Effective Date	ER Code	Approved title/Grade	Title Code	Date Classified	Analyst Initials	Job Number
						_____BR

(The above section will be completed by the Compensation Unit following review)

Job Description/Employment Requisition Form

In addition to completing this form, please provide a copy of the most current departmental organization chart as it relates to this position, or reclassification. For reclassifications, please note the name and current title of the incumbent.

Name:	**Employee ID:**
Department:	**Home Dept. ID # (6 digits)**
Proposed Payroll Title (If MSP, add grade level):	**Title Code:**
Current Payroll Title:	**Recommended Working Title:** Specialty Care Data Analyst
Supervisor's Name:	**Phone & email:**
New Position:	**Replacement For:**
Significant. Duty Changes:	**Critical Position?**
Appointment Type (select one)	**Physical/Health Screening Required?**
Limited or Contract End Date	**Work days & hours:**
Percentage Time:	**Campus Work Location:**
Dept. Contact	**Phone & email:**
Resume Receiver:	**Phone & email:**

Job Summary

Provide a description of the overall purpose of the position. "Why does this position exist?"

A critical member of the UCSF Center for Innovation in Access and Quality and SFGH Ambulatory Integration teams, the Specialty Care Analyst will help guide operational, clinical and quality improvement activities with timely, actionable, reliable data. Specifically, the incumbent will provide clinical database management, data analysis and reporting support for the SFGH eReferral Program, specialty care clinics, diagnostic services and selected grant funded initiatives. Under the general direction of eReferral leadership and the Associate Chief Medical Officer for Specialty and Diagnostic services, the incumbent is expected to perform the following essential functions:

- Provide consultation and technical assistance for the design, development, implementation, and evaluation of activities related to quality and operations improvement for eReferral and specialty care clinics, using the Model for Improvement framework, LEAN, and other industry standard models.
- Develop and maintain eReferral and specialty care databases.
- Develop and maintain standing reports or ad hoc data extracts/analyses as requested from hospital or departmental leadership using Tableau or other data reporting tools; identify and analyze data trends and provide recommendations for improvement.
- Ensure data integrity; monitor data transfer jobs, troubleshoot and resolve problems in data transfer.
- Serve as a systems analyst for eReferral and assigned specialty care and diagnostic services' performance improvement initiatives
- Provide consultation and ongoing in-services to specialty care clinics, services, and committees about operations performance improvement and patient safety topics and standards, focusing on

nationally recognized quality bodies such as the Joint Commission, Agency for Healthcare Quality and Research, Institute for Healthcare Improvement and others
- Performs other related duties as assigned/required

Note: If this is a reclassification request or a replacement with significant changes, please briefly describe (no more than 2 paragraphs) the significant changes that have taken place since the position was last reviewed. Additionally, please provide a copy of the former job description for the position.

With the anticipated move of eReferral to a vendor-based system, this position has changed from a programmer position to a data reporting/analyst position. The incumbent will work on projects of high complexity, with data from multiple different sources. Advanced analytic and SQL skill sets are required to use the newly acquired Business Intelligence tool, Tableau.

The incumbent will work closely with DPH Quality Management (QM) and Information Systems (I/S) Department Reporting and Application Groups. He/she will design and implement complex reporting systems to meet quality improvement, clinical operations and surveillance needs for the Department of Public Health and UC Departments at San Francisco General Hospital.

Key Responsibilities
List key functions and the estimated percentage of time spent performing each of the position's. Indicate which responsibilities are considered "Essential" to the successful performance of the job as defined by the EEOC: "Essential functions are the basic job duties that an employee must be able to perform…You should carefully examine each job to determine which functions or tasks are essential to performance." The following website can provide guidance*: http://ucsfhr.ucsf.edu/index.php/dismgmt/article/1205*

Example:
25% Essential/**Yes** - Administration:. Under general supervision, oversee all aspects of the administrative office; Interact with university officials, faculty, staff and representatives from outside agencies; Assist in the preparation and coordination of Federal and non-federal grant applications from initial submission to annual progress reports; Prepare and track purchasing and payment authorizations

