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| **Position Description** | | |  | | |
| January 2023 | | |
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| **Position Title** | Data analyst: He Hoa Tiaki | Partners in Care | | | | |
| **Location** | Wellington | | | | |
| **Work Role Group** | Partners in Care | | **Job Size-Band** | 15 | |
| **Delegated Authority** | HR (none) | | **Financial** | none | |

**The role**

The Health Quality & Safety Commission (the Commission) is seeking a data analyst to join the He Hoa Tiaki | Partners in Care team, the Commission’s consumer and whānau engagement programme.

Your role will include providing data analyst support for both qualitative and quantitative data sets, particularly the consumer engagement quality and safety marker and assisting with the application of patient reported experience measure data (PREM), and supporting the emerging patient reported outcome measures programme (PROM), as required. Key to this role will also be managing content and ensuring timely and accurate information is available to key stakeholders and is presented in an accessible way.

All positions in the Partners in Care team must build and maintain strong relationships with consumers and whānau and work together with them to shape both the programme, and the Commission’s direction more broadly.  
  
**About the 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) 2020-24. This outlines four strategic priorities underpinned by the three articles of Te Tiriti o Waitangi and the Ritenga Declaration which follow:

* 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 systems.

Our strategic priorities follow:

* *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.
* *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.
* *Achieving health equity.* Health equity is embedded into all aspects of the health and disability system, and into the care relations.
* *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.

**The He Hoa Tiaki | Partners in Care programme**

The Commission leads and coordinates work to support the health sector to be consumer and whānau focused and to work in partnership with whānau, consumers and communities. The He Hoa Tiaki | Partners in Care programme is central to this and provides oversight, advice and leadership for the Commission’s whānau-, consumer- and community engagement-related strategy and activities. The programme harnesses established networks and consumer and whānau knowledge and expertise about how the overall system is functioning, how consumers are experiencing the health system and how consumers are co-creating this system and influencing decisions about their health and wellbeing.

He Hoa Tiaki | Partners in Care is one of the Commission’s strategic programmes. It underpins all the Commission’s programmes and projects.

# Position purpose and responsibilities

The purpose of this position is to provide data analyst support to the He Hoa Tiaki | Partners in Care programme.The overarching goal is to achieve service and system change within the health and disability sector in Aotearoa by enabling and strengthening the consumer and whānau voice at all levels of the health and disability system.

# Key relationships within the Commission

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

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| **Reports to:** | Assistant director, Health Quality Intelligence, with indirect reporting to Director, He Hoa Tiaki | Partners in Care |
| **Responsible for:** | N/A |
| **Internal relationships:** | Commission line managers  Other staff in the Commission  Consumer advisory group to the Commission’s board  Consumer network  HQSC board |
| **Advisory groups and external agencies:** | Te Aka Whai Ora - Māori Health Authority, Te Whatu Ora - Health New Zealand, ACC, NGOs, PHOs, private health sector, regulatory authorities, professional organisations, consumer and whānau organisations. |

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

| **Key responsibilities** | **Performance expectations** |
| --- | --- |
| Measurement and evaluation | * Ensure appropriate analysis and data visualisation to support the programme * Support the health sector to respond to the consumer engagement quality and safety marker * Other development and delivery of coordination and analysis as required |
| Data analysis | * Ensure quality and integrity of data sets by following legal obligations, the principles of Māori data governance and sovereignty, and good data practices in the handling of large data sets * Ensure information security |
| Report writing and presentation | * Produce well-written, clear, and accurate reports based upon analysis to demonstrate results and draw conclusions * Develop mechanisms for the consumer engagement quality and safety marker to be applied more broadly as a tool for quality improvement * Proactively seek opportunities to apply lessons from patient experience data, and patient reported outcome measures data |
| Stakeholder management | * Work with expert stakeholders in the development of measures and reports * Represent the Commission and its work credibly and harness expertise and enthusiasm * Build and maintain relationships with key stakeholders * Deal professionally and effectively with internal and external stakeholders including identifying potential explanations required and ensuring the flow of high-quality data * Liaise with health services as they submit data to the consumer engagement quality and safety marker |
| Team membership | * Contributes to the functioning of the Commission 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 * Demonstrate a commitment to keeping Te Tiriti o Waitangi alive by demonstrating knowledge and experience of tikanga Māori, understanding of equity issues for Māori and the Commissions responsibilities under Te Tiriti o Waitangi * Acknowledge cultural differences by respecting spiritual beliefs, cultural practices, diversity of sexualities and gender and lifestyle choices |
| 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
* An understanding of what is important to consumers and whānau in engaging with health services.
* Proven strong analytical skills and a comfort in working with qualitative and quantitative data sets
* A tertiary qualification in a relevant discipline or commensurate professional experience
* Ability to interpret and explain qualitative and quantitative data
* Excellent stakeholder management skills: credible, engaging and collaborative
* Able to communicate 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 evidence
* Sound judgement, discretion, drive to achieve and proven ability to work under pressure

Desirable experience, skills and qualities

* Knowledge of Te Reo, tikanga Māori and working with whānau
* Experience of working with healthcare data, including large data sets such as national collections, registries, or clinical audit sets
* Experience of working with R Shiny
* Experience with website content management systems (e.g. Silverstripe)
* Experience with improvement projects, and an understanding of quality improvement methods