



# Immunization Information System (IIS) Data Entry/ Deduplication Specialist

*Sample Role Description*

March 2016

*Note: This role description is meant to offer sample language and a comprehensive list of potential desired responsibilities with corresponding knowledge, skills and abilities (KSAs). Actual position descriptions should filter out information that is not applicable for a specific position or role. Depending on staffing levels, several roles may be combined within a single position, or several positions may fill the same role. The term “Immunization Information System” or “IIS” may be replaced with “Registry” within position titles in some jurisdictions.*

## Summary

The Data Entry/Deduplication Specialist role is typically found in an entry level office specialist or administrative specialist series. Although the classification for this role is often entry level, the content knowledge needed for this position is significant.

## Scope

The person fulfilling this role is responsible for conducting data cleansing activities on both incoming and existing data in the IIS. This role is also responsible for manually resolving possible duplicate patient data submitted for the same patient from a single or multiple sources (typically called deduplication). This role may also enter the small amount of new or corrected data that is submitted through mail, fax, or other hard copy, non-electronic methods.

## Budget Authority

None

## Position Titles

The following example job titles were gathered from existing positions at state and local health agencies:

- Data Entry Technician
- Deduplication Specialist
- Merging Specialist
- Data Quality Assistant

## Relationship

The person in this role typically reports to the IIS Manager. Internally, this role works very closely with the Help Desk team and the Data Quality Coordinator. Externally, the person in this role may have some contact with end-users, including but not limited to public and private providers, school personnel, health plans, and other public health programs.

## Decision Making Authority

- The person in this role exercises some independent judgment in carrying out responsibilities within a highly collaborative environment. Decision making generally requires merging, keeping separate, or separating potentially mismatched data. Decision making authority is commonly characterized as follows:
- Applies policies and procedures to determine if data should be merged or kept separate.
- Applies policies and procedures consistently to clean and/or correct data errors.

## Major Duties and Responsibilities

This list contains examples of duties and responsibilities that may be associated with an IIS Data Quality Analyst role. This list offers many possible duties and responsibilities from which to select in order to create a position most appropriate to your program needs and your human resources requirements.

### Data Quality Resolution

- Provide support for many data quality activities within IIS, with emphasis on improvements that will benefit the authorized users of the data within established laws, policies and procedures.
- Resolve discrepancies by contacting authorized users for information, comparing to IIS data files, and accessing information in the Vital Records birth files.
- Identify data errors as possible.
- Coordinate the resolution of data issues with lead data entry staff and/or technical staff.
- Coordinate with Data Quality Coordinator to determine new approaches and resolutions for data quality issues.
- Resolve duplicate records in the system.
- Correct mismerges and incorrectly flagged deceased records.

### Data Entry

- Enter demographic and immunization data submitted to IIS by hard copy from private and public clinics.
- Provide direct contact with clinics as needed to improve data quality and timeliness.
- Ensure data are entered in a timely and accurate manner from all hard copy forms.

### Documentation

- Provide a coordinating role in the development of IIS documentation for data entry procedures and data quality interventions.

### Application of Policy

- Interpret policies and procedures, and applies this knowledge to handle data quality issues and errors that are both routine and non-routine.
- Maintain security and confidentiality of data at all times.

### Functioning within an interdisciplinary team environment

- Consistently treat customers, stakeholders, partners, vendors and co-workers with dignity and respect.
- Create and maintain a work environment that is welcoming and respectful of diversity.
- Set clear guidelines and models expected professional behaviors.
- Other tasks as assigned.

## Key Competencies

This list contains the key competency areas with corresponding examples of knowledge, skills, and abilities that may be associated with the IIS Data Entry/Deduplication Specialist role. It is not all inclusive and may vary from position to position.

### Standards and Interoperability

Applies informatics standards to ensure interoperability between disparate information systems.

#### Knowledge Statements:

- Knowledge of immunization terminology and practices, and the data elements that support them.
- Knowledge of relevant IIS standards, including HL7 2.x and SOAP/Web Services.
- Knowledge of IIS best practice documentation developed by the Modeling of Immunization Registry Operations Workgroup (MIROW).
- Knowledge of national initiatives such as Meaningful Use, and their impact on IIS and health information exchange.
- Knowledge of standardized IIS business rules and best practices.

