



HEALTH INFORMATICS ANALYST II

Position Status: Exempt
Reports To: Health Analytics Manager
Effective Date: 07/10/18
Revised Date: 08/17/20
Job Level: P2

POSITION SUMMARY

Under limited supervision, this position:

1. Collaborates and partners with management, project managers, and Information Technology Services (ITS) Division staff to develop, implement, and manage an assigned reporting/analytics portfolio
2. Delivers assigned reports of data analysis in accordance with best practices and standard peer review processes for validation and consistency
3. Performs other duties as assigned

DISTINGUISHING CHARACTERISTICS

The Health Informatics Analyst II is the full working level classification in the series and is distinguished from the lower, first working level Health Informatics Analyst I by the former's performance of analysis of more complex issues and greater degree of expert knowledge of quality improvement initiatives and avoidable healthcare costs. The Health Informatics Analyst II is distinguished from the next higher, advanced working level Health Informatics Analyst III by the latter's responsibility for acting as a strategic consultant, greater degree of independence in the performance of complex analysis, and responsibility for assisting with mentoring and training of other analysts.

RESPONSIBILITIES

1. Collaborates and partners with management, project managers, and Information Technology Services (ITS) Division staff to develop, implement, and manage an assigned reporting/analytics portfolio, with duties including but not limited to:
 - Supporting day-to-day consultation to business users and participating in and contributing to cross-functional project teams
 - Working with stakeholders to identify business needs and supporting creation of use cases and user stories satisfying those needs
 - Assisting in determining business needs by conducting fact-finding interviews and leveraging various tools and analytical methods
 - Summarizing findings to develop and propose appropriate solutions
 - Responsible for managing assigned workflows and ensuring reliability, integrity, and timeliness of end products
 - Assisting in the development of project plans and strategies and executing assigned project plans to deliver solutions
 - Managing intake requests across business units
 - Tracking and monitoring project activities to ensure critical milestones are met
 - Monitoring project progress towards objectives while minimizing exposure to risk
 - Identifying, reporting and escalating risks to management appropriately
 - Managing stakeholder relations

- Communicating proactively with customers on project progress, including keeping customers updated and informed of any issues that may result in variations or delays
 - Gathering information regarding customer expectations in order to develop goals and meet expectations
 - Collaborating with senior analysts and supervisor and requesting review as needed to ensure reliability, integrity, and timeliness of end products
2. Delivers assigned reports of data analysis in accordance with best practices and standard peer review processes for validation and consistency, with duties including but not limited to:
 - Participating in project scope, data source, and reporting metrics and format discussions
 - Providing recommendations on the data source, analytical approach, and validation process
 - Obtaining data, directing and executing reporting and analysis, performing interpretations and drawing conclusions, and preparing recommendations
 - Supporting translation of business requirements and unstructured business issues into analytic data problems
 - Conducting research studies that include collecting data from various sources, analyzing, trending, and presenting the findings and making recommendations to management
 3. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Bachelor's degree in Quantitative Analysis, Business, Healthcare Administration, Epidemiology, Statistics, Economics or a related field and a minimum of three years of clinical analytics experience in a healthcare setting; or an equivalent combination of education and experience may be qualifying

KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of SQL and data visualizations tools, such as Tableau or SQL Server Reporting Services
- Working knowledge of health plan and delivery system operations, healthcare informatics, and healthcare benefits and terminology
- Working knowledge of operations in the healthcare industry
- Working knowledge of general health service research and outcomes reporting/analytics
- Working knowledge of healthcare industry and healthcare information standards such as ICD 9/10 and CPT codes, understanding of case mix and risk profiling, as well as of health care delivery system processes
- Working knowledge of the Healthcare Effectiveness Data and Information Set (HEDIS) standards
- Working knowledge of EDW and data dictionary, including an understanding of the methods of searching for tables and fields
- Working knowledge of the peer review process and related standards and best practices
- Working knowledge of the principles and practices of project management
- Working knowledge of business processes, including operations, delivery models and revenue model
- Working knowledge of program outcomes evaluation
- Working knowledge of and proficiency with Windows based PC systems and Microsoft Word, Outlook, PowerPoint, and Excel, as well as report-generating software

- Working knowledge of descriptive statistical techniques and terminology
- Ability to conduct self-audits and peer reviews related to the accuracy and consistency of both pre- and post-data analyses
- Ability to develop data-driven and outcome-based initiatives to improve business decision making
- Ability to manage multiple projects simultaneously, organize work, maintain accurate records, and achieve goals and timelines
- Ability to work collaboratively with individuals at all levels in a matrix organization while supporting multiple stakeholders
- Ability to perform technical and non-technical troubleshooting and diagnose and resolve problems efficiently and effectively
- Ability to collect, interpret, and evaluate data and to project consequences of recommendations
- Ability to work collaboratively and productively with diverse project teams in order to achieve efficient and timely solutions
- Ability to translate data into understandable information and deliver solutions that improve business processes
- Ability to demonstrate flexibility and creativity, identify improvements to existing practices, and to effectively adapt to change
- Ability to interpret and apply rules, regulations, policies, procedures and guides
- Ability to write routine and ad hoc reports and provide analytical conclusions of data
- Ability to ensure confidentiality and privacy on all external communication
- Ability to work independently with minimal supervision and as a member of a team

DESIRABLE QUALIFICATIONS

- Some knowledge of provider analytics

WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift, and carry objects of varying size weighing up to 10 pounds
- Ability to travel to different locations in the course of work

This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.