

Position #337348

Trust Funds Director (Manager of Health Care Data, Analytics, and Compliance)

POSITION SUMMARY

Under the general supervision of the Office of Strategic Health Policy (OSHP) Deputy Director, this position serves as the Manager of Health Care Data, Analytics, and Program Compliance. This position serves as an expert in health care data analytics and reporting, and it is responsible for providing leadership in maintaining best in class analytic services, tools, and methodologies. This position will maintain compliance oversight for all internal and external data, reporting, and analytics to ensure privacy and confidentiality laws are followed. In addition, this position oversees the provision of employee benefit programs, including flexible spending accounts, health savings accounts, and supplemental benefit programs. This position works with internal and external parties, including ETF leadership and Boards, internal ETF work units, the University of Wisconsin, The Department of Health Services, and vendors including the data warehouse vendor.

This position will perform all contract administration functions relative to external sourcing of data services and products. This position will provide 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.

ETF is a medium sized, non-shared services agency administering the Wisconsin Retirement System and related benefit programs to over 630,000 members receiving \$5.6 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

25% GOAL A: Supervision of assigned staff

- A.1 Provide leadership to assigned staff and complete all supervisory responsibilities for staff.
- A.2 Establish performance expectations for all assigned staff, and complete related planning and evaluation documents and activities, per current ETF human resources policies and procedures.
- A.3 Hire, coach, train, discipline, and evaluate staff as needed, relative to individual performance expectations, per current ETF human resources policies and procedures.
- A.4 Identify opportunities to develop existing staff skill sets either through training or direct project experience.
- A.5 Identify staff training needs and make arrangements to ensure training opportunities are made available.
- A.6 Mentor, manage, and ensure the continuous development of a team of analysts and other colleagues by contributing experience, insight, and delivery of training relevant to area of expertise for the health data and analytics team.

- A.7 Supervise staff assigned to the ERA/HSA/FSA pre-tax savings programs and the supplemental benefits programs.
- A.8 Provide supervision to assigned contract staff by actively managing workload, monitoring project progress, providing guidance and training, and providing final sign-off on all analytics and reporting projects in a timely and efficient manner.

25% GOAL B: Management of OSHP data program

- B.1 Ensure the coordination and fulfillment of data requests and ad hoc reports from internal and external stakeholders. Monitor completion of data requests and prepare reports to communicate status of current and prior data requests.
- B.2 Direct the operational activities of the OSHP health data and analytics team necessary to conduct program reporting, operational reporting and quantitative analyses of utilization, health costs, service patterns and trends.
- B.3 Work with the Data Management Bureau to ensure compliance with ETF data standards.
- B.4 Align team goals and resource deployment with strategic objectives and the business needs of multiple health plans and corporate stakeholders.
- B.5 Develop and maintain prioritized roadmap, develop work estimates, and ensure successful delivery to support strategic planning and initiatives.
- B.6 Manage initiatives and projects of significant complexity and risk. Identify critical requests or inquiries for priority assignment to staff.
- B.7 Analyze workflow to identify problems and recommend solutions to the OSHP Director and Deputy Director.
- B.8 Coordinate methodology and production of all published reports, special analytical releases, publication in professional journals, and presentation at professional meetings.
- B.9 Prepare status reports and project briefings for the executive management team as needed.
- B.10 Use knowledge of healthcare industry, market environment, clinical and business workflows/activities to inform solution design and development to execute high-quality or differentiated solutions in an established problem space.

25% GOAL C: Management of Contracts

- C.1 Perform compliance and contract administration functions relative to external sourcing of data services and products.

- C.2 Ensure that all data, analysis, and reporting are obtained and completed in a HIPAA-compliant manner both internally and with external vendors to secure the privacy and confidentiality of the ETF membership.
- C.3 Ensure coordination with the ETF Privacy Officer on the proper execution of limited data use and other agreements pursuant to requests from external stakeholders.
- C.4 Serve as the contract administrator over the vendors providing data and analytic services for OSHP.
- C.5 Participate in the development of business requirements, scope and statements of work, and procurement activities relative to external sourcing of data services and products. Participate in contract and amendment negotiations.
- C.6 Coordinate with the ETF Bureau of Budget, Contract Administration, and Procurement to execute contract amendments, extensions, and procurements.
- C.7 Continuously evaluate the quality of vendor deliverables and assess fees to vendors who fail to meet quality standards.

15% GOAL D: Management of data analytics

- D.1 Identify and implement best practices relative to analytical methods and tools.
- D.2 Keep abreast of analytical trends and changes in industry standards and best practices.
- D.3 Serve on agency workgroups as assigned to identify and evaluate updates and revisions to agency-wide data methodologies, standards, and tools. Evaluate and recommend improvements to analytical processes, techniques, and software solutions.
- D.4 Lead the implementation of identified analytics enhancements within OSHP.
- D.5 Prepare and present results of data analysis to ETF's governing boards, colleagues, members, and employer groups as needed.
- D.6 Publish and present research findings to external partners
- D.7 Collaborate with leaders across analytic domains to ensure strong partnerships, align all business needs, leverage cross-functional skills, and co-develop valuable analytic solutions.
- D.8 Provide data-driven change management outcomes by analyzing information, determining the "story" that the data tells, developing insights, and implementing change.
- D.9 Develop and oversee strategic research partnerships to further enhance OSHP's ability to provide benefit administration.

10% GOAL E: Performance of special projects and 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 independently exercise sound judgment.
2. Knowledge of supervisory and management techniques and procedures.
3. Demonstrated ability to establish and maintain cooperative and effective working relationships with a variety of people, both internally and externally.
4. Demonstrated skill in written and oral communications.
5. Ability to prepare and present reports based on policy, salient state and national trends and data analysis.
6. Knowledge of current and emerging analytical methodologies and techniques applicable to OSHP functional responsibilities.
7. Knowledge of data management principles, procedures, and techniques, including the development of processes and standards to increase data quality and usability.
8. Extensive knowledge of software applications used in the development of data extracts, reports, and visualizations, and significant experience in completing complex quantitative analyses.
9. Experience with data visualization tools, methods, and techniques including design and implementation.
10. Experience and knowledge of quality review and quality assurance techniques, methods, and tools.
11. Working knowledge of the uses and applications of the Wisconsin Health Information Organization (WHIO) database or other datamart sources for measuring performance.
12. Working knowledge of the uses and applications of the health plan, hospital and physician measures and their associated methodologies and data sets.
13. Significant knowledge of psychometrics as it relates to health care quality measurement and associated datasets (e.g. electronic claims, registries, chart abstracted data elements).
14. Experience in project management principles, techniques, and methodologies, or significant track record in delivering projects involving multiple staff completing complex quantitative analysis.
15. Skill in policy and program development, evaluation, and oversight.
16. Ability to read, interpret, and analyze policies, procedures, guidelines, rules, regulations, and legislation.
17. Working knowledge of philosophy, principles and practices of group health insurance, life, and other insurance benefit programs.
18. Working knowledge of state and federal programs, policies, and procedures that impact the state group health, life and other insurance benefit programs.
19. Experience in analysis of rules, regulations, and contractual arrangements related to the sharing and use of protected health information and personally identifiable information.
20. Knowledge of value-based purchasing methods, such as effective techniques in designing provider organization financial incentives and principles in tiering providers based on value.
21. Working knowledge of actuarial principles and practices.
22. Working knowledge of contract development, negotiation, and administration.
23. Working knowledge of budget and fiscal note preparation, and administrative rule promulgation procedures and techniques.
24. Ability to understand and comply with all ETF and enterprise security standards, policies, and processes.