

## DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial) <b>042-127-5393-801</b>				
UNIT NAME AND CITY LOCATED Quality Management – Informatics and Improvement Elk Grove		CLASSIFICATION TITLE <b>Associate Governmental Program Analyst</b>				
		WORKING TITLE <b>Associate Governmental Program Analyst</b>				
		COI	WORK WEEK GROUP	CBID	TENURE	TIME BASE
		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	2	R01	P	FT
SCHEDULE (Telework may be available): ____ AM to ____ PM. (Approximate only for FLSA exempt classifications)		SPECIFIC LOCATION ASSIGNED TO <b>8220 Longleaf Drive, Elk Grove, CA 95758</b>				
INCUMBENT (If known)		EFFECTIVE DATE				
<p>The California Department of Corrections and Rehabilitation (CDCR) and the California Correctional Health Care Services (CCHCS) are committed to building an inclusive and culturally diverse workplace. We are determined to attract and hire more candidates from diverse communities and empower all employees from a variety of backgrounds, perspectives, and personal experiences. We are proud to foster inclusion and drive collaborative efforts to increase representation at all levels of the Department.</p> <p>CDCR/CCHCS values all team members. We work cooperatively to provide the highest level of health care possible to a diverse correctional population, which includes medical, dental, nursing, mental health, and pharmacy. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR/CCHCS mission.</p> <p>CDCR and CCHCS are proud to partner on the California Model which will transform the correctional landscape for our employees and the incarcerated. The California Model is a systemwide change that leverages national and international best practices to address longstanding challenges related to incarceration and institution working conditions, creating a safe, professional, and satisfying workplace for staff as well as rehabilitation for the incarcerated. Additionally, the California Model improves success of the decarcerated through robust re-entry efforts back into the community.</p>						
<b>PRIMARY DOMAIN:</b>						
<p>Under the supervision of the Staff Services Manager II, Quality Management Section, the Associate Governmental Program Analyst (AGPA) provides the more complex analytical support to health care program evaluation and quality improvement activities. This position performs program evaluation, acts as liaison to institutions across the state engaged in quality improvement efforts, and participates in strategic planning activities. In addition, this position will perform completed staff work for health care executives coordinating quality improvement efforts such as redesign of major health care processes and statewide staff development programs. <b>Up to 20% travel may be required.</b></p>						
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use addition sheet if necessary)</i>					
<b>ESSENTIAL FUNCTIONS</b>						
<b>40%</b>	Independently supports statewide efforts to develop quality management, performance improvement and patient safety objectives, and track progress towards meeting those objectives; tracks and analyzes program improvement activities as they relate to the Receiver's strategic plans. Directly responsible for providing the more complex analytical support for the implementation of the statewide health care quality improvement process; use a variety of measurement tools and techniques to evaluate health care programs; analyzes health care system and patient safety data to identify program deficiencies; recommends appropriate interventions to address program					

	<p>deficiencies, including policy or procedure modifications, training, and resource modifications; independently develops policies, procedures, training programs, decision support tools, and forms as required. Assesses program needs and drafts proposals to satisfy those needs, including legislative and budget change proposals; supports quality management committees or lead improvement projects as directed.</p> <p><b>30%</b> Independently conducts data analysis and program evaluation to write and issue reports describing program performance statewide in a variety of health care categories, including patient safety; prepares and presents performance data and trends to governance committees, including recommendations for appropriate action if needed; categorizes available data resources and matches data resources with program areas that can use that information for program improvement; supports development and reporting of performance measures; independently designs quality improvement tracking systems, data collection systems, and audit tools and related decision support materials as required. Designs report templates and user-friendly strategies for viewing data, performance and patient safety trends and reports.</p> <p><b>25%</b> Assists institutions across the state in implementing program improvement and patient safety activities; serves as a liaison to the field, analyzing institution-specific program data, identifying program deficiencies, and supporting problem-solving efforts; assists in identifying best practices and elevates them for broad dissemination. Provides technical assistance on the use of data collection and audit tools. Serves as a liaison to various stakeholders seeking information about the Division's quality improvement efforts, including clinical managers in the field, Regional Medical Directors, Clinical Operations Division executives, the Office of the Inspector General, the Office of the California Correctional Health Care Receivership, among other entities; provides information about the quality process and patient safety; provides training to staff in the field with regard to the quality improvement model and the patient safety program as requested.</p> <p><b>5%</b> Performs other duties as required.</p>
	<p><b>KNOWLEDGE AND ABILITIES</b></p> <p><i>Knowledge of:</i> Principles, practices, and trends of public and business administration, management, and supportive staff services such as budgeting, personnel, and management analysis; and governmental functions and organization.</p> <p><i>Ability to:</i> Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; and gain and maintain the confidence and cooperation of those contacted during the course of work.</p> <p><b>DESIRABLE QUALIFICATIONS</b></p> <p><i>Knowledge of:</i> Health care quality improvement concepts is an asset. Sound decision-making and attention to detail is required.</p> <p><i>Interpersonal Skills:</i> Work independently in a team setting.</p> <p><b>OTHER DOMAINS</b></p> <p><b>SPECIAL REQUIREMENTS OR CONTINUING EDUCATION REQUIREMENT</b></p> <ul style="list-style-type: none"> <li>• CCHCS does not recognize hostages for bargaining purposes. CCHCS and CDCR have a "NO HOSTAGE" policy and all incarcerated patients, visitors, nonemployees, and employees shall be made aware of this.</li> </ul>

**SPECIAL PHYSICAL CHARACTERISTICS**

Persons appointed to this position must be reasonably expected to exert up to 10pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Involves sitting most of the time, but may involve walking or standing for brief periods of time.

