Job Description: Health Care Data Analyst, Surveys

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Overview:

This role requires data management and fielding oversight for surveys conducted via multiple modes including telephone, fax and online. This position is also responsible for data analysis and the development of reports to support new and existing projects for QMetrics internal and external customers. The incumbent will take an independent, creative, insightful approach to providing accurate and reliable data and reports. Data sources for analyses include internal databases as well as customer, and third-party data. The successful candidate will have a track record of competency using database tools, statistical programming and analysis, knowledge of health plan/provider organization data, as well as experience fielding, analyzing, and reporting health care focused surveys.

Qualifications:

Education/Certification:
- BA/BS or higher in a related field (mathematics/statistics/data science, public health, epidemiology, etc.)
- MA/MS in a related field preferred
- Equivalent combination of education and/or work experience may be substituted.

Required Relevant Work Experience
- 2+ years of data analysis, survey research, data management and quality control, report creation and/or other relevant work experience
- Prior work experience in healthcare data analysis strongly preferred

Specialized Knowledge, Skills, and Abilities:
- Knowledge of healthcare delivery systems and health care provider data
- 2+ years analytical report development experience
- 2+ years of experience and skill using Microsoft Office 365
- Strong Microsoft Excel skills required
- Statistical knowledge, and programming skills required
- 2+ years SAS or similar statistical programming language experience
- 2+ years of survey experience including sampling, data cleaning and manipulation, fielding, reporting, and analysis
- Exceptional interpersonal and problem-solving skills
- Excellent oral and written communications skills
- Ability to translate data into meaningful information in report or presentation formats
- Ability to organize and coordinate multiple simultaneous tasks in a team environment
- Be able to work with minimal supervision
- Strong attention to detail

Preferred:
- Extensive experience with telephonic/online/ fax survey fielding.
- Expertise with manipulating and analyzing large datasets
- Experience with call center operations and reporting
- Experience with CA DMHC TAR requirements
- Familiarity with managed care data and quality reporting & analysis such as HEDIS™, quality of care studies.

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Typical Job Accountabilities:

- Analyze, validate, and clean data for use in reporting and survey research
- Perform data management, including sorting, filtering, and sub-setting data
- Perform sampling to create an unbiased fielding universe for survey research
- Day-to-day data management of multi-mode survey projects
- Real-time evaluation of survey response rates to adjust sampling to meet target sample sizes
- Develop regularly scheduled and customized progress reports in collaboration with internal stakeholders
- Perform quality control and validation of the data sets and reports including resolution of discrepancies working in collaboration with the project team on finalization of outcomes and design of the reports
- Analyze and interpret project and survey data to develop recommendations and conclusions to be used in reports
- Create effective visualizations of project and survey data to support report recommendations and conclusions
- Analyze survey data and prepare insightful reports detailing surveys and their findings
- Interact with project teams on matters affecting data flow and make recommendations for improvement to ensure quality standards are met in data entry, collection, storage, and retrieval

Position Type	Full- Time, Exempt, Remote	Requirements	Occasional Travel
Reports To	Managing Director, Surveys	Start Date	6/1/2022
Create Date	4/1/2022	Revision Date	4/17/2022
Approved By	Jim Dalen	Approved Date	4/17/2022