities
3. *Achieving health equity.* Health equity is embedded into all aspects of the health and disability system, and into the care relations
4. *Strengthening systems for quality services*. A stronger health and disability system is proactive and anticipates quality and safety issues. Its leaders authentically focus on trust, partnerships and knowledge sharing

**Organisational values**

The way we work reflects our role as a national ‘leader and coordinator’ and is encapsulated in our values:

*It’s about people | Mō te iwi*

We are driven by what matters to patients/consumers and their families/whānau; and by what will improve the health of communities and populations.

*Open | Ngākau tuwhera*

We have an open, honest, transparent and respectful culture. We value the expertise, knowledge and experience of others and welcome creative approaches and diverse opinions.

*Together | Kotahitanga*

We partner with others, and learn and share together. We use consumer experience, expert knowledge and current information to come up with new ways of thinking and better ways of doing things.

*Energising | Whakahohe*

We are energised by our passion for improving health and disability support services.

*Adding value | Te tāpiri uara*

We demonstrate our value to the health and disability system and to the health of communities.

# Position purpose and responsibilities

The Health Quality Intelligence team plays a key role in the Commission’s responsibility to improve New Zealand’s health services. Its purpose is to make the Commission stronger and more effective through being the acknowledged NZ leaders in measuring, evaluating, and commenting on the quality of health services.

Since 2012, the team has established a positive reputation for the delivery of reports on the quality of health care, such as the Atlas of Healthcare Variation, Window on the Quality of New Zealand’s Health Care, Quality Alerts, the quarterly Quality and Safety Markers and patient experience surveys. The team also supports the health sector to use information to improve care, and to provide advice to a wider group of stakeholders on approaches to analysing, reporting and publishing information about the quality of care. In addition, we have a range of targeted transparency projects, and provided specific targeted support to the national Mental Health and Addictions improvement programme, the National Trauma Network and the mortality review committees.

This role will primarily support one of the commission’s third party funded work programmes, Major Trauma and may contribute to the work of infection prevention and control. As a result the senior analyst will be expected to engage with external agencies including Accident Compensation Corporation, the National Trauma Network, Te Whatu Ora (Health New Zealand), Te Aka Whaiora (Māori Health Authority) and regional trauma networks as well as a wider national and international academic community.

The role of the senior data analyst is to:

* Work on the system improvement of data processing and reporting
* Provide day to day operational delivery of aspects of the Commission’s health quality and safety measurement including data management, data collection, collation, analysis, presentation, visualisation, and reporting
* Work with clinical experts and other colleagues to identify how to turn a concept about quality (whether “doing the right thing” or “getting a good outcome”) into specific measures which are valid, reliable and feasible
* Work with expert advisory groups, senior colleagues and other stakeholders to deliver specific products
* Provide support to the health and disability sector in constructing tools that can be used to monitor quality of care
* Translate the results of data analysis into reports and tools designed for use by clinical, and non-clinical staff across the health sector, government and the public, as required by the Director, Health Quality Intelligence and other senior colleagues including the National Trauma Network.

**Key relationships within the Commission**

All Commission employees have a responsibility for managing relationships in some or all of the key sectors we work with. In this role, the key relationships to be developed are as follows:

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| **Reports to:** | tbc |
| **Responsible for:** | NA |
| **Relationships with:** |  |
| **Internal** | Health Quality Intelligence team  Major trauma programme team  Quality system team  Patient safety & capability team  Māori Health Outcomes team  Other HQSC staff  HQSC Board  Expert advisory groups |
| **Health and disability sector:** | Te Whatu Ora - Regions and districts  Te Aka Whai Ora  ACC, National Trauma Network |
| **Public sector:** | As above, plus - Ministry of Health, ACC, Health and Disability Commissioner, PHARMAC and other government agencies (as required), Universities |
| **Private sector:** | Private sector suppliers, rehabilitation providers |
| **Communities and the public:** | Key stakeholders, consumer groups |

**Key responsibilities and expectations** include but are not limited to:

| **Key responsibilities** | **Performance expectations** |
| --- | --- |
| Measurement and evaluation | * Delivery of appropriate analysis and data visualisation to support the Commission’s core responsibilities and third party funded programmes * Support to DHBs and other stakeholders in using Commission analytic tools * Other development and delivery of analysis as required |
| Data Management | * Ensure quality and integrity of data sets by following legal obligations, the principles of Māori data governance and sovereignty, and good data practice in the handling of large data sets * Ensures information security |
| Report writing and presentation | * Produce well-written, clear and accurate reports based upon analysis to demonstrate results and draw conclusions |
| Stakeholder management | * Work with expert stakeholders in the development of measures and reports. Able to represent the commission and its work credibly and harness expertise and enthusiasm. * Build and maintain relationships with key stakeholders in NHC, other PHOs, DHBs and MoH * Deal professionally and effectively with internal and external stakeholders including identifying potential explanations required and ensuring the flow of high quality data |
| Team Membership | * Contributes to the functioning of the HQSC to ensure the development and implementation of integrated strategies and services that meet the overall objectives of the Commission |
| Cultural Competency | * Apply the principles of cultural safety to the projects being managed * Display respect, sensitivity and cultural awareness in interpersonal relationships * acknowledge cultural differences by respecting spiritual beliefs, cultural practices, diversity of sexualities and gender and lifestyle choices |
| Health and Safety | * Take responsibility for meeting the Commission’s obligations in workplace health and safety. |
| Risk Management (including Health & Safety in Employment Act | * Take responsibility for meeting the Commission’s obligations in workplace health and safety * Contribute to a healthy and safety working environment and healthy and safe working practices |

# Key Selection Criteria

To be considered for this role, the ideal person will need to demonstrate:

# Essential experience, skills and qualities

* Interest in and understanding of the complexities of measuring quality in healthcare
* Proven strong analytical skills and a comfort in working with large, and complex, data sets
* Excellent understanding of statistical methods
* A tertiary qualification in a relevant discipline or commensurate professional experience
* Strong programming skills including experience of at least some of R, SAS, SQL, Python
* Strong data visualisation skills
* Excellent stakeholder management skills: credible, engaging and collaborative
* Able to communicate complex data clearly, concisely and in plain language – telling a story with numbers – especially for non-specialist audiences
* Attention to detail
* Ability to manage competing priorities
* Ability to find, assess, précis and act on scientific evidence
* Sound judgement, discretion, drive to achieve and proven ability to work under pressure

Desirable experience, skills and qualities

* A higher-level degree in a quantitative subject such as health sciences, social sciences, maths and stats, or economics
* Experience of working with healthcare data, including large data sets such as national collections, registries or clinical audit sets
* Experience working with patient reported outcomes measures (PROMS), such as EQ-5D or WHO-DAS.
* Experience of presenting data using R-shiny, tableau or other data visualisation tools.