



Data Optimization Coach

Reports to: Senior Manager, Practice Transformation & User Experience		
Level/Grade Professional	Type of Position Full- Time	Hours/Week 40 hours week; exempt
GENERAL DESCRIPTION		
<p>The Data Optimization Coach reports to the Director of Clinical Quality Improvement and is responsible for the practical delivery of quality and process improvement methodologies to practice teams. This position requires the ability to work with cohorts using QI methods and clinical expertise to identify opportunities for improvement as well as teach, coach, and monitor progress aligned with various contracts and initiatives. The position requires the ability to work with various data sets to interpret and analyze clinical quality outcomes, review data collection processes for standardization and optimization, and promote data efficacy for improvement at the practice level.</p>		
JOB RESPONSIBILITIES		
<ul style="list-style-type: none"> • Develop content for and provide weekly and monthly virtual and in-person coaching to primary care practices participating in various quality initiatives such as the Comprehensive Primary Care Plus (CPC+) and Quality Payment Program • Develop and maintain positive relationships with health care leaders and clinical teams • Participate as a CPC+ Team member providing expertise in the area of practice coaching, data analytics, practice transformation and quality improvement • Participate as a CPC+ Team member by providing insight for the development of virtual and in-person learning curriculums and presentations • Act as a data expert to support the CPC+ Team and primary care practices in practice coaching • Analyze and interpret various data sets, including clinical and claims data and process/outcome measures to identify best practices, regional trends, variations and successes • Consult with practices to assist in collecting, tracking, and trending data from their internal environment for quality improvement and reporting purposes • Work closely with the aggregated claims data team to identify and lead ongoing improvement activities for the quality measurement reporting tools • Provide feedback to The Health Collaborative data team received from practices regarding aggregated claims data reports including ease of usability, training opportunities and report enhancements • Serve as a liaison between the internal quality improvement and data teams • Active participant in scheduled and ad hoc weekly and monthly team meetings • Ensures proper use and protection of information assets by complying with the organization’s information privacy and security policies to protect assets from unauthorized access and by reporting any security events or potential events or other security risks to the organization. • Other duties as assigned. 		
POSITION REQUIREMENTS		
<p>Required experience/proficiency:</p> <ul style="list-style-type: none"> • Knowledge of and experience with various quality and process improvement methodologies, such as IHI Model for Improvement, LEAN, and Six Sigma, especially as applied in the healthcare setting • Experience working with clinical data, preferably health care data related to claims or clinical measures • Experience working in a primary care practice as a member of a clinical care team strongly preferred • Excellent interpersonal and communication skills 		

- Strong Microsoft Office skills including Excel, PowerPoint and Outlook
- Familiarity with Tableau
- Knowledge of clinical and claims performance data and survey sets e.g. HEDIS, NQF, NCQA, CAHPS
- Strong skills in project planning, oral and written communication and presentation
- Ability to interpret and apply information from multiple sources in responding to business questions
- Ability to work independently and in small work groups with staff members and managers
- Ability to generate innovative ideas to improve processes and create efficiencies
- Extreme attention to detail
- Ability to travel by car within the Tri-State area, up to 10 hours/week
- Ability to sit for extended periods of time in meetings and in front of computer screens

EDUCATION/CERTIFICATION REQUIREMENTS

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| <ul style="list-style-type: none"> • Bachelor's degree and certification in health related field preferred |
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OTHER INFORMATION

APPROVED BY S. Bolton

DATE POSTED February 15, 2018

Disclaimer: Nothing in this job description restricts the company's right to assign responsibilities to this job at any time as critical features of this job are subject to change any time.