% of time	Essential Function (Yes/No)	Key Responsibilities (To be completed by Supervisor)
10	Yes	Quality Improvement Activities - Provide consultation and ongoing in-services to specialty care clinics, services, and committees about performance improvement and patient safety metrics and standards, focusing on nationally recognized quality bodies such as the Joint Commission, Agency for Healthcare Quality and Research, Institute for Healthcare Improvement and others. - Serve as a systems analyst for eReferral and assigned specialty care and diagnostic services' performance improvement initiatives. - Participate in hospital wide quality improvement committees.
70	Yes	Data Reporting: - Respond to patient care and clinical outcome information requests to support the work of the SFGH eReferral Program, specialty and diagnostics clinics, and grant-funded projects as needed. Assess business needs, gather user requirements and design deliverables to meet the stated objectives. - Work closely with Quality Management and Information Systems Departments to generate and maintain eReferral dashboards, using scripting and tools such as Tableau. - Work with the Ambulatory Integration Team and clinical staff to refine and maintain specialty data dashboard metrics that encompass operational, clinical, patient experience, utilization and financial arenas.

		Ensure data integrity and troubleshoot data transfer.
20	Yes	Data analysis: – Engage specialty clinic leadership in improvement efforts based on analysis and interpretation of data from various sources to guide operational, clinical and quality initiatives pertinent to specialty care delivery at SFGH. – Contribute to publishing manuscripts about SFGH/CIAQ initiatives.
100%		*(To update total %, enter the amount of time in whole numbers (without the % symbol - e.g., 15, 20) then highlight the total sum (e.g., 1%) at the bottom of the column and press F9. The total sum should add up to 100%.)*

Qualifications, Licenses and Certifications

Required Qualifications:
*Qualifications that must be possessed by any candidate to be considered for the position. These qualifications will be included in the job posting and will be used to screen applicants. Please include qualifications that are **objective and quantifiable** such as years of experience required, educational degrees, etc.*

Please list:
- Knowledge of relational database technologies, data modeling tools and concepts, and the conceptual design of logical and physical databases.
- Facility with HTML and SQL programming.
- Experience with complex data warehouse systems and entity wide reporting structures.
- Minimum 1-year experience working in a health care environment, participating in data-driven quality improvement activities.
- Comfortable working with protected health information and sensitive information.
- Must have demonstrated capacity for analytical thinking, rapid problem solving, and effective task prioritization in a fast-paced environment.
- Must be an effective oral and written communicator; highly developed customer service skills are essential.
- Evidence of self-motivation in the workplace; must be resourceful, detail oriented and have excellent organization skills. Be able to work with multi-disciplinary teams.
- Demonstrated proficiency with project management terminology and process including estimating time, planning activity, developing schedules and managing resources.
- Must be able to work at computer workstation for long periods of time and conduct repetitive tasks with computer input devices such as keyboards, mice, etc.

Required Licenses and/or Certifications:
Licenses and certifications that a candidate must possess to be considered for the position.

Please list:

- Bachelor's degree is required. In lieu of degree, minimum of 4-5 years of relevant professional experience.

Preferred Qualifications:
Qualifications that an ideal candidate would possess, but are not minimally required for a candidate to be considered for the position.

Please list:

- Experience with SQL reporting tools.
- Knowledge and familiarity with state and federal security and privacy laws.
- Experience with health care delivery systems and safety net systems.

Problem Solving
Please provide 2-3 examples of problem solving for this position as described below (please be brief: 1-3 sentences for each example).

Common problems solved by the employee:
- Gathering data from various sources to create a centralized report.
- Verifying data sometimes require analyzing data in two different ways to get to the same result.
- Identifying when results "look funny" and researching the root cause

Less frequent and more complex problems solved by the employee:
- Diagnose why an existing report is not running or has become inaccurate.

Problems/situations that are referred to this employee's supervisor:
- If the solution or the report that was created is not in line with expected outcome.
- If there is a delay with progress or completion of a project.

Management of Funds:
Does this position require oversight or management funds? **No**.

If No: Please skip this section.
If Yes: Please complete the budget grid.

Describe the degree to which the incumbent is directly responsible for the management of funds. Indicate the variety of funding sources under the incumbent's control:

Type of Budget	Number of Budgets	Current yr. expenditures $
Operating Funds		
Contracts and Grants		
Recharge Operations		
Generated Income Funds (professional fees, etc)		
Endowments		
Other Sources (please identify)		
Total		

Supervision
Complete this section ONLY if the incumbent in this position performs at least **3** of the responsibilities listed below in the supervision of **2** or more UCSF employees. Positions that give work assignments to other employees and review their work products, but do not perform at least 3 of these functions are typically LEAD positions, not supervisory positions.

