



Healthcare Analytics Account Manager Description Delaware Health Information Network (DHIN)

Organization Background

The Delaware Health Information Network (DHIN) is the nation's first statewide health information exchange. Established by statute as a not-for-profit public instrumentality, DHIN's primary mission is to facilitate the design and implementation of an integrated, statewide health data system to support the information needs of consumers, health plans, policymakers, providers, purchasers, and researchers to improve the quality and efficiency of health care services in Delaware. Participation in DHIN by the health care community of Delaware is near universal, with expansion beyond state borders also having begun. DHIN is recognized as a national leader in health information exchange.

Position Overview

The Healthcare Research Account Manager serves as a member of DHIN's analytics service team to meet the informational needs of Delaware's State agencies, health care providers, payers, accountable care organizations and researchers working to improve health care for Delaware's residents. The Account Manager's primary role is to ensure ease of access and appropriate and regulatory use of the Health Care Claims Database. This will be achieved by managing customer requests (applications) for clinical and/or claims data. This person will be responsible for developing sustainable, repeatable, reliable customer support processes to be used by the analytic team. This will include developing and managing collaborating state agency customers through outreach strategy. The secondary role is to ensure customer engagement, ensuring active utilization of data and tools and developing additional opportunities to develop new analytic solutions.

The ideal candidate will be prepared to step outside of traditional job boundaries to meet the needs of the moment in support of the DHIN mission, and therefore must be flexible and adaptable to changing circumstances. A strong work ethic and the ability to work well within a small team is essential. The ideal candidate must have strong computer skills and excellent verbal and written communication skills, be exceedingly well organized, attentive to detail, flexible, proactive, resourceful, and efficient, and must remain poised and composed under pressure and maintain utmost confidentiality and professionalism in handling protected health information and information which is proprietary and confidential to DHIN's vendors and technology partners. DHIN seeks candidates who are committed to lifelong learning and growth.

The position is primarily located at the DHIN headquarters in Dover, DE. However, this position must be able to meet with external customers on a routine basis. Following a period of orientation, some degree of flexibility in work hours and location are possible. Many DHIN staff work from home one or more days each week.

Proposed October 2021

The Research Account Manager will perform their duties under the Scope of Work section at SFIA levels 4 and 5 as described below.

Autonomy	Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.
Influence	Influences customers, suppliers, and partners at account level. May have some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives. Collaborates regularly with team members, users, and customers. Engages to ensure that user needs are being met throughout.
Complexity	Work includes a broad range of complex technical or professional activities, in a variety of contexts. Investigates, defines, and resolves complex issues.
Knowledge	Has a thorough understanding of recognized generic industry bodies of knowledge and specialist bodies of knowledge, as necessary. Has gained a thorough knowledge of the domain of the organization. Can apply knowledge effectively in unfamiliar situations and actively maintains own knowledge and contributes to the development of others. Rapidly absorbs the latest information and applies it effectively. Maintains an awareness of developing practices and their application and takes responsibility for driving own development.
Business skills	<p>Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences.</p> <p>Plans, schedules, and monitors work to meet time and quality targets.</p> <p>Facilitates collaboration between stakeholders who share common objectives.</p> <p>Selects appropriately from applicable standards, methods, tools, and applications.</p> <p>Fully understands the importance of security to own work and the operation of the organization. Seeks specialist security knowledge or advice when required to support their own work or the work of immediate colleagues.</p>

Scope of Work:

Principle Duties and Responsibilities

1. Participate as a leading member of the Analytic Services team by participating in and facilitating internal and external customer meetings, contributing to analytic service documentation and DHIN's analytic knowledge.
2. Ensure the application, agreements or other documentation needed to support customer studies designs needs are accurate and appropriate.
3. Maintain primary contact status for collaborating state agencies. Seek and accept speaking engagements with these organizations.
4. Understand industry trends in ACPD utilization and incorporate and align industry trends to specific customer needs.
5. Maintain customer life cycle engagement from contract to post implementation.