#### Abilities Statements:

- Ability to apply local and national standards consistently.
- Ability to quickly learn data fields commonly used in clinic practices to record vaccination encounters.
- Ability to quickly learn new terminology.

### Project Management

Practices project management and program management techniques to engage stakeholders and team members in achieving goals and expectations.

#### Knowledge Statements:

- Knowledge of diverse IIS stakeholders and funding mechanisms.
- Knowledge of the outputs of computer query and reporting tools, such as SQL, Crystal Reports, Business Objects or Excel to support technical staff in running reports.

#### Skills Statements:

- Skill to develop specific goals and plans to prioritize, organize, and accomplish work.
- Skill to document status and outputs of projects and processes.
- Skill to engage in testing of information solutions using appropriate methodologies and techniques.
- Skill in coordinating diverse activities to ensure completion of projects, tasks and assignments.

#### Abilities Statements:

- Ability to balance multiple, competing program demands.

### Information Systems

Applies fundamental knowledge of hardware, software (including business rules and algorithms), and network infrastructure essential to ensuring that public health requirements are met.

#### Knowledge Statements:

- Knowledge of health information systems.

- Knowledge of large databases and database functions/utilities.
- Knowledge of electronic data transfer methods.

**Skills Statements:**

- Skill in use of common software products such as Word, PowerPoint, Excel.
  - Skill to adopt complex, modern information technology and communication tools.
- 

 **Policy**

Ensures that information projects adhere to relevant laws, rules, policies, procedures, and regulations.

**Knowledge Statements:**

- Knowledge of applicable laws, statutes, policies and procedures regarding public health and health information.
- Knowledge of types of agreements such as data use agreements and memorandums of understanding that govern data access and sharing.
- Knowledge of policies and Standard Operating Procedures (SOPs) specific to IIS operations.
- Knowledge of records management.
- Knowledge of recommended schedules.

**Skills Statements:**

- Skill in appropriately applying IIS policies and procedures to specific situations
- Skill to use relevant information to determine whether events or processes comply with laws, regulations, standards or procedures.
- Skill in interpreting laws, rules, policies and procedures and applying interpretations to specific situations.

**Abilities Statements:**

- Ability to apply public health laws, regulations, and policies specific to the Immunization Program.
  - Ability to quickly learn processes, and practices.
  - Ability to use relevant information and individual judgment to determine whether events or processes comply with policies and procedures.
- 

 **Communication**

Practices active, effective communication between IT, public health and other relevant stakeholders.

**Skills Statements:**

- Skill in use of phone, email, fax, text messaging, instant messaging and other telecommunications methods.

**Abilities Statements:**

- Ability to build mutual trust, respect and cooperation among team members.
  - Ability to communicate effectively to technical and non-technical audiences in both written and oral methods.
  - Ability to contribute as a strong member of a self-directed work team.
  - Ability to develop constructive and cooperative working relationships with others, and maintain them over time.
  - Ability to effectively express ideas orally and in writing using appropriate language and organizing ideas in an objective manner.
-

## Analysis, Visualization & Reporting

Translates data to information and knowledge that leads to action using consistent analytic and reporting tools and techniques.

### **Abilities Statements:**

- Ability to apply general rules to specific problems.
  - Ability to exercise appropriate judgment in determining when an issue or problem needs referral to management or other staff.
- 

## Evaluation

Applies rigorous methods to evaluate the effectiveness of workflows and information technology.

### **Knowledge Statements:**

- Knowledge of general data quality concepts.
- 

## Principles & Strategy

Applies informatics principles, strategic thinking, and leadership techniques to public health information needs.

### **Knowledge Statements:**

- Knowledge of the development of IIS systems over time.
- Knowledge of the multiple purposes and audiences that leverage IIS data and functionality, and the methods by which they access IIS data.
- Knowledge of the basic concepts of vaccine management, such as inventory and accountability.

### **Skills Statements:**

- Skill in accurately recording and entering data.

### **Abilities Statements:**

- Ability to work independently with little or no supervision.
- Ability to work well in a high-pressure environment.
- Ability to apply high attention to detail to work products.
- Ability to use independent judgment, decision making and problem resolution to perform technical, operational, or administrative functions.