



HEALTH INFORMATICS ANALYST III

Position Status: Exempt
Reports To: Health Analytics Manager
Effective Date: 07/10/18
Revised Date: 08/17/20
Job Level: P3

POSITION SUMMARY

Under direction, this position:

1. Leads the process of identifying and analyzing business issues and challenges in order to develop solutions and recommendations, identifies reporting and analytics improvement opportunities and provides proactive, strategic consultative solutions in data integrity, information validity, and insight actionability
2. Independently collaborates and partners with management, project managers, and Information Technology Services (ITS) Division staff to develop, implement and manage an assigned reporting/analytics portfolio
3. Delivers assigned reports of data analysis in accordance with best practices and standard peer review processes for validation and consistency
4. Provides subject matter expertise and assists with providing mentoring and training
5. Performs other duties as assigned

DISTINGUISHING CHARACTERISTICS

The Health Informatics Analyst III is the advanced working level classification in the series and is distinguished from the lower, full working level Health Informatics Analyst by the former'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. The Health Informatics Analyst III is distinguished from the lead and expert level Health Informatics IV by the latter's responsibility for acting as a lead consultant in analytical project design, performance of the most complex duties, advanced application of Alliance processes and policies, and performance of lead duties, including assigning and monitoring work.

RESPONSIBILITIES

1. Leads the process of identifying and analyzing business issues and challenges in order to develop solutions and recommendations, identifies reporting and analytics improvement opportunities and provides proactive, strategic consultative solutions in data integrity, information validity, and insight actionability, with duties including but not limited to:
 - Identifying business issues and challenges, forming hypotheses, planning and conducting interviews and whiteboard sessions, and performing reporting and analysis to synthesize conclusions, develop solutions, and make recommendations
 - Supporting reporting and analytics projects prioritization and planning and conducting due diligence concerning business implications of planned solutions
 - Identifying reporting and analytics improvement opportunities
 - Providing proactive consultative strategic solutions to customers

2. Independently 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:
 - Leading and managing a small cross-functional team to implement, test, and deploy approved reporting/analytics solutions in response to the business's clinical, operational, and/or financial needs
 - Serving as liaison between teams of analysts and senior management and coordinating the efforts of multiple analysts on a project
 - Coordinating various reporting/analytics initiatives with end business users
 - Providing day-to-day consultation to business users and participating in and contributing to cross-functional project teams
 - Working with customers to identify business needs and supporting creation of use cases and user stories to satisfy those needs
 - 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
 - Developing project plans and strategies and executing assigned project plans to deliver solutions
 - Managing intake requests across business units
 - Monitoring project progress towards objectives and tracking project activities to ensure critical milestones are met
 - Minimizing exposure to risk and identifying, reporting, and escalating risks to management appropriately
 - Managing customer relations and 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
3. 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, 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
4. Provides subject matter expertise and assists with providing mentoring and training, with duties including but not limited to:
 - Providing training and cross-training of end users and ITS staff related to areas of responsibility

- Coaching and mentoring project team members, guiding them in making sound judgment calls, and ensuring accountability for their assigned work
- Reviewing processes and procedures to identify needs and providing recommendations to ensure continuous process improvement
- Providing orientation, training, and technical direction to staff and project team members
- Providing organizational-wide support and expertise in health informatics analysis and reporting

5. Performs other duties as assigned.

EDUCATION AND EXPERIENCE

- Bachelor's degree in a Quantitative Analysis, Business, Healthcare Administration, Statistics, Epidemiology, Economics or a related field and a minimum of five 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 program evaluation data and methodology challenges and best practices
- Thorough knowledge of predictive modeling, data mining, and risk adjustment
- Thorough knowledge of program outcomes evaluation metrics, such as National Committee for Quality Assurance (NCQA), Utilization Review Accreditation Commission (URAC), Agency for Healthcare Research and Quality (AHRQ), and/or Leapfrog
- Thorough knowledge of SQL and data visualization tools, such as Tableau
- Thorough knowledge of healthcare industry and healthcare information standards such as HL7, LOINC, FHIR, ICD 9/10 and CPT codes, industry standard groupers, such as ETGs, DRGs, and DCGs
- Thorough knowledge of health plan and delivery system operations, healthcare informatics, and healthcare benefits and terminology
- Thorough knowledge of general health service research, outcomes reporting/analytics and program outcomes evaluation
- Thorough knowledge of case mix and risk profiling, and health care delivery system processes
- Thorough knowledge of descriptive statistical techniques and terminology
- Thorough knowledge of the principles and practices of project management
- Thorough knowledge of business processes, including operations, delivery models and revenue models
- Thorough knowledge of the peer review process and related standards and best practices
- Thorough knowledge of EDW and data dictionary, including an understanding of the methods of searching for tables and fields
- Thorough 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 the Healthcare Effectiveness Data and Information Set (HEDIS) tool
- Working knowledge of Health Insurance Portability and Accountability Act (HIPAA) regulations
- 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 customers
- Ability to assist with the orientation, training, and mentoring of other staff, as assigned
- Ability to lead project work teams and coach and mentor project team members
- Ability to work collaboratively and productively with diverse project teams in order to achieve efficient and timely solutions
- 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 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 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

- Master's Degree in a related field
- Certification as a Certified Professional in Healthcare Quality (CPHQ)
- Working knowledge of provider analytics
- Working knowledge of statistical software, such as SAS/R/Python, and modeling techniques

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.