



JOB TITLE: DATA ANALYST
REPORTS TO: Quality Improvement Manager
DATED: July 2019
EMPLOYMENT STATUS: Non-Exempt

POSITION SUMMARY:

The Data Analyst position is responsible for collecting, processing and performing statistical analyses of data. They will work with management and/or the IT Specialist to determine and prioritize business and information needs. The Data Analyst will then acquire data from primary or secondary data sources and interpret that data, providing reports to management. Best practices will be employed to analyze large amounts of data while maintaining intense attention to detail. The overarching role of the Data Analyst is to organize and simplify numeric information.

A. ESSENTIAL JOB FUNCTIONS:

Acts as a member of the KCHC Healthcare Team in the provision of health services to individuals, families, and/or their communities. Works collaboratively with patients and their caregivers—to the extent preferred by each patient—as well as with other members of the KCHC Healthcare Team to accomplish shared goals within and across settings to achieve coordinated, high-quality care.

1. Gather and interpret data, analyzing results using statistical techniques and provide ongoing reports.
2. Import, clean, transform, validate or model data with the purpose of understanding or making conclusions from the data for decision making purposes as well as improving data quality.
3. Provide concise data reports and clear data visualizations for management through charts, graphs, or tables and identify reporting improvements.
4. Analyze and interpret results using standard statistical tools and techniques.
5. Assist in planning, designing, implementing, and maintaining data requirements for clinic quality improvement programs, compliance programs or research projects.
6. Monitor established core measures, quality and productivity reports. Responsible for reporting and charting core measures monthly, quarterly or annually as required.
7. Support programs that focus on improved outcomes of patient care, patient safety, healthcare delivery systems, EHR, patient billing, quality improvement, patient population, compliance, and grant reporting.
8. Responsible for data generation and validation for reporting to Federal/State and private organizations as needed, such as grant reporting, Medicaid/Medicare reporting and insurance reporting.
9. Manage data in KCHC programs such as Epic, Acure, Crystal Reports, and Business Objects.
10. Utilize reporting databases such as HRSA's EHB, UDS and NCQA PCMH.
11. Compile data for Provider evaluations.
12. Compile and distribute productivity reports as necessary.
13. Other related duties as assigned.

B. MISSION STATEMENT

Our Mission is: *To provide high quality, comprehensive primary and preventive health care services.*

Employee upholds and supports our mission statement by demonstrating the Employee Behavior Expectations as outlined below.

C. EMPLOYEE BEHAVIORAL EXPECTATIONS

KCHC is a place where kindness and respect are our guiding principles. The following behaviors demonstrate our commitment to honoring those principles in our everyday work lives.

As a KCHC employee, I pledge to:

1. Appearance:

- a. Maintain a professional personal appearance and abide by the dress code at all times while working for and representing KCHC
- b. Demonstrate a positive affect

2. Attitude:

- a. Acknowledge clients, and maintain appropriate eye contact
- b. Always be welcoming, kind, courteous, respectful and helpful to clients and co-workers alike
- c. Express gratitude often

3. Respect:

- a. Always treat patients as if they were treasured family members
- b. Always treat colleagues in a respectful manner
- c. Celebrate and respect diversity in culture, life style, points of view, and belief systems

4. Ownership/Accountability:

- a. Act as a member of the KCHC Healthcare Team in the provision of health services to individuals, families, and/or their communities. Work collaboratively with patients and their caregivers—to the extent preferred by each patient—as well as with other members of the KCHC Healthcare Team to accomplish shared goals within and across settings to achieve coordinated, high-quality care.
- b. Act as an ambassador representing KCHC
- c. Anticipate and consistently exceed customer/patient needs and expectations
- d. Understand and willingly accept all appropriate job responsibilities
- e. Demonstrate a proactive, positive approach to problem solving

5. Communication:

- a. Always acknowledge patients and their family members using their preferred names
- b. Keep patients and their families fully informed throughout their visit
- c. Always maintain patient confidentiality and respect patient and co-worker privacy
- d. Utilize kind and respectful telephone and email communication
- e. Demonstrate positive and proactive communication skills including active listening.
- f. To speak respectfully, complain rarely, and actively participate in finding solutions that benefit everyone involved!
- g. Recognize and celebrate random acts of kindness

