Job Description

Job Title: Patient Safety System Analyst  
Reports to: Executive Director  
Location: Portland, OR  
Position: Full Time/Exempt  
Date: September 2018

Position Summary
The Patient Safety Reporting Program (PSRP) is our foundational patient safety program and has the dual goals of ensuring transparency to the public about the nature of adverse healthcare events in Oregon and supporting system improvement. The system analyst works with the participants of this program by reviewing adverse event reports, providing patient safety and quality improvement expertise and analysis, and sharing information to promote learning, improve safety, and prevent recurrence of adverse events.

Responsibilities
- Review and provide feedback and analysis for adverse event reports submitted by program participants
- Recruit and retain participants for the program
- Provide ongoing technical support and training to program participants on use of the reporting system
- Present information about the reporting program and other patient safety-related topics
- Work with the OPSC analytics and communications staff to review aggregate report information and to share that information with program participants
- Draft content for OPSC publications about relevant patient safety topics
- Maintain contact information in the OPSC database
- Prepare and provide web-based and in-person training to program participants on patient safety and quality improvement principles and tools

Qualifications and Experience

Required
- Bachelor’s degree in healthcare or related field required (e.g., Healthcare Administration, Public Health, Social Services, or Management), advanced degree preferred
- Direct experience working with healthcare organizations; clinical practice or patient safety and/or quality improvement professionals
- Minimum of five years of experience coordinating patient safety and/or quality improvement efforts
• General knowledge of various healthcare settings
• Working knowledge of patient safety and quality improvement principles (e.g., root cause analysis, systems thinking, the Model for Improvement, Plan-Do-Study-Act (PDSA) cycles, and safety culture)
• Experience presenting to groups
• Experience developing training materials
• Ability to research and disseminate best practices, tools, and resources
• Passion for improving the experience of healthcare for patients and healthcare providers

Preferred
• Certified Professional in Healthcare Quality (CPHQ) or Certified Professional in Patient Safety (CPPS) credential

Skills
• Ability to apply systems thinking
• Proficiency with Microsoft Professional Suite programs
• Ability to create presentations, present information, and engage an audience
• Excellent communication skills, both verbal and written
• Strong interpersonal skills as demonstrated by management of challenging conversations over the phone or in person
• Ability to interact productively with staff to support the mission and values of OPSC
• Ability to work collaboratively in groups, but also work independently to determine daily priorities and meet deadlines
• Demonstrated organizational skills

Working Conditions
• Requires Monday through Friday work schedule with the ability to flex times as needed
• Requires travel, mostly in state, up to 35% of the time with some overnight travel
• Must possess and maintain acceptable driving record (driving record will be verified prior to hire)
• Requires significant computer use
• Must be able to pass a background check
• Must be a US citizen or legally eligible to work in the US (H1B sponsorship is not provided)

Signatures

Patient Safety System Analyst, OPSC

Executive Director, OPSC