

Position #024464
IS Business Automation Senior
(Health Care Data Quality and Integrations Analyst)

POSITION SUMMARY

Under the general supervision of the Manager of Health Care Data, Analytics, and Compliance, this position serves as the Department of Employee Trust Funds' (ETF) Health Care Data Quality and Integrations Analyst within the Office of Strategic Health Policy (OSHP). The Analyst serves as an expert in health care data quality and integrates data from multiple sources into a robust health claims data warehouse. This position will act as a liaison between the benefit program managers and the health care data and analytics team in the identification of health trends warranting intervention.

Position responsibilities include the oversight of continuous improvement and use of all health care data from all vendors for the purposes of tracking, monitoring, evaluating, analyzing, and reporting health plan and other OSHP vendor performance on measures of quality, cost, resource utilization, customer service, and value. These measures combine to support OSHP's core framework, the Healthcare Triple Aim, which is our guiding principle in all policy analysis. This position will play a critical role of blending the policy, operations, and analytics teams in developing benefit and operational changes both internally and externally with vendors. Position works collaboratively with internal and external stakeholders such as ETF leadership and Boards, internal ETF work units and vendors, including the data warehouse vendor to ensure business and Department goals and initiatives are achieved.

ETF is a medium sized, non-shared services agency administering the Wisconsin Retirement System and related benefit programs to over 660,000 members receiving \$6.1 billion in retirement benefits and \$1.6 billion in health benefits annually. This position directly supports achieving the Department's mission to develop and deliver quality benefits and services to our members while safeguarding the integrity of the Trust. As an employee of ETF, the incumbent will support and create a diverse and inclusive work force.

GOALS AND WORKER ACTIVITIES

30% GOAL A: Integrations & Enhancements to Data Warehouse

- A.1 Collaborate with OSHP management to maintain a prioritized roadmap for all data integrations and enhancements, develop work estimates, and ensure successful delivery to support strategic planning and initiatives.
- A.2 Develop and document all data requirements (i.e., technical specifications, data dictionaries, etc.) for inbound and outbound data pipelines needed for OSHP program operations.
- A.3 Coordinate with internal ETF units (OLS, BCAP, BITS, BISM, etc.) to develop contract language requirements pertaining to vendor data submissions including technical specifications, timing, frequency, and penalties for the failure to meet requirements.
- A.4 Work with external vendors to ensure their understanding and compliance with data requirements for all existing and future data integrations.
- A.5 Provide direction to external vendors' technical experts in the development and implementation of all data integrations.
- A.6 Collaborate and coordinate with internal ETF units, such as the Data Management Bureau, to develop efficient integrations from other ETF systems and data warehouses to feed the health data warehouse with supplementary data that cannot be collected from external sources.

- A.7 In preparation of potential data enhancements, work with OSHP program managers to develop use cases and/or business cases to prove the value of the data enhancement in terms of the Health Care Triple Aim.
- A.8 Present data enhancement recommendations to appropriate parties (OSHP management, ETF leadership, the Group Health Insurance Board, etc.).

25% GOAL B: Monitoring and Improving Data Quality for Data Warehouses

- B.1 Create and maintain a process to collect, review, and select data quality performance measures that considers evolving state and national criteria in measure evaluation.
- B.2 Research and recommend best in class data quality measures for units of analysis identified by ETF and the methods by which the measures and composites are calculated.
- B.3 Design and deploy an efficient means for the calculation of data quality measures and provide oversight of the calculation.
- B.4 Develop and maintain a data quality measurement lifecycle process, including processes such as monitoring measures through analysis of measure results as well as the evidence related to the measure, improving the measures and incorporating measure steward revisions, retiring of measures, and replacing of measures.
- B.5 In coordination with internal ETF units (OLS, BCAP, BITS, BISM), provide recommendations for contract language requirements pertaining to vendor data quality performance measures.
- B.6 Review and research data quality errors and concerns. Work with program managers and vendors to resolve data quality errors and concerns.
- B.7 Collaborate with external vendors and workgroups to develop future contract requirements pertaining to data quality performance measures.
- B.8 Develop annual data improvement plans for all vendors who submit data and work collaboratively with the vendors to resolve identified problems.