D. ESSENTIAL JOB QUALIFICATIONS

1. **Education:** High school diploma/GED required. Associates or Bachelor's degree in Mathematics, Computer Science, Statistics, Business, or related topic highly desired.
2. **Experience:** Minimum 2 years' experience as a data analyst or a similar position required. Experience in a healthcare setting using an EHR and medical billing system highly desired.
3. **Licensure/Certification:** None required.
4. **Other Qualifications:**
 - a. **Communication:**
 - Ability to effectively communicate, verbally and in writing, with all levels of staff personnel.
 - Strong analytical skills with the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy.
 - b. **Collaboration:**
 - Team-oriented and able to work collaboratively with staff.
 - Strong problem-solving and time-management skills.
 - Ability to work independently in a fast-paced, medical office environment with frequent interruptions, public contact, and occasional crisis situations.
 - Ability to maintain strict confidentiality with sensitive medical information and foster an ethical work environment.
 - Ability and willingness to carry out responsibilities in accordance with the organization's policies and applicable laws.
 - c. **Cultural Competence:**
 - Demonstrates complete understanding and responds effectively with sensitivity to special populations served by KCHC. Special populations include, but are not limited to, those defined by race, ethnicity, language, age, sex, sexual orientation, economic standing, disability status, migrant, homelessness, seasonal workers, and the uninsured.
5. **Attendance:** Regular attendance and punctuality is expected and required.
6. **English Language:** Must be able to read, write, and speak English.



IN AN 8 HOUR WORKDAY, THIS JOB REQUIRES:

C	=	Continually	(5½ to 8 hours per day)
F	=	Frequently	(2½ to 5½ hours per day)
O	=	Occasionally	(½ to 2½ hours per day)
R	=	Rarely	(less than ½ hours per day)
N	=	Never	(0 hours per day)

I. LIFTING/CARRYING (Amount of force exerted to lift and/or carry)	
1 – 10 lbs.	C
11 – 20 lbs.	C
21 – 35 lbs.	O
36 – 50 lbs.	N
51 – 75 lbs.	N
76 – 100 lbs.	N

II. PUSHING/PULLING (Amount of force exerted to push and/or pull)	
1 – 10 lbs.	C
11 – 20 lbs.	F
21 – 35 lbs.	N
36 – 50 lbs.	N
51 – 75 lbs.	N
76 – 100 lbs. *	N
* If over 100 lbs.: must have assisting personnel and appropriate moving equipment.	

III. POSTURES/MOVEMENTS	
Sitting	C
Standing	F
Walking	R
Stooping, kneeling, crouching and/or crawling	N
Reaching and/or grasping	O
Hand/finger dexterity	C
Climbing and/or balancing	N
Carrying, pushing and/or pulling	N

I. COGNITIVE/SENSITIVE	
Talking	C
Hearing	C
Sight (addendum: acuity, color blindness)	C
Smelling/tasting	N

II. WORK ENVIRONMENT	
Working inside	C
Walking outside	N
Changing temperatures	N
Wet/Humid Conditions	N
Areas of dust, odors, mist, gases or other airborne matter	R
Mechanical, electrical and/or other hazards	N
Confined spaces	N

III. OTHER ASPECTS	
Biohazardous Materials (Always follow Universal Precautions)	N
Chemicals	N

IV. Special Equipment/Clothing	
Personal Protective Equipment	N

The above is intended to describe the general content of, and requirements for, the performance of this job. It is not intended to be construed as an exhaustive statement of duties, responsibilities or requirements.



This Job Description reflects Kodiak Community Health Center’s best effort to describe the essential functions and qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities or qualifications of the job. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation. This is not intended to be a contract.

Your signature below indicates that you have read this job description and fully understand your essential job functions, essential job qualifications, and your agreement to comply with all Employee Behavioral Expectations.

Employee Printed Name: _____ Date: _____

Employee Signature: _____

Supervisor Printed Name: _____ Date: _____

Supervisor Signature: _____