

Classification: Research Data Analyst II

Position Title: Health Informatics Analyst

Position Number: 801-112-5731-700

Division/Branch: Equity and Quality Transformation Division

Location: Sacramento County

Job Description Summary

Under general supervision of the Associate Chief Medical Officer, the Research Data Analyst II (RDA II), Health Informatics Analyst, supports Covered California's focus on equity, quality, and delivery system transformation to assess compliance and to identify emerging areas of interest, trends, or concerns for future interventions. The analyst applies data management, analysis and reporting techniques to help design and implement analytic projects and dashboards that monitor performance and identify trends. The analyst works with sensitive information, collaborates with internal and external stakeholders, enhances data systems, and provides actionable insights. The primary goal is to advance Covered California's mission that members receive high quality and individualized equitable care by ensuring that each health plan's network has effective care delivery strategies and interventions in place to ensure Safe, Timely, Efficient, Equitable, and Patient-Centered (STEEEP) care. Duties may include access to information systems containing protected enrollee information, including federal tax information, protected health information, and personally identifying information.

Job Description

35% (E)

Uses data analysis and data management to identify trends, track performance, and measure the impact of Covered California's quality and health equity policies, programs, and operations. With guidance from the Health Informatics Lead, works with Research Data Specialists and program unit leads to help design and implement data reporting, program evaluation, and innovative analytic and evaluation projects for operational activities and policy changes. Techniques required will include complex data management (data modeling, dataset creation, data blending, etc.), determining the best analytic or statistical approach modeling appropriate to the research task, programming the model, and interpreting the results. Uses and manipulates Covered California's claims data and data from other sources to support business needs, particularly to assist in the creation of dashboards and routine reporting that help the department make better decisions. Topics may include utilization of services, clinical quality and outcomes, population trends, and more. Analyzes complex administrative data using analytical and statistical software such as Stata, Snowflake, ARC/GIS, SQL, Python, R, Excel Power Pivot and Tableau or other analytic tools.

30% (E)

Researches, develops, and implements data products such as ad hoc and routine reports, data sets, and dashboards for internal and public dissemination, including designing components of various dashboards and drafting reports. With guidance from the Health Informatics Lead, helps to train other users at the organization on Covered California administrative data and the internal tools used to report, visualize, and analyze data (e.g., Tableau, Snowflake, CalHEERS portal). Accesses, analyzes, and produces reports based on extremely sensitive consumer Personally Identifiable Information (PII), Protected Health Information (PHI), and tax information.

30% (E)

Identifies and articulates business needs for data warehouse enhancements. Elevates critical business issues and risks that arise during implementation and recommends solutions to management and users. Coordinates implementation activities with vendor, project management team, and staff within the Equity and Quality Transformation team. Coordinates the development of work plans, gathers data, selects appropriate methodologies and technologies, meets deadlines and time frames, determines final reporting method, compiles the final report, and may present findings orally to program managers and executive staff. Conducts research (e.g., internet, contacts at other organizations, meets with program subject-matter experts) to retrieve and compile information and data necessary to evaluate and analyze proposed data requests.

5% (M)

Attends program staff meetings to share and discuss subject area successes and issues, and provides expertise as needed. Travels locally to attend health industry or technical forums, meetings, training, and work groups.

Scope and Impact

- a. Consequences of Error: Position is responsible for making policy recommendations to superiors under general supervision. This is an independent, full journey level analyst position. Consequence of error is high, due to potential for integrity of data to be compromised as well as PII/PHI access. The accuracy of data is critical, as it is often shared publicly and is used by senior leadership to guide strategic decision-making such as rate negotiation with Covered California carriers, marketing efforts, sales efforts, and policy decisions.
- b. Administrative Responsibility: This position does not have administrative duties.
- c. Supervision Exercised: This position does not exercise supervision.
- d. Internal Personal Contacts: Division leadership, Health Equity Officer, Chief Medical Officer (CMO), clinical team, Contracts unit, Plan Managers, and Policy Evaluation and Research Division staff.
- e. External Personal Contacts: Qualified Health and Dental Plan issuers, CalHEERS, DHCS, Key Stakeholders, other Exchanges, federal and state government.

Physical and Environmental Demands

Work environment

Work in a climate-controlled, open office environment, under artificial lighting; exposure to computer screens and other basic office equipment; open office environment; work in a high-pressure fast-paced environment, under time critical deadlines; work long hours; must be flexible to work days/nights, weekends and select holidays as needed; during peak periods, may be required to work overtime; appropriate dress for the office environment.

Essential Physical Characteristics

The physical characteristics described here represent those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of the job, on a case-by-case basis. Ability to attend work as scheduled and on a regular basis and be available to work outside the normal workday when required. Continuous: Upward and downward flexion of the neck. Frequent: sitting for long periods of time (up to 70%); repetitive use of hands, forearms, and fingers to operate computers, mouse, and dual computer monitors, printers, and copiers (up to 70%); long periods of time at desk using a keyboard, manual dexterity and sustained periods of mental activity are need; using headsets to talk with internal and external customers for extended periods (up to 60%); Frequent: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files, and binders. Note: some of the above requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations. Note: Some of the above requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Working Conditions and Requirements

- a. Schedule: Core business hours are Monday through Friday 8 AM – 5 PM
- b. Travel: Travels statewide for meetings, trainings, and/or events up to 5% of the time.
- c. Other: Scope and Impact