- Independently selects subordinates OR participates in the interviews and recommends who should be hired;
- Independently determines subordinates' performance ratings OR recommends performance ratings:
- Independently decides within budgetary limitations the amount of subordinate merit increases, whom will be selected for promotional opportunities, and whether to request the reclassification of a position, OR recommends these actions;

- Has independent authority to issue written warnings and suspensions and determines what discipline should be imposed upon a subordinate OR recommends such actions;
- Has independent authority to resolve grievances or complaints OR formulates and recommends a resolution to grievances or complaints.

Indicate employees supervised, job title and FTE.

Employee Supervised	Job Title	FTE %

Please list the names of a few current employees who are performing this identical role:

Please follow your department's procedures for management review and then submit to Human Resources

(Signature below is only required for hard-copy retention within the department. Electronic submission does not require signatures.)

Supervisor Name:		**Supervisor Title**	
Employee Signature:		**Supervisor Signature:**	
Date:		**Date:**	

Addendum: Physical Job Requirements Job Title:_____

Body Positions	Activity	Never	Occasional 1% - 33%	Frequent 34%-66%	Continuous 67%-100%
	Sitting	☐	☐	☒	☐
	Standing	☐	☒	☐	☐
	Walking	☐	☒	☐	☐
	Squatting	☐	☒	☐	☐
	Bending	☐	☒	☐	☐

	Activity	Never	Occasional 1-33%	Frequent 34%-66%	Continuous 67%-100%
Pull	Pulling 0-20 lbs.	☐	☒	☐	☐
	Pulling 21-30 lbs.	☐	☒	☐	☐
	Pulling 31-60 lbs.	☐	☒	☐	☐
	Pulling over 60 lbs.	☒	☐	☐	☐
Hand/Arm	Fine finger manipulation	☐	☐	☒	☐

Rev. 3/11/13

Category	Task	1	2	3	4
	Waist Twisting	☐	☒	☐	☐
	Kneeling	☒	☐	☐	☐
	Crawling	☐	☒	☐	☐
Climbing	Climbing stairs	☐	☒	☐	☐
	Climbing ladders	☐	☒	☐	☐
	Reaching shoulder height	☐	☒	☐	☐
	Reaching below shoulder height	☐	☒	☐	☐
Lifting	Lifting 0-20 lbs.	☐	☒	☐	☐
	Lifting over 60 lbs.	☒	☐	☐	☐
	Lifting up to __50_____ lbs. overhead	☐	☒	☐	☐
	Lifting up to ___50____ lbs. above waist	☐	☒	☐	☐
	Lifting up to __50_____ lbs. below waist	☐	☒	☐	☐
Carrying	Carrying 0-20 lbs.	☐	☒	☐	☐
	Carrying 21- 30 lbs.	☐	☒	☐	☐
	Carrying 31-60 lbs.	☐	☒	☐	☐
	Carrying over 60 lbs.	☒	☐	☐	☐
Push	Pushing 0-20 lbs.	☐	☒	☐	☐
	Pushing 21-30 lbs.	☐	☒	☐	☐
	Pushing 31-60 lbs.	☐	☒	☐	☐
	Pushing over 60 lbs.	☒	☐	☐	☐

Category	Task	1	2	3	4
	Gross manipulation	☐	☒	☐	☐
	Simple grasp	☐	☐	☒	☐
	Power grasp	☐	☒	☐	☐
	Repetitive hand/arm use	☐	☐	☒	☐
Exposures	Loud noise	☐	☒	☐	☐
	Dust, fumes or gases	☒	☐	☐	☐
	Chemicals or toxic substances	☒	☐	☐	☐
	Latex	☒	☐	☐	☐
Other	Ability to differentiate color	☐	☐	☒	☐
	Verbal communication	☐	☐	☒	☐
	Operating motor vehicles	☒	☐	☐	☐
	Use of protective equipment	☒	☐	☐	☐
	Other:_____	☐	☐	☐	☐