



1701 South Harrison Street, Little Rock, Arkansas 72204  
*Mailing:* PO Box 3744, Little Rock, AR 72203  
Main (501) 374-8225  
[www.chc-ar.org](http://www.chc-ar.org)

## **Information Systems/Data Informatics Director**

### **General Job Description**

The Information Systems/Data Informatics Director contributes to the Community Health Centers of Arkansas (CHCA) team including supporting the Health Center Controlled Network by engaging the Community Health Centers (CHCs) staff in continuous quality improvement using relevant data reports and comparisons to strengthen patient care. CHCA is the state's Primary Care Association (PCA).

This position has primary responsibility for strategic planning and project management of technology-enabled initiatives to improve clinical data quality and operational outcomes for the health centers. The primary responsibilities of the Information Systems/Data Informatics Director are management and coordination of performance data collection and analysis, feedback, and reporting for all quality initiatives to support CHCA. The Information Systems/Data Informatics Director engages members through relevant data reports and comparisons. Further responsibilities of this position are providing direct support to health centers in data collection, monitoring the completeness and accuracy of reported data, and ensuring compliance with process and outcome measure definitions under the CHCA quality initiatives, including all grants and contracts.

This position is expected to conduct data mining, analysis, and data interpretation to link organizational needs and objectives for assigned tasks. This is coupled with working as a team member on selected projects and providing support on organizational data analytics needs.

The Information Systems/Data Informatics Director will build and enable tools that help the organization translate reporting. The person is also responsible for developing analysis, reporting capabilities, and continuously monitoring performance and quality control plans to identify improvements. This requires working both collaboratively and independently.

**Supervised By:** Chief Quality and Informatics Officer

**Supervisory Responsibilities:** None

### **Responsibilities**

- Analyzing, designing, implementing, and evaluating information and communication systems that enhance individual and population health outcomes. Collect and analyze available data to provide recommendations that will improve patient care and efficiencies, support financial improvement, and strengthen the provider-patient relationship within the health centers.
- Effectively apply technology solutions to improve clinical quality outcomes, productivity, workflow, and patient experience providing guidance, training, and technical assistance to the health centers.
- Providing subject matter expertise for health IT information management and technology innovation policy.

- 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; (to include but not limited to) i2i, eCW, EMDs, EPIC, etc.
- Serve as CHCA representative and subject matter expert/liaison to health center members for data optimization, data-driven quality, and performance improvement.
- Perform as the in-house expert on IT/Data Analytics and reporting platforms used (i.e., i2iTracks, Prizim, Tableau, or others); conduct data aggregation, analysis, and reporting data systems.
- Work with the clinical team in developing data collection tools for new initiatives and train health center participants on changes in data collection and reporting.
- Serve as the liaison for data collection and reporting between the CHCA and members/participants assuring timely and accurate submission of data.
- Organize data in meaningful presentation formats to deliver key messages.
- Must maintain good working relationships with other PCA and Health Center Controlled Network (HCCN) programs, CHCA members, participants, and partners.
- Develop and manage CHCA data collection systems for multiple performance measures to meet the deliverables on all grants/contracts for the CHCA.
- Visit health centers as needed, but no less than quarterly (virtually), to understand their internal and external reporting needs. Visits should also be used to provide training and technical assistance on the data tools, mapping, generating reports, and searches.
- Maintain knowledge of the Uniform Data Set (UDS), provide technical assistance to health centers, and provide support during the UDS reporting period.
- Identify and maintain knowledge of state and national benchmark databases including Healthcare Effectiveness Data and Information Set (HEDIS), Healthy People 2020, and other relevant health databases used by health centers.
- Monitor progress and contribute to plans, goals, and activities. Complete associated documentation.
- Assist with site visit preparations and other grant reporting requirements.
- Participate in developing reports for all CHCA grants and contracts by providing the data and written narrative required for reporting on outcomes and/or objectives, which are monitored/evaluated.
- Participate in developing reports and/or manuscripts for publication.
- Perform other duties as assigned.

### **Qualifications**

- Bachelor's Degree in Data Analytics/Informatics, Health Information Technology, Computer Science, Information Quality, Information Science, Statistics or related field or at least 5+ years proven experience in the functional roles of the Information Systems/Data Informatics Director position.
- Experience with primary care and proficiency with clinical quality improvement or outcome measurements.
- 3+ years of experience in Informatics in support of clinical decisions (Clinical Content Management, Electronic Medical Records, Electronic Health Records), analytics, data interpretation, and reporting.
- Ability to interpret highly specialized terms and data, and communicate derived insights, visually and orally.
- Experience in quantitative and qualitative data analysis.
- Experience in delivering critical data summaries or reports necessary for planning and improvement of processes.
- Experience working with multiple entities to collect data and produce reports.
- Technical experience and aptitude regarding data models, database design development, data mining, and segmentation techniques.
- Experience in using data aggregation/reporting platforms for population health management (i.e., i2i Tracks, Prizim, Tableau, Zoho, others).
- Experience collecting, editing, analyzing, and charting numerical data.
- Creativity and vision to organize data in meaningful presentation formats to deliver key messages.

- Support of assigned system applications and software internal to CHCA and assuring functionality and ability to extract data.
- Attention to completeness, accuracy, and detail.
- Ability to think critically and use independent judgment.
- Strong interpersonal skills.
- Must maintain good working relationships with other CHCA programs, CHCA participants, and CHCA partners.
- Ability to work with minimal supervision and maximum accountability, organize multiple tasks and meet deadlines.
- Ability to manage several projects concurrently and adapt to changes in project requirements and/or the work environment.
- Ability to work collaboratively within a team.
- Ability to communicate and work effectively with other staff, members, community- based organizations, health center staff, and customer/client groups.
- Exhibit awareness of the needs of medically underserved populations, demonstrate cultural competence, and show interest in learning about community-based primary health care systems.
- Excellent computer skills, particularly with software in Microsoft Office, including Word, Excel, Access, PowerPoint, and Outlook.

### **Benefits**

CHCA offers a generous benefit package including health and dental insurance. Access to vision and other ancillary insurance. Paid annual, sick and holiday leave.

**To apply**, send a cover letter and resume to Karin Slater, [kslater@chc-ar.org](mailto:kslater@chc-ar.org)

*At CHCA, we take pride in providing equal employment opportunities regardless of race, ethnicity, beliefs, religion, marital status, gender, gender identity, citizenship status, age, veteran status, or disability.*