



**Community Health Centers of Arkansas, Inc.
Arkansas Primary Care Association**

*"To advocate for and facilitate the success of health centers
and promote access to health care in Arkansas."*

POSITION: Clinical Quality Analyst

TO APPLY: Email resume and cover letter to Karin Slater at kslater@chc-ar.org

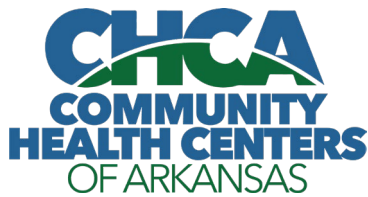
GENERAL JOB DESCRIPTION: The primary responsibilities of the Clinical Quality Analyst are to promote the alignment and advancement of goals and objectives related to quality initiatives between health center members. The Clinical Quality Analyst engages and guides health center members through the steps relevant to establishing, enhancing, and advancing data driven quality. The Clinical Quality Analyst will support health center members with evidence-based practices related to a 7-step data life cycle: 1) data collection, 2) data abstraction, 3) data entry, 4) data extraction, 5) data normalization and reporting, 6) data visualization, 7) data analysis and data utilization. The Clinical Quality Analyst will serve in the capacity of subject matter expert in advancing performance across 4 pillars of member health centers – clinical, operational, financial, and quality. CHCA requires all staff members to work both collaboratively and independently. CHCA is a non-profit organization established in 1985 to expand access to affordable quality care in Arkansas and create a unified voice for Community Health Centers (CHCs) and the patients they serve. CHCA further supports its member CHCs through training, technical assistance, and education.

SUPERVISED BY: Chief Quality and Informatics Officer

SUPERVISORY RESPONSIBILITIES: none

RESPONSIBILITIES (include but are not limited to):

- Assist the CQIO and the CHCA team in the day-to-day operations of the Quality Program.
- Monitor progress on work plans, goals and activities related to health center performance and improvement(s).
 - Provide supporting documentation of progress on grant work plans.
- Assist with preparation for site visits and other grant reporting requirements.
- Develop data visualizations/dashboards for CHCA health center data.
- Provide explanation and rationale for data relevance and impact.
- Serve as subject matter expert on quality and process improvement practices, Uniform Data System (UDS), Value Based Care (VBC), Healthcare Effectiveness Data and Information Set (HEDIS), Healthy People 2030 and other essential industry standard performance indicators.
- Develop and demonstrate subject matter expertise on essential health center electronic tools/platforms - to include those focused on data aggregation, normalization, and data reporting systems.
- Serve as CHCA representative and subject matter expert/liaison to health center members for data optimization, data driven quality and performance improvement.
- Assist health center members in the development of evidence-based interventions and workflow(s) targeted at driving highly efficient, effective, measurable, quality and performance improvement outcomes.
- Collaborate with the health center leaders, providers, and staff (clinical, operational, financial, quality) in development of action plans for performance initiatives



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- Support health center teams with translation of data into operational workflows and clinical practice.
- Work with CHCA team to identify and produce data reports needed for program work.
- Participate in developing reports for all CHCA grants and contracts by providing the data and written narrative needed on output and outcome objectives being monitored/evaluated.
- Visit health center member(s) quarterly to ensure understanding of internal and external data, performance indicators and reporting needs.
- Complete CHCA-related forms and activities such as timesheets/activity reporting, leave requests, and travel forms, including travel authorizations, expense reports and documentation within the timeframes set in CHCA procedures.
- Participate in developing reports and/or manuscripts for dissemination and publication.

QUALIFICATIONS:

Education:

- Bachelor's and Master's Degree in Healthcare, Nursing, Informatics, and/or Public Health.

Experience:

- Minimum 3 years' experience in health center operations, data/analytics, informatics, data management; or,
- Minimum 3 years' experience with primary care and demonstrated proficiency with clinical quality improvement or outcome measurements.

KNOWLEDGE/SKILLS/ABILITIES:

- Attention to completeness, accuracy, and detail.
- Ability to work with minimal supervision and maximum accountability, organize multiple tasks and meet deadlines.
- Ability to think critically and use independent judgment.
- Experience in public speaking.
- Excellent verbal and written communication skills.
- Ability to communicate and collaborate effectively with other staff, members, community-based organizations, health center staff, and customer/client groups.
- Working knowledge of administrative claims data and medical coding systems.
- Professional certification in LEAN/Six Sigma (Green Belt or higher) must be completed within first year.
- Excellent computer skills, particularly with software in Microsoft Office, including Word, Excel, Access, PowerPoint, and Outlook.

BENEFITS:

- CHCA offers company-paid health, dental, and life insurance.
- CHCA also offers paid annual, sick, and holiday leave.
- A retirement plan is provided with a company match.