**Department:** Administration

**Reports To:** Lean Process Improvement Manager

**Job Summary:** This position will be required to organize and conduct statistical and data analysis duties, including research pertaining to a blend of quality improvement, efficiency, patient satisfaction, patient health status, patient access, Balanced Scorecard, Lean methodologies, and human resources. The data and reports generated will contribute to strategic decision making and organizational alignment. The individual in this role will gather and analyze employee production and patient demographic data to track success indicators/metrics.

**Essential Duties and Responsibilities:**

1. Support internal and external reporting needs of the organization. Gather, review, compile, and analyze human resources, efficiency, production, patient health status, and access data from employee and patient databases, identify by type, check for completeness and compliance with established criteria, obtain any missing information and resolve discrepancies before entering them into a computerized database. Update data in the database to provide accurate and reliable reports.
2. Establish and maintain Balanced Scorecard data and generate reports of [CHC] success indicators.
3. Develop reports using Crystal Reports and/or other analytical software to retrieve, edit and tabulate data from Epic database. Enhance and maintain existing reports and systems.
4. Develop technical documentation for reporting systems.
5. Utilize the computer to produce reports with the compiled raw data.
6. Alternate data compilation and data reliability with other staff to ensure a high standard of accuracy.
7. Perform other duties as requested by supervisor.
8. Handle protected health information (PHI) in a manner consistent with the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

**HIPAA Requirements:** The data analyst has access to PHI in order to create and maintain an accurate and up to date medical record. The data analyst also handles PHI for disclosures to outside entities. Applying the minimum necessary standard of HIPAA, the designated record sets to which this employee will have access include: all sections of the medical record, patient demographic information in the practice management system, and incoming records, reports, results, consultations, etc. The data analyst is required to read the content of these records only the extent needed to accomplish the assigned task (e.g. filing or disclosure).

**Knowledge, Skills and Abilities Required:**

* Ability to write reports using SPSS.
* Ability to plan and carry out data analysis projects.
* Strongly prefer programming skills in Crystal Reports including 2 years of experience of Crystal Reports development.
* Strong user of Microsoft Word, Excel, and PowerPoint. Strong development and programming skills with Access.
* Basic skills in healthcare clinic operations and medical terminology preferred.
* Ability to use sound judgment in problem solving, data analysis and interpretation, and customer relations.
* Demonstrates adaptability, approachability, and willingness to collaborate.
* Proficiency in English, both written and spoken.

**Education and Experience Required:**

* Bachelor’s degree with course work in statistics or quantitative analysis methods and one year experience using computerized applications to independently gather, compile, and analyze data – OR – at least 4 years of combined education and experience with basic knowledge of statistics and statistical reporting.
* Experience with Clarity a plus.
* Experience in clinical reporting and analysis preferred.

**Other Requirements:**

* The person in this position works a professional workweek and the incumbent’s flexibility to this work schedule is considered a condition of employment.  It is understood that the hours of work may vary from day to day, week to week. The hiring manager will work with the incumbent to determine work schedule specifics.
* Ability to travel locally and occasionally out of town.
* Valid [state] Driver’s License, able to become part of Center’s insurance policy.
* Proof of liability insurance.

**Physical Requirements:**

* Sitting – 70%
* Standing – 10%
* Stooping – 10%
* Reaching - 10%
* Lifting/Carrying – up to 25 lbs. – transporting materials
* Use of computer – 70%

**Immunization:** Staff member must meet immunizations requirements as stated in [CHC]’s immunization policy.