**SPECIAL PERSONAL CHARACTERISTICS**

- Influence change and strengthen the community. Set an example each day through positive and pro-social role modeling, utilizing dynamic security concepts.
- Willingness to play a significant role in the collaborative efforts toward rehabilitation and public safety enhancement.
- Ability to facilitate conversations as a coach and mentor, engaging in a respectful and understanding manner.
- Ability to build trust, improve communication, and assist with the transformation of correctional culture.

**SUPERVISOR'S STATEMENT: *I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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**EMPLOYEE'S STATEMENT: *I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial) 042-127-5157-801				
UNIT NAME AND CITY LOCATED Quality Management – Informatics and Improvement Elk Grove		CLASSIFICATION TITLE Staff Services Analyst				
		WORKING TITLE Staff Services Analyst				
		COI	WORK WEEK GROUP	CBID	TENURE	TIME BASE
		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	2	R01	P	FT
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INCUMBENT (If known)		EFFECTIVE DATE				

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CDCR/CCHCS values all team members. We work cooperatively to provide the highest level of health care possible to a diverse correctional population, which includes medical, dental, nursing, mental health, and pharmacy. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR/CCHCS mission.

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PRIMARY DOMAIN:	
Under the supervision of the Staff Services Manager II, Quality Management Section, the Staff Services Analyst (SSA) provides the less complex analytical support to health care program evaluation and quality improvement activities. This position performs program evaluation, acts as liaison to institutions across the state engaged in quality improvement efforts, and participates in strategic planning activities. In addition, this position will perform completed staff work for health care executives coordinating quality improvement efforts such as redesign of major health care processes and statewide staff development programs. <b>Up to 20% travel may be required.</b>	

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. (Use addition sheet if necessary)
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<b>ESSENTIAL FUNCTIONS</b>	
<b>40%</b>	Tracks program improvement activities as they relate to the Receiver's strategic plans. Provides the less complex analytical support for the implementation of the statewide health care quality improvement process. Analyzes health care data and identify program deficiencies. Recommends appropriate measures to address program deficiencies, including policy or procedure modifications, training, and resource modifications. Develops training programs, decision support tools, and forms as required. Assists in the development and design of report templates and guidelines for viewing data and reports. Serves as a liaison to the institution staff to assist in analyzing institution-specific program data, identifying program deficiencies, and supporting problem-solving efforts using Quality Improvement techniques and methodologies. Provides technical assistance on the use of data

<p><b>35%</b></p> <p><b>20%</b></p> <p><b>5%</b></p>	<p>collection and audit tools.</p> <p>Assists in developing and issuing reports describing program performance statewide in a variety of health care categories. Produces data and reports for presentation to governance committees with recommendations for appropriate action. Categorizes available data resources and matches data resources with program areas that can use that information for program improvement. Supports development and reporting of performance measures by reviewing identified statewide trends and information reported through the electronic Health Care Incident Reporting System. Assists in the design and development of quality improvement tracking systems, data collection systems, and audit tools and related instructions as required.</p> <p>Assists in identifying best practices and elevates them for broad dissemination. Serves as a liaison to various stakeholders seeking information about the Division's quality improvement efforts, including clinical managers in the field, Regional Medical Directors, Clinical Operations Division executives, the Office of the Inspector General, the Office of the California Correctional Health Care Receivership, and other entities. Provides information about the quality process. Supports training to staff in the field by developing and producing training materials and resources with regard to the quality improvement model as requested.</p> <p>Performs other duties as required.</p>
	<p><b>KNOWLEDGE AND ABILITIES</b></p> <p><i>Knowledge of:</i> Principles, practices, and trends of public and business administration, management, and supportive staff services such as budgeting, personnel, and management analysis; and governmental functions and organization.</p> <p><i>Ability to:</i> Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; and gain and maintain the confidence and cooperation of those contacted during the course of work.</p> <p><b>DESIRABLE QUALIFICATIONS</b></p> <p><i>Knowledge of:</i> Health care quality improvement concepts is an asset. Sound decision-making and attention to detail is required.</p> <p><i>Interpersonal Skills:</i> Work independently in a team setting.</p> <p><b>OTHER DOMAINS</b></p> <p><b>SPECIAL REQUIREMENTS OR CONTINUING EDUCATION REQUIREMENT</b></p> <ul style="list-style-type: none"> <li>CCHCS does not recognize hostages for bargaining purposes. CCHCS and CDCR have a "NO HOSTAGE" policy and all incarcerated patients, visitors, nonemployees, and employees shall be made aware of this.</li> </ul> <p><b>SPECIAL PHYSICAL CHARACTERISTICS</b></p> <p>Persons appointed to this position must be reasonably expected to exert up to 10pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Involves sitting most of the time, but may involve walking or standing for brief periods of time.</p>

	<b>SPECIAL PERSONAL CHARACTERISTICS</b>
<ul style="list-style-type: none"> <li>• Influence change and strengthen the community. Set an example each day through positive and pro-social role modeling, utilizing dynamic security concepts.</li> <li>• Willingness to play a significant role in the collaborative efforts toward rehabilitation and public safety enhancement.</li> <li>• Ability to facilitate conversations as a coach and mentor, engaging in a respectful and understanding manner.</li> <li>• Ability to build trust, improve communication, and assist with the transformation of correctional culture.</li> </ul>	

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