

JOB DESCRIPTION

Job Title	Senior Population Health Specialist (Quantitative)			
Reports To	Senior Director of Population Health & Quality			
Location	1342 Florida Ave; 1525			
Department	Population Health & Quality			
Union	Yes:	No: X	Exempt: X	Non-Exempt:
Salary Range	\$60,000 to \$70,000 per year			
EEO Code	(2) Professional			
Updated	11/30/2017			
Approved By	Rachel McLaughlin, Senior Director of Population Health & Quality			

About Whitman-Walker Health

Our mission is to be the highest quality, culturally competent community health center serving greater Washington's diverse urban community, including individuals who face barriers to accessing care, and with a special expertise in LGBT and HIV care. We offer a full line of healthcare services including: (1) comprehensive outpatient offerings for medical and dental healthcare; (2) an on-site Pharmacy; (3) legal support in the areas of access to health care, public benefits and private insurance, discrimination and workplace rights, immigration, transgender rights and others; (4) behavioral healthcare provided through individual and group therapy; and (5) confidential and anonymous HIV testing and counseling services.

Job Summary

The Senior Population Health Specialist is responsible for producing health care quality metrics and operational analytics for WWH. This role provides analyses for national and local clinical quality programs; cost and reimbursement strategies aligned with quality; internal performance measurement; and grant reporting. The specialist will provide technical expertise for optimizing the use of the Electronic Medical Record (eClinicalWorks); WWH data and reporting systems; patient data registries; health information exchanges; and population health management platforms. This is an ideal position for an advanced public health practitioner who can support data-driven quality projects and provide coaching to quality teams in the continuously transforming environment of community-based health care. This role aids WWH and our stakeholders in understanding the health and needs of the patients that we serve.

Primary Essential Duties

- Queries/extracts, validates, and analyzes quantitative data regarding health center services, operations, and payment.
- Develops quantitative data dashboards, training modules, and written procedures to drive clinical and operational quality improvement initiatives across the health center.
- Serves as a health center resource for EMR (eClinicalWorks) configuration and best practices.
- Serves as a health center resource for Ryan White CareWare software configuration and best practices.
- Maintains disease registries and analyzes panels at regular intervals to facilitate proactive interventions with clients who meet clinical or quality criteria (preventive and chronic disease).
- Coordinates health center clinician peer review activities by designing review tools, compiling results, and conducting analyses.
- Devises projects to improve the quality of patient data and data collection methods.
- Supports PHQ team in providing data summaries for grant reporting; demographic counts; service provision and utilization; and ad hoc requests as needed to support health center planning and initiatives.

- Supports multi-stage projects from concept to completion.
- Identifies opportunities to evaluate programs for effectiveness and quality and suggests innovative approaches or tools with which to realize results.
- Utilizes his/her independent judgment to execute the quantitative data projects as specified in the WWH Quality Management Plan.
- Represents WWH at external meetings and serves as liaison with stakeholders such as funders.
- Serves as an internal expert in quality methods and promotes “systems thinking” throughout the health center.

Budget Responsibilities

No direct budget responsibilities.

Management Responsibilities

No personnel management responsibility.

Knowledge, Skills, and Talents Required

- Well-developed data management and transformation skills.
- Experience in aggregating data from multiple databases or datasets, including the ability to link and match records.
- Well-developed programming and statistical skills, including the ability to prepare accurate reports using data query, analysis, and presentation tools, such as BridgeIT; SQL; MS SQL; MS Excel; MS Access; R; SPSS; and Tableau.
- Knowledge of alternative payment methodologies (such as ACOs), including strategies for evaluating cost/quality of care and stratifying patients by risk
- Knowledge of clinical quality programs such as NCQA PCMH; MACRA; HEDIS; NQF; and the like.
- Knowledge of EMR configuration and EMR registries. Specific knowledge of eClinicalworks EMR required. Knowledge of Ryan White Careware software a plus.
- Familiarity and experience with the principles of continuous quality improvement, such as PDSA cycles; root cause analysis; and graphic representation of data.
- Well-developed presentation skills, including the ability to verbally and graphically communicate complex data analyses to a range of audiences, including clinicians, patients, and the public.
- Well-developed interpersonal skills including: ability to build trusting work relationships by listening to ideas and feedback in an open, inclusive manner; mentoring of individuals in order to reach their potential in QI activities; foster sense of collaboration and engagement with colleagues.
- Well-developed team-building and coaching skills, including: ability to build team consensus around common goals; facilitation of constructive interaction with individuals and groups, including conflict resolution; ability to problem-solve team dynamics or attend to cohesiveness.
- Advanced Excel skills.
- Beginner to Intermediate Tableau skills.
- Intermediate Access, Word, Powerpoint, and Outlook skills.
- Sensitivity to all areas of diversity, including HIV status, race, ethnicity, ability, age, sexual orientation and gender identity.

Education and Experience Required

- Bachelor’s degree required. Master’s degree in Health Informatics or Public Health (epidemiology; biostatistics), or the equivalent (in hand or in process) required.

- Three or more years of experience with data management and quality reporting required, preferably in a health or Federally Qualified Health Center (FQHC) setting.

Working Conditions:

Working conditions for this position are normal for an office environment. Individual may be required to work evenings and / or weekends and organization events.

Physical Demands:

- Lifting: No more than 20 lbs. and infrequently.
- Movement: Standing and sitting for long periods.
- Visual: Long periods on computer.
- Concentration: Extended periods of engagement with computer systems where concentration is key to accuracy in data entry. Intermittent periods of engagement with a telephone system to respond to inquiries where concentration is key to task performance.
- Communication: Direct and indirect communication. Written and verbal competency.

Whitman-Walker is an equal employment opportunity employer and does not discriminate against applicants, its employees or former employees on the basis of race, color, religion, gender, marital status, sexual orientation, national origin, age, disability, veteran status and gender identity. For accommodation in the application process, please contact Human Resources