Women’s Health Informatics Analyst

AREA: Operations
REPORTS TO: Senior Manager of CQI
FLSA STATUS: Exempt
TERM OF EMPLOYMENT: temporary; two-year contract
CEO APPROVAL: June 13, 2019

Applicants should email their resume and cover letter to katherinek@scphca.org and hr@scphca.org

I. Position Summary:
The Women’s Health Informatics Analyst is responsible for assisting participating health centers with improved clinical workflow and quality assurance for data integration processes and quality improvement reporting at various levels related to women’s health and contraceptive care. In addition, the position will be responsible for work activities both internally within the SCPHCA and with external partners regarding the aggregation, tracking, and benchmarking of clinical quality and care utilization data.

II. Essential Functions
Reasonable Accommodations Statement
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Essential Functions/Responsibilities:
1. Implement tools, workflows, and processes that assist staff in participating health centers with the management of data in patient care and quality outcomes for women’s health initiatives.
2. Recommend innovative ideas, processes and procedures to enhance existing Quality Improvement (QI) reporting at participating health centers.
3. Use standardized quality improvement tools (RACI matrix, workflow mapping, gantt charts) to create and document sustainable workflows for women’s health and contraceptive care services.
4. Collaborate with participating health center quality improvement staff to determine data needs and metric definitions for priority clinical quality measures and other key performance indicators.
5. Develop guidance for utilizing contraceptive care initiatives and services in patient-centered medical home (PCMH) Recognition initiatives.
6. Collaborate with the Choose Well Impact team regarding grant deliverables and contraceptive care and precontraceptive care measures.

7. Maintain knowledge base and skills necessary to perform duties and responsibilities.

8. Performs other duties as assigned.

III. Qualifications:

A. Education/Experience Required:
   i. At least two years of prior experience working with medical, lab, prescription, immunization, claims, and other health data related to QI.
   ii. Hands-on experience with Electronic Health Record (EHR) systems highly preferred but not required. General knowledge of EHR systems is required.
   iii. Bachelor’s degree required. Health Information Technology, Informatics, Public Health, Nursing, or other Healthcare related field highly preferred.
   iv. Knowledge of and experience with clinical quality standards and requirements and the quality improvement process. Experience working with organizations on quality improvement is preferred.
   v. Experience working with vulnerable communities and partners targeting services to the medically underserved.

B. Computer Skills:
   i. Internet software
   ii. Strong working knowledge of Microsoft Office (Outlook, Word, Excel, PowerPoint)

C. Other Skills/Work Behaviors/Requirements:
   i. Demonstrates willingness to learn; seeks to develop one self
   ii. Practices effective communications skills: written, oral, and presentation.
   iii. Cultivates strong customer (internal and external) relationships.
   iv. Values diversity.
   v. Consistently meets deadlines and is responsive in a timely manner.
   vi. Possesses strong organizational skills.
   vii. Displays flexibility, versatility and ability to work under tight deadlines and respond to appropriately to unforeseen demands.
   viii. Disseminates information accurately and timely.
   ix. Exhibits proven ability to independently manage multiple tasks and projects.
   x. Exhibits good working knowledge of health information technology.
   xi. Requires ability to work under a degree of stress related to duties that require constant attention and/or tight deadlines.
   xii. Must be able to multi-task.
   xiii. Must be able to deal with diverse populations.

IV. Competencies:

To perform this job successfully, an individual should demonstrate the following competencies:

A. Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.
B. **Planning/Organizing** - Prioritizes and plans work activities; uses time efficiently; plans for additional resources.

C. **Adaptability** - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

D. **Professionalism** - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position;

E. **Quality** - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

F. **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.

G. **Written Communication** - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.

H. **Project Management** - Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.

V. **Physical Demands/Requirements:**

_Sedentary Work:_ Lifting 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers, and small tools. Although a sedentary job is defined as one which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.

Check the items below that relate to the job and complete the information requested.

(Activity Definitions:)

- **Occasionally** means the job holder does the activity up to 33% of the time.
- **Frequently** means the person does the activity 34% to 66% of the time.
- **Continuously** means the job holder does the activity 67% to 100% of the time.

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<th>Activity</th>
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<th>Frequently</th>
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Can the job be performed by alternating sitting and standing?  
☐ Yes  ☒ No

Does the job require using the feet to operate foot controls?  
☐ Yes  ☒ No

How important is good vision to the job?  
☐ Essential

How important is good hearing to the job?  
☐ Essential

Other comments

This is sedentary work requiring limited physical effort and stationary positioning; position requires visual acuity for reviewing, checking, preparing and maintaining written and computer files and hearing sufficient to accurately perceive information at normal spoken word levels; manual dexterity to operate standard office and data processing equipment is required.

VI. Work Environment

Work is performed primarily in the office and during all, but adverse weather conditions, during the day. The noise level in the work environment is typically quiet, in office settings and moderate in other situations.