

Family Health Centers – Job Description

JOB TITLE: Database Analyst

DEPARTMENT: Administration

Revised Date: October 2018

FLSA STATUS: Hourly/Non Exempt

REPORT TO: Quality Improvement/Clinical Informatics Manager

PRIMARY ACCOUNTABILITY: The Database Analyst works with directors, management and end-users throughout the organization to develop requirements for current and new reporting solutions by creating custom SQL databases and reports using T-SQL/Stored Procedures, Microsoft Business Intelligence Tools, Crystal Reports and other reporting tools to fulfill reporting and business requirements. Additional duties include ensuring the availability, integrity, security, and consistency of structured data.

PRIMARY DUTIES AND RESPONSIBILITIES

- 1) Responsible for preparing manual Quality reports and balanced dashboards as needed**
 - a) Produces manual reports for Quality program on a regular basis.
 - b) Produces and distributes health indicators as required.
 - c) Monitors dashboards for completeness and accuracy in collaboration with Department Managers.
 - d) Supports departmental needs in the areas of data reporting, processing, analysis and display.
 - e) Develops in-house, ad-hoc and standard reports for management teams.
- 2) Responsible for querying, filtering, summarizing, and reporting information for continuous quality Improvement.**
 - a) Checks information routinely to maintain the integrity of the data.
 - b) Provide routine reporting as needed to support clinical staff.
 - c) Continuously evaluates reporting software and processes, and recommends and manages changes as appropriate.
 - d) Performs liaison duties between directors and management personnel in the areas of report design, modification, troubleshooting, and prioritization.
 - e) Develops and implements data collection systems and other strategies that optimize statistical efficiency and data quality output.
- 3) Monitors clinical utilization and costs**
 - a) Tracks, develops, and maintains dashboards to monitor utilization by patients, providers and sites as specified.
 - b) Conducts utilization review studies as needed.
 - c) Participates in committee's and provide dashboard report for quality improvement.
 - d) Implements physical changes to databases, submits queries and generate clinical summaries.
- 4) Supports business intelligence functions within the Quality Program and the development and evaluation of health care services.**
 - a) Develops and refines collection data tools and resources for clinical measures.
 - b) Collects data for creating business intelligence reports as needed in support of the QI Manager.

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- c) Analyzes and validates health indicators and reports to ensure their accuracy.
 - d) Trains staff to use and understand reports and how to run standard end user reports.
 - e) Develops custom SQL databases to meet the needs of the organization.
 - f) Presents orally and in writing research analysis, statistical and database concepts in a clear, understandable manner to a non-technical audience.
 - g) Analyzes complex business reporting needs presented by the user community and/or clients and recommends solutions.
- 5) Ensures clinical documentation system is in compliance with practice regulations and condition of participation as set forth by NCQA and HRSA.**
- a) Reviews necessary changes in clinical documentation system with quality improvement staff to ensure compliance as mandated.
 - b) Serves as liaison to QI program during and in preparation for compliance audits.
 - c) Ensures the availability, integrity and consistency of structured data.
- 6) Attendance**
- a) Ensures attendance and hours worked are accurately recorded in computerized timekeeping system
 - b) Properly manages PTO.
 - c) Responsible for regular, predictable attendance and to work hours as scheduled, which may include evenings or weekends

GENERAL DEVELOPMENT

- 1) Requires more advanced organizational skills in order to organize projects and supervision of the work of others
- 2) Job duties require the ability to work independently and as part of a team
- 3) Job responsibilities require individual development of priorities for effective performance of duties, including re-prioritization in response to changes in circumstances.
- 4) Work requires initiative, self-motivation and resourcefulness in obtaining needed information from within FHC or externally.
- 5) Work requires consideration of the way the work affects other employees outside the department or functional area
- 6) Employees are expected to devise effective solutions to situations encountered based on the general goals and objectives of the function
- 7) Duties require the compilation, interpretation and reporting of information

PROFESSIONAL & TECHNICAL KNOWLEDGE

Requires high school graduate of equivalent, Associate's degree in Information Technology or related field or in lieu of degree, a combination of equivalent education and work experience Prefer 2 years database analyst experience.

TECHNICAL SKILLS

- 1. Ability to use clerical and numerical skills in preparing documents from raw data.
- 2. Proficient in Microsoft Office Suite.
- 3. Possess the ability to prepare and interpret financial and statistical reports.
- 4. Requires expert understanding of clinical information systems and decision support systems
- 5. Skill in teamwork dynamics.
- 6. Skill in carrying out detailed work plans

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COMMUNICATION SKILLS

- 1) Employee is required to effectively communicate using FHC’s core values; the **Core Dimensions**
 - a) **Respect**—using manners and appropriate language; maintaining a person’s dignity and confidentiality; giving credit where due; asking others for their input and feedback
 - b) **Empathy**—to show someone you understand what they are feeling without judgment; engaged listening with no distractions; acknowledgment and paraphrasing; eye contact
 - c) **Genuineness**—tone of voice and body language are congruent; showing consistent behaviors over time; integrity (follow-through and follow-up); humility (admitting when a mistake is made)
 - d) **Specificity**—what details can you give so someone knows what “excellence” looks like; models or samples; one-on-one mentoring; alternate plans
- 2) Job duties require employee to provide excellent customer service to all internal and external customers
- 3) Job duties require employee to prepare and deliver presentations to clinic staff and occasionally larger groups in both informal and formal settings
- 4) Employees are required to negotiate resolutions to complex situations which may be inherently adversarial
- 5) Employee must demonstrate leadership skills and ability to effect change and to manage employee resistance to change to ensure project success

WORK ENVIRONMENT

Work is performed in an office environment and within a medical clinic.

TYPICAL PHYSICAL DEMANDS

| Physical Requirements | N/A | Rarely (1-12%) | Occasionally (13-33%) | Frequently (34-66%) | Regularly (67-100%) |
|-------------------------------------|-----|--------------------|---------------------------|-------------------------|-------------------------|
| Standing | | | x | | |
| Walking | | | | x | |
| Climbing | | x | | | |
| Sitting | | | | | x |
| Stooping / Kneeling | | x | | | |
| Lift/Carry up to 15 lbs. | | x | | | x |
| Lift/Carry up to 30 lbs. | | x | | | |
| Lift/Carry up to 50 lbs. | | x | | | |
| Push/Pull up to 25 lbs. of exertion | | x | | | |
| Push/Pull up to 50 lbs. of exertion | | x | | | |
| Work below waist level | | x | | | |
| Work at waist to shoulder level | | | | | x |
| Work above shoulder level | | | x | | |
| Reach further than arm's length | | | x | | |
| Fingering | | | | | x |
| Grasping / Holding | | | x | | |

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|--|---|--|---|--|---|
| Talking | | | | | X |
| Hearing | | | | | X |
| Seeing | | | | | X |
| Work in confined spaces | | | X | | |
| Exposed to extreme temperatures | X | | | | |
| Operate tools or machinery (incl. office equip.) | | | | | X |
| Operate motorized vehicles/equipment | X | | | | |
| Work at heights balancing | X | | | | |
| Use/exposed to hazardous substances | X | | | | |

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

Signature below acknowledges that I have received a copy of my job description.

Employee Signature

Date

Witness Signature

Date

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