



West Cecil Health Center, Inc.
Job Description

Title: Data Analyst

Department: Administration

FLSA Status: Exempt

Reports to: Chief Operating Officer

Version: 040521

POSITION: Reporting to the Chief Operating Officer, the Data Analyst provides analytical support to ensure that the service lines are optimized to improve outcomes. In addition to analysis of outcome measure reporting, responsibilities include supporting quality, patient safety and process improvement projects which align with the organization's strategies for optimal health, exceptional experience and organizational vitality.

PRIMARY ACCOUNTABILITIES

- Aggregation and development of clinical, financial, and operational reports to support the business in service line evaluation.
- Evaluating large amounts of healthcare data to find meaningful patterns, trends, and relationships.
- Monitoring data quality and analyzing data using statistical tools.
- Presenting data in charts, graphs, tables and leveraging relational databases for collecting data.
- Responsible for transforming the data into business information that helps inform decision making.
- Ability to interpret and present the findings to the organization and key stakeholders.
- Develop reports/dashboards and train others on the use of a specific analytics platforms (i.e. Tableau, Excel, Sheets), including coaching about the appropriate procedure available within the platform that will most effectively address a specific problem.
- Provide statistical support to quality and process improvement work efforts.
- Develop dashboards and scorecards using advanced visualization techniques and data capabilities such as embedding analytics in clinical and business process tools or designing dashboards tailored to strategic goals.
- Demonstrate expertise in the use of analytical and statistical tools and techniques to identify when, where, and how to measure processes and systems and make decisions supported by data.
- Promote a culture of trust, open communication, innovative thinking, appropriate risk taking, continuous improvement and learning that leads to sustained results and optimal performance.
- Facilitate an environment oriented to collaboration and problem solving.
- Convey enthusiasm and strive to motivate and inspire team members.
- Communicate the results of data analytics clearly, consistently, and appropriately to stakeholders.
- Remain current with applicable regulatory requirements.
- Attend meetings and in-service/educational programs and other activities as requested.
- Assume personal responsibility for ongoing professional growth; exhibit a high level of professionalism; serves as a role model for staff and others in the organization.
- Prepare projects for publication and external presentations.
- Maintains competency in SQL, Microsoft Office, G-suite applications and other applications specific to duties.
- Creates ad hoc reports as directed.
- Maintains basic understanding of medical terminology and ICD-10 coding, Snomed, CPT and basic statistical analysis for reports.

- Assess appropriate inclusion/exclusion of data based on defined data dictionary; assists in evaluation of data dictionaries.
- Establishes and performs quality control checks for assigned data sources.
- Identifies issues with data collection methods and determines need for changes in data collection and management processes.
- Maintain a collaborative professional working relationship with staff, clinicians and administrative staff as necessary to gather data and evaluate care management processes.
- Maintains clear documentation and evaluation of work and develops data manuals.
- Assures methods for evaluation of Performance Improvement, Safety, or Patient Experience initiatives meet/exceed accreditation, certification, regulatory, and institutional standards.
- Maintain confidentiality of patient/members and staff information; compliant with HIPAA regulations.
- Seeks out peer and benchmark data for comparative analysis.
- Participates, when appropriate, on population based outcome teams to ensure data integrity and facilitate data analysis and synthesis.
- Provides or updates report cards, population based outcome data reports and other established reports on a regular basis without prompting.
- Advances knowledge of current computer software and demonstrates ability to learn and utilize new technology, concepts and software applications and assimilate them into daily work routine.
- Maintain required credentials; assume responsibility for ongoing professional growth; exhibit a high level of professionalism; act as role model for staff and others in the organization.
- Perform assigned work safely, adhering to established departmental safety rules and practices; reports to supervisor, in a timely manner, any unsafe activities, conditions, hazards, or safety violations that may cause injury to oneself, other employees, patients and visitors.
- Performs assignments that need to be completed, even when outside the scope of routine responsibilities; adaptable to changing departmental conditions: team worker.
- Establishes new data gathering and analysis techniques and formulates procedural manuals for data management
- Develops, implements, and maintains information interfaces and integrations
- Participates in the design of applications, templates and workflows to ensure the efficient collection of data necessary for the organization to meet the terms and conditions of grants, collaborative agreements and regulatory requirements.
- Collaborates with stakeholders and assesses requirements for health information to meet changing patient population requirements.

POSITION TYPE AND EXPECTED HOURS OF WORK

- Full-time 40 hours/week
- Standard hours Monday-Friday 8am - 430pm.
- Onsite work (Remote work is negotiable based on experience)

LOCATION/TRAVEL

- Primary work location is West Cecil Health Center's Conowingo location.
- Occasional travel between WCHC sites

POSITION REQUIREMENTS

Education and Experience

- Bachelor's degree required. Degree field is flexible based on an applicant's working experience expertise with the skills required to perform in this position.
- Master's Degree preferred

- Will entertain new graduates without working experience if they have highly developed strong Excel, sheets, SQL, and data analytics skills.
- Microsoft Excel, Google Sheets, and SQL database expertise required.
- Experience with HL7 interfaces, SFTPs, and other data integrations.
- Data analytics and data presentation expertise required.

Qualifications

- Advanced skills and expertise using Excel and Google Sheets to manipulate data, write formulas, pivot tables, and developing graphs/visuals
- High-Intermediate/Advanced expertise using a SQL database to develop tables and generate reports
- Must be able to work autonomously and be resourceful searching for solutions
- Must have strong critical thinking and problem solving skills
- Demonstrated expertise with computer systems, data analyses and reporting is required.
- Demonstrated highly effective verbal and written communication skills.
- Demonstrated ability to collaborate with multiple members of the health care and administrative leadership team.
- Excellent organization skills, ability to prioritize work.

Physical/Environmental

- Normal accessibility and mobility throughout the practices required
- Ability to lift and carry items weighing up to 25 pounds unassisted

OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice

Employee signature below constitutes the employee's understanding of the requirements, essential functions, and duties of the position.

Signature of Employee

Date