25% GOAL C: Interpretation, Translation & Communication of Data

- C.1 Proactively utilize the health claims data warehouse to identify metrics of interest, prospects for policy interventions, and opportunities for program design improvements.
- C.2 Work with OSHP program managers to help translate their analytic needs into well-defined data requests capturing all aspects of program manager needs and technical requirements for the analytics team.
- C.3 Work with analytics team to iteratively refine technical requirements of data requests and analytics output to provide an efficient and effective “customer” experience for OSHP and ETF staff.
- C.4 Assist in all study, survey, and intervention design to ensure proper statistical results can be achieved while avoiding bias and/or confounding variables.

- C.5 Serve as a liaison with OSHP program managers and data developers in developing appropriate data visualizations and data communication techniques to properly “tell the story” of analytic results.
- C.6 Act as a trainer/coach for OSHP in familiarizing themselves in how to work with data in decision making.

10% GOAL D: Development & Monitoring of Health Care Quality Scoring Program

- D.1 Develop, update, and improve the “Quality Score” rate adjustment as part of the annual health insurance rate setting process.
- D.2 Utilize health claims data warehouse to identify low value care, fraud, waste, abuse, and inappropriate care provided to ETF membership.
- D.3 In cooperation with appropriate OSHP staff and health vendors, develop policy and practice interventions to reduce inappropriate care utilization amongst ETF membership, and to operationalize policy decisions.

10% GOAL E: Performance of Special Projects & Duties as Assigned

- E.1 Perform special projects and duties as assigned to improve processes within OSHP and ETF.
- E.2 Support management team’s collaborative efforts to enhance workplace effectiveness, culture, and environment.

KNOWLEDGE, SKILLS, AND ABILITIES

1. Demonstrated ability to work under general supervision and independently exercise sound judgment.
2. Demonstrated ability to establish and maintain cooperative and effective working relationships with a variety of people, both internally and externally.
3. Demonstrated ability to collaborate across unit or team boundaries to deliver successful projects and work efforts.
4. Demonstrated skill in written and oral communications.
5. Ability to implement data management principles, procedures, and techniques, including the development of processes and standards to increase data quality and usability.
6. Experience and knowledge of quality review and quality assurance techniques, methods, and tools.
7. Experience in communicating the results of complex analyses to internal and external stakeholders.
8. Experience with utilizing data visualization tools, methods, and techniques including design and implementation.
9. Knowledge and application of State Statutes, Administrative Code, Federal Regulations, the State Procurement Manual, and other rules and regulations, and contractual arrangements related to the sharing and use of protected health information and personally identifiable information.
10. Experience in project management principles, techniques, and methodologies
11. Experience delivering projects that involve multiple staff completing complex quantitative analysis.
12. Working knowledge of philosophy, principles and practices of group health insurance, life, and other insurance benefit programs.
13. Working knowledge of state and federal programs, policies, and procedures that impact the state group health, life and other insurance benefit programs.
14. Working knowledge of the uses and applications of the health plan, hospital and physician measures and their associated methodologies and data sets.
15. Working knowledge of the uses and applications of the Wisconsin Health Information Organization (WHIO) database or other datamart sources for measuring performance.
16. Ability to prepare and present reports based on policy, salient state and national trends and data analysis.
17. Experience managing information systems and data processing.
18. Significant knowledge of psychometrics as it relates to health care quality measurement and associated datasets (e.g. electronic claims, registries, chart abstracted data elements).
19. Working knowledge of contract development and administration.
20. Knowledge of methods and techniques to measure, evaluate and improve program performance.
21. Ability to understand and comply with all ETF and enterprise security standards, policies, processes, and procedures.