

Director of Data Analytics Position 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 nearly universal, with expansion beyond state borders also having begun. DHIN is recognized as a national leader in the area of health information exchange.

DHIN is also responsible for administering and operating the Health Care Claims Database (HCCD) – Delaware’s All Payer Claims Database. Data submission to the HCCD began in 2018, and today includes eligibility, claims and provider information from most commercial and public insurers in the State. DHIN’s long term vision is to integrate data from HCCD with other sources of data (e.g., clinical, social determinants of health, census, etc.) to support the quadruple aim in the State of Delaware.

Position Overview

The Director of Data Analytics is part of the DHIN leadership team, reporting to the Chief Operating Officer. The Director works collaboratively with DHIN leadership to develop strategy and translate strategy into tactical and operational reality, and work cooperatively to make the entire DHIN team successful.

The Director must have both domain expertise in data analytics and business leadership skills to develop the analytics service line as a sustainable line of business. Specifically, the Director of Data Analytics works to combine the clinical and administrative (i.e., claims) data under DHIN’s control, with the use cases, research and policy interests of DHIN’s varied stakeholders and subscribers. The Director oversees all of DHIN’s internal analytic projects using claims, clinical, and other identified data, and shepherds fulfillment of external data requests in accordance with Federal and State regulations and data sender contracts. This work includes identifying analytic projects and prospective data customers; managing the execution and delivery of analytic projects; and serving as a liaison between DHIN and its stakeholder state agencies, ACOs, health systems, payers, providers, post-acute care, education and research institutions, and others as identified.

The Director of Data Analytics exercises responsibilities and skill at SFIA level 5.

Autonomy	Works under broad direction. Work is often self-initiated. Is fully responsible for meeting allocated technical and/or project/supervisory objectives. Establishes milestones and has a significant role in the assignment of tasks and/or responsibilities.
Influence	Influences organization, customers, suppliers, partners and peers on the contribution of own specialism. Builds appropriate and effective

	business relationships. Makes decisions which impact the success of assigned work, i.e., results, deadlines and budget. Has significant influence over the allocation and management of resources appropriate to given assignments. Leads on user/customer collaboration throughout all stages of work. Ensures users' needs are met consistently through each work stage.
Complexity	Performs an extensive range and variety of complex technical and/or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Understands the relationship between own specialism and wider customer/organizational requirements.
Knowledge	Is fully familiar with recognized industry bodies of knowledge both generic and specific. Actively seeks out new knowledge for own personal development and the mentoring or coaching of others. Develops a wider breadth of knowledge across the industry or business. Applies knowledge to help to define the standards which others will apply.
Business skills	Demonstrates leadership. Communicates effectively, both formally and informally. Facilitates collaboration between stakeholders who have diverse objectives. Analyses, designs, plans, executes and evaluates work to time, cost and quality targets. Analyses requirements and advises on scope and options for continuous operational improvement. Takes all requirements into account when making proposals. Demonstrates creativity, innovation and ethical thinking in applying solutions for the benefit of the customer/stakeholder. Advises on the available standards, methods, tools and applications relevant to own specialism and can make appropriate choices from alternatives. Maintains an awareness of developments in the industry. Takes initiative to keep skills up to date. Mentors colleagues. Assesses and evaluates risk. Proactively ensures security is appropriately addressed within their area by self and others. Engages or works with security specialists as necessary. Contributes to the security culture of the organization.

Independent judgment and initiative are important and valued, but must never result in operational silos or sub-optimization within the organization. Frequent communication with other DHIN leaders is essential to ensure that the leadership team is united in expectations and execution.

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 ability to work well within a team are 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 expects the director to be committed to lifelong learning and growth.

The position is primarily located at the DHIN headquarters in Dover, DE. However, following a period of orientation, a great degree of flexibility in work hours and location are possible. Many of DHIN staff work from home one or more days each week. Travel is required within the state of Delaware with occasional travel outside of Delaware for training, speaking engagements, conferences and other activities associated with the position.