Proposed October 2021

6. Partner with Project Management to facilitate smooth customer onboarding and new project development.
7. Maintain knowledge of CMS measurement requirements: HEDIS, MACRAS, MPPS, eCQG, IQR, CAHs, and other quality, compliance and or value-based payment metrics. Understand QRDA and be the subject matter expert for DHIN and the Analytic Services Team for appropriate application and development of these measures using DHIN Clinical and Claims data.
8. Organize DIHN resources to consult with customers to understand business needs and determine study requirements.
9. Prepare and provide presentations to customers and professional organizations to which DHIN has subscribed.
10. Apply and maintain knowledge of study/research designs for meeting customer business needs, particularly those for population health, healthcare quality benchmarking, equity, and efficacy studies.
11. With appropriate support and supervision, proactively take a leadership role in project estimations, and regular communication of monthly project expenses to deliver projects on budget.
12. Meet consistently with internal and external stakeholders to manage implementation of customer deliverables.
13. Contribute to the continuous evaluation of data quality, and efficiencies of analytic business processes.
14. Develop and maintain a consultative partnership with internal resources Project Management, Marketing, and Operations.
15. Seek out, establish, and maintain relationships with customers, data senders and healthcare institutions serving as a subject matter expert for clinical and claims data.
16. Promote knowledge of DHIN's analytical tools and capabilities to support new customer and project development.
17. Anticipate customer needs and proactively develop solutions to meet them.
18. Contribute to DHIN's analytic service performance reporting.
19. Function as a practitioner of continuous service improvement (Stage 5 of the IT Service Management Lifecycle). Support organizational service improvement projects with baseline and follow-up analysis of data.
20. Review analytic work performed by others and provide recommendations for improvement.
21. Contribute to and adhere to DHIN procedures for managing analytics services.
22. Solve complex problems and develop innovative solutions.
23. Function in this role at SFIA Levels 4 and 5

Supervision Received

- The position reports to the Director of Data Analytics
- Confidently interacts with executive leadership, external healthcare leaders and contractors.

Proposed October 2021

Supervision Exercised

- The position has no direct reports but exerts leadership and strong influencing skills with internal staff and external stakeholders.
- May lead matrixed teams and provide coaching and mentoring to staff and/or stakeholder resources.

Job Impact

- Work performed in this position impacts thousands of users of the DHIN system across the entire state of Delaware and into bordering states.
- Timeline of projects is varied. Can be 2 days, 2 weeks or up to 6 months.

Key Competencies

The following are the minimal knowledge, skills, and abilities which the Account Manager must possess:

- Knowledgeable of healthcare quality measures: AHRQ, NCQA, CMS and the state of Delaware.
- Demonstrated ability to understand and develop customer requirements and business objectives; ability to translate high-level design into specific implementation steps. Profound understanding of the needs of stakeholders and the impact on end users.
- Demonstrated ability to transform ad hoc and manual processes into sustainable, repeatable, scalable, and automated solutions.
- Functional understanding of HL7 messages.
- Demonstrated ability to establish and maintain effective relationships and partnerships with key stakeholders.
- Strong interpersonal, communication, facilitation, and presentation skills.
- Strong analytical and problem-solving skills.
- Ability to work independently and with minimal supervision.
- Demonstrated ability to work effectively in a small team setting.
- Ability to prioritize and organize work effectively and under pressure.
- Organized, resourceful, and proficient at effectively multitasking to ensure competing priorities are addressed in a timely and efficient manner.
- Self-starter who pays extreme attention to detail and strives for excellence.
- High degree of professionalism and personal qualities of integrity, credibility, and a commitment to the mission of DHIN.

Qualifications

The successful candidate will possess the following experience and credentials:

- Undergraduate degree from accredited university

Proposed October 2021

- Master's degree in health sciences, public administration or business administration
- 3 + years of health care account management experience
- 5 + years of experience with health care data, clinical and or claims.
- 3 + years of experience with performing quality metrics for programs such as AHRQ, NCQA, CMS or the state of Delaware.
- Experience managing multiple projects simultaneously in a matrixed environment is preferred
- All DHIN employees are expected to be certified in ITIL Foundations or commit to becoming certified within the first year of employment. This is a condition of employment.

Interested parties should send resumes and cover letters to careers@dhin.org or visit www.dhin.org.