
TITLE: Data Specialist

DEPARTMENT: Call Center

REPORTS TO: Managing Director

SALARY: TBD

JOB PURPOSE:

Committed to providing overall toxicological emergency call room support at the Washington Poison Center (WAPC) by delivering and advancing high-quality consultative services available 24/7/365 for Washington State through the delineated job purpose of SPI or PIP.

In addition, to call room support, responsible and accountable for the organization and analysis of data in support of process improvement initiatives for various clinical area programs. Develop and generate outcomes reports and disseminate them to applicable parties. Act as an educational resource for other members of the clinical data support team. Responsible for data collection and validation for various reports/projects on an ongoing basis. Helps to develop and conduct ongoing quality assurance metrics, and utilize data to illustrate need for guideline changes and to identify staff training needs.

JOB RESPONSIBILITIES:

Must meet and comply with all the responsibilities of the **SPI RN, SPI Pharmacist or PIP Job Description**

- Performs, analyzes, updates, and modifies assigned procedures and processes to continually improve call center and other organization operations
- Assists the Managing Director with monitoring and analyzing of poison center outcomes/metrics to ensure organization goals, objectives, and outcomes are met as well as accreditation and regulatory requirements are met
- Pursues methods to ensure receipt of valid data required for trending and reporting of various QI work plan metrics and toxicologic exposures.
- Collects and summarizes performance data, performs adequate data/barrier analysis, identifies opportunities for improvement, develops improvement recommendations, presents findings/recommendations to the Quality Improvement Committee and other committees as appropriate, and deploys actions as approved
- Ensures that documentation produced and/or processes conducted comply with state regulations and/or accrediting body requirements
- Participates, as needed, in various QI committees and work groups to improve process and/or health outcomes, and contributes meaningful ideas based on functional knowledge
- Serves as knowledge expert for continuous quality improvement activities
- Assists in activities to prioritize clinical and service improvement initiatives.
- Assists the Managing Director in working with local and state public health agencies in providing data reports.
- Work 50% of FTE online fulfilling call center responsibilities as SPI or PIP and be available to cover additional online shifts as needed.

JOB REQUIREMENTS:

- Registered nurse from an accredited nursing school or pharmacist from an accredited school of pharmacy with an active license to practice in the state of Washington, OR bachelor's degree from accredited college/university.
- Must maintain a minimum overall rating of "Proficient" on Annual Performance Reviews.
- Well-organized and detail-oriented and able to multi-task.
- Advanced knowledge of NPDS coding.
- Training or background in advanced spreadsheet and database software programs, statistics, and clinical data abstraction preferred.

PHYSICAL REQUIREMENTS:

- Must meet and comply with all the physical requirements of the **SPI RN Job Description, Pharmacist SPI Description or PIP Job Description**
- Able to read and write legibly in English with professional quality
- Use computer, printer, and software programs necessary to the position, e.g., Word, Excel, Outlook, PowerPoint, electronic medical record, electronic event reporting program.