YISHUN HEALTH

KHOO TECK PUAT HOSPITAL

JOB DESCRIPTION

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| **JOB TITLE** : Executive / Senior Executive (Operations Analyst) | **JOB CLASSIFICATION** : Exempt |
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| **DEPT/SECTION** : Care Integration and Flow Office, Operations Admin | **JOB GRADE** : 11 - 13 |
| **STATEMENT OF PURPOSE**  Responsible for planning, facilitating and implementing value-based care for patients through analytical studies, system enhancement and the use of process improvement tools. Oversee the operations of assigned departments, managing resources and providing leadership to ensure an efficient, personalized service in a pleasant and comfortable environment. | |
| MAJOR DUTIES AND RESPONSIBILITIES **(A) SPECIFIC (80%)**   1. Identify and solve issues relating to patient process flows through analysis of data and information. 2. Analyse data for anomalies, trends and opportunities for improvement. 3. Systemize the process of retrieval of patient value compass indicators across service lines and patient process flows. 4. Participate in efforts to improve patient processes and business capabilities. 5. Apply available tools to enhance the visualisation of indicators for care teams and to build patient value dashboards. 6. Work closely with various healthcare providers and other team members to improve data standardization, data quality and assurance, as well as data governance.   **(B) GENERAL (20%)**   1. Align the department's goals with the business goals of the hospital. 2. Support all corporate activities and community projects. 3. Embrace continuous improvement as our way of life by improving and refining work performance on a daily basis. 4. Any other job responsibilities as assigned by supervisor. | |

# ORGANISATION RELATIONSHIP

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| (SUPERVISOR’S SUPERIOR) | Chief Operating Officer | |
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| (SUPERVISOR) | Director / Senior Manager / Manager / Asst. Manager | |
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| (JOB HOLDER) | Senior Executive/Executive | |

# JOB REQUIREMENTS

**(A) EDUCATION, TRAINING AND EXPERIENCE**

* + Basic Degree in Computer Science or any equivalent
  + Diploma in Computer Science holders with minimum 3 years’ relevant work experience may apply
  + Proficiency in SQL, Python, R, VBA will be an advantage
  + Ability to review complex information, perform comparative analysis and make recommendations based on findings
  + Possess positive attitude, initiative, and keenness to learn
  + Possess strong analytical, good interpersonal and communication skills

**(B) SPECIALISED TRAINING**

* + Intermediate to advanced level of skill in Microsoft Excel
  + Knowledge of statistics
  + Possess strong data integration skills. Prior work experience on business intelligence platforms will be at an advantage
  + Good to have:
  + Enterprise data modelling experience
  + Ability to analyse large datasets and process structure and unstructured data
  + Build predictive models and machine-learning algorithms
  + Understanding of healthcare data, acquisition and management
  + Comfortable working with multiple stakeholders (e.g. administrative staff, IT professionals, clinicians, nursing, etc.)

# ABNORMAL PHYSICAL WORKING CONDITION

* None