



Valley Community Healthcare

JOB ANNOUNCEMENT

Internal Posting Opportunity Quality Improvement Analyst II

For over 50 years, **Valley Community Healthcare** has been one of Los Angeles' leading community-based health centers, providing primary care and promoting community wellness and prevention programs. Located in the San Fernando Valley, Valley Community Healthcare has two sites and 30+ providers. We are an NCQA certified-level 3 Patient Centered Medical Home for over 25,000 unique patients and provided over 100,000 medical visits last year. We are looking to grow and integrate our core programs - primary care, pediatrics, adolescent teen clinic, women's health, dental, optometry, and behavioral health, through a care team approach, quality, and innovative care delivery models.

Applications: Please submit a resume to Human Resources at lbarrett@vchcare.org for consideration.

Under the supervision of the Director of Quality Improvement (QI), the Quality Data Analyst 2 will support Valley Community Healthcare's clinic operations, quality improvement activities, population health initiatives, and Patient Centered Medical Home (PCMH) model by extracting, compiling, validating, analyzing, and presenting data to VCH's executive leadership, management, and staff. This position will help develop and drive clinical and operational improvement and efficiency strategies through the influential delivery of actionable analytics.

Under the general supervision of the Director of Quality Improvement (QI) and/or as part of various workgroups and teams, the Quality Data Analyst will lead staff in coordinating, facilitating, and conducting report development, report writing, and comparative analysis.

Essential Job Duties -

Data and Analytics:

- Identifies sources for, gathers, and analyzes data relevant to processes.
- With oversight from the QI Director, participates in data generation and reporting of clinical, operational, and financial trends to measure success. Creates visuals and evaluates effectiveness of processes/programs implemented.
- Leads efforts to ensure data integrity and validity and perform ongoing validation of all data and reports.
- Extracts and integrates data from external and internal sources to provide a compressive understanding of organizational current state and compares to various benchmarks and standards to determine gaps to inform ongoing quality improvement efforts
- Generates the quarterly Provider Incentive Report.

- Maintains VCH's business intelligence systems, patient outreach modalities, and various reporting dependencies and utilizes the EMR, and other electronic systems to develop reports that provide data for quality improvement activities, care coordination, and population management activities.
- Has a strong functional knowledge of SQL and Excel and integrates data extracts as needed with available business intelligence system to prepare QI reports, dashboards and care team performance reports.
- Facilitates the process of ongoing data and information systems governance and validation for accurate reporting and data submissions and optimizes recurring reporting processes.
- Responsible for producing various weekly, monthly, quarterly, and annual reports for internal and external purposes and responds to ad hoc requests for data and patient lists from staff.

Quality Improvement:

- Improves the quality of data and information by working with users to identify needs, define specifications, and develop reports to meet business requirements, turning the reports/processes over to end users' control whenever possible.
- Under the supervision of the QI Director develops a frame work and structure for QI reporting requests.
- Approaches reporting and analytics with a processes improvement mindset and is able to work in conjunction with care teams and clinical staff to perform root cause analyses that develop sustainable solutions to address gaps in performance and address clinic needs
- Works proactively to explore causes of variations in utilization, clinical practice, patient satisfaction, and clinical outcomes. Understands existing clinical and operational workflows and advises on areas of potential process improvement based on data trends.
- Understands various reporting metrics that impact FQHCs and the importance of data and quality improvement in population health management. Works with QI Director to develop foundations of data governance at VCH.
- Attends meetings as needed to provide actionable data, ensure appropriate interpretation of information, and elicit information needs.
- Serves as a resource for data collection, aggregation, and analysis.
- Assists with the preparation and coordination of QI Committee meetings.
- Develops and maintains reports and QI skills through participation in seminars, workshops or other forms of training/education; complies with all mandatory training requirements.
- Performs other duties as assigned.

Qualification Requirements:

- Minimum Bachelor's degree in computer science, information systems, health informatics, statistics, mathematics, or related field or recent completion of data analytics/data science boot camp with 3 years of clinical/health care experience.
- Outstanding skills in data collection, analysis, and presentation.
- Proficiency writing Job Instructions and documenting code/work.
- Proficiency in the following in Excel: Index & Match, Vlookup, Aggregate Functions, Pivot Tables.
- High proficiency with Excel's Power Query
- Proficiency in Python and popular analytics packages such as Pandas or Sklearn.
- Familiarity with Jupyter Notebooks environment.
- High proficiency with SQL Server (T-SQL)
- High proficiency in the following in SQL: Joins, Aggregate Functions, Window Functions, and CTE/Subqueries.
- Proficiency with visualization tools (such as Tableau or Power BI).
- Proficiency in Microsoft suite.
- Experience with data modeling, trend analysis, and statistical reporting.
- Demonstrated ability to exercise good judgment, prioritize multiple projects, and problem solve under tight deadlines and resource constraints.
- Strong organizational ability and project management skills.

- Excellent attention to detail.
- Knowledge of QI tools and techniques (e.g., Model for Improvement, Plan-Do-Study-Act (PDSA), fishbone diagram, process mapping, Lean/Six Sigma) preferred.
- Knowledge of HEDIS and UDS clinical quality measures and pay-for-performance programs a plus.
- Excellent written and interpersonal communication skills and presentation skills, including ability to present complex technical concepts in a clear, concise manner to audiences with varying levels of technical understanding.

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this job. Individual abilities may result in some deviation from these guidelines.

***Responsibilities and tasks outlined in this document are not exhaustive and may change as determined by the needs of the company.**

VALLEY COMMUNITY HEALTHCARE IS AN EQUAL OPPORTUNITY EMPLOYER.

OUR MISSION: To make an impact on the health and well-being of the whole community by providing high quality primary medical care and comprehensive healthcare services to those in need, regardless of their ability to pay.