Scope of Work:

Principal Duties and Responsibilities

- Accountable for the success of DHIN's Analytic Services
- Execute sound business decisions to develop a strong, accurate and flexible data release and analytic program
- Maintain and update DHIN's rolling 3-year Analytic Service strategy
- Identify and calculate return on investment for both the DHIN and its customers
- Responsible for information management and data governance functions involving DHIN claims data and DHIN's data senders. Advises and influences enterprise data governance functions.
- Develop DHIN's analytics service abilities and maintain a proactive relationship to meet the needs of customers including but not limited to DHIN's Collaborating State Agencies, payers, Accountable Care Organizations (ACO), health systems, providers, and post-acute care, educational and research institutions and others as identified
- Develop new product roll-out plans, including marketing and training requirements
- Maintain and grow funding sources for the Analytic Service line
- Coordinate with DHIN centers of excellence, including the PMO, Business Relationship Management, and Architecture and Development
- Work collaboratively with customers and internal DHIN staff to provide consultative knowledge and guidance to ensure a high level of customer service and satisfaction
- Foster a solution-focused culture within DHIN that centers around customer data needs for improving patient outcomes, quality performance and financial performance
- Provide data perspectives for clinical, claims, and other data for the technology, marketing and customer relations support staff of DHIN
- Interpret technical concepts for non-technical audiences
- Translate clinical/financial data access and reporting needs from the customer's perspectives to the DHIN team
- Serve as subject matter expert on population health, quality reporting, clinical analytics and industry trends
- Provide expertise, as appropriate, in population health, alternative payment models, new care delivery models such as virtual care, clinical trials, research and other regulatory and quality reporting changes requiring data analytics
- Build relationships with data analytics and decision support professionals across the state

- Maintain professional association relationships in national health care analytics and other applicable organizations
- Provide health care analytic presentations as needed and actively seek speaking engagements to further the promotion of DHIN's analytic services

Supervision Received

- The position reports to the DHIN COO

Supervision Exercised

- Directly manages and provides coaching and mentoring to DHIN Data Analytic staff, currently at 5 FTEs with possibility of growth and/or reorganization
- Leads matrixed teams including internal support staff and external vendor support
- Provides subordinates with regular feedback on their performance
- Responsible for the performance reviews and other HR functions for assigned staff, with input from other section leaders who have direct observation of their work
- Performs career counseling, helps subordinates plan for professional development in keeping with personal goals and organizational needs

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
- Budget impact of this position is significant
- Timeline of work assigned varies days to weeks with some projects lasting several months.
- Role directly impacts the business success of the organization

Key Competencies

The following are the minimal knowledge, skills, and abilities that the Director of Analytics must possess:

- Demonstrated resourcefulness in setting priorities, proposing new ways of creating efficiencies
- Outstanding relationship management and professional communication skills, with successful experience in working with diverse personalities across varying roles
- Ability to read, comprehend and write professional correspondence/memos
- Excellent interpersonal skills, with a desire to be part of a multi-disciplinary, diverse and dynamic team
- Understanding of data ingestion processes, data validation and normalization techniques, data curation, and data lifecycle management
- Experience with data governance including design, operationalization, and monitoring/improving data quality
- Experience managing service and solution vendors
- Experience with both clinical and claims data, with a good understanding of additional data sources that can be used for advanced analytics

- Familiarity with database structure concepts, various analytics and statistical methodologies and techniques, and basic visualization tools and techniques
- Strong understanding of financial drivers for DHIN's Collaborating State Agencies, payers, Accountable Care Organizations (ACO), health systems, providers, and post-acute care, educational and research institutions and others as identified
- Thorough understanding of quality reporting requirements for payer and provider environments, and how to translate those requirements into real-time reporting and measurement
- Understanding of regulatory requirements associated with interoperability, privacy and security
- Experience in identifying contributors to poor quality and patient outcomes and how to operationalize and measure improvement efforts
- Proficient in identifying return on investment from analytics initiatives for both the DHIN as well as its customers
- Experience in developing and fulfilling contracts for services and maintaining customer satisfaction
- Experience in writing Grants and or Request for Proposal responses
- Proficient in the use of Microsoft Office Suite (including Excel, Word, and PowerPoint)
- Must be detail oriented, demonstrate tact and courtesy with both internal and external customers and resources, have strong work ethic, and be a self-motivator.
- Must work well under pressure and be able to communicate well to a wide-range of skill sets, to include technical, clinical, business, operations, and financial staff as well as entry-level to executive level staff both internally and externally.

Qualifications

The successful candidate will possess the following experience and credentials:

- Bachelor's degree in a business or analytics field, or other health data related field required
- Graduate degree such as MHA or MBA, or certificate in health analytics, data science, or equivalent preferred
- Minimum 5 years' experience in a healthcare setting such as a health system, health information exchange, health data services organization or health payer
- Minimum 5 years' experience in a supervisory or managerial role in a healthcare related setting
- 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. The DHIN management team is further expected to progress through ITIL intermediate certifications and become a certified ITIL Expert. Opportunities to achieve this will be provided by DHIN.