



## NextGen Clinical Data Analyst & IT Coordinator

Founded in 1973, Boulder Valley Women's Health Center (BVWHC) is a leader in reproductive and sexual health care within our community. Our mission is to offer accessible, confidential, evidence-based, and compassionate health care, including abortion, family planning, gynecology, gender-affirming care, community education and sexual health support. We strive to make quality health care available to all, particularly those who experience unique barriers to access, such as people who are low-income or uninsured, monolingual Spanish speakers, youth, LGBTQIA+ persons and people with disabilities. BVWHC helps create an informed community of people who are empowered to make health-related choices that support vibrant, full lives.

Are you ready to support an organization with the data it needs to power the organization's impact and to drive its success? The ideal candidate will use their passion for data and analytics to provide insights into our healthcare delivery for experience analytics and for process improvement. The NextGen Clinical Data Analyst & IT Coordinator is a central figure at BVWHC and will provide critical internal support across the organization.

Hours: 30h/week [0.75 FTE] with scheduled remote work possible. The organization is open 8am – 5pm M – F

Compensation: Salary \$52,000 - \$59,000, commensurate to relevant experience

Classification: Salaried/Exempt

Start Date: ASAP

Supervisor: Chief Executive Officer

### **Essential Duties & Responsibilities:**

#### **NextGen Clinical Data Analyst (70%)**

- Possess NextGen expertise with both the Practice Management and EHR interfaces.
- Demonstrates a deep understanding of data and analytics to identify and build innovative solutions to the organization's challenges related to the efficient delivery of healthcare.
- Evaluates and recommends information processes, applications, and systems to support clinical information management needs.
- Assists in the development, implementation, education, support and adoption of clinical information systems, applications, and related technology to optimize care delivery, care quality, usability, and efficiency for the BVWHC clinical care team.
- Serves as a change agent to initiate, support, and implement innovations in professional use of the clinical information systems.
- Provides education and communication about potential data/reporting issues. Shares best practice trends in data use and provides insight into how and where teams can use data to help in day-to-day decision-making.
- Collaborates on the design, implementation, and evaluation of data analysis processes. Determines appropriate metrics, visualizations, format, and delivery methods and timelines to meet data needs. Defines scope of work, validation requirements, and user acceptance criteria for data requests.
- Creates and delivers automated, recurring, and ad hoc reports and dashboards that provide outcomes and trends on key performance indicators, metrics, and process measures, along with identifying areas of opportunity and action.
- Tailors data presentation to the appropriate technical, detail level, and time limits for multiple audiences.
- Other duties as assigned.

#### Clinical Informatics & Clinical Staff Support:

Inherent in this position is close collaboration with clinical and operational counterparts to transform care through systems and processes to achieve improvements in quality, safety, efficiency, and service across the continuum of care.

- Supports implementation of clinical information systems and, working closely with clinic leadership, promotes clinical end-user adoption.
- Understands the need for HIPPA compliance and leads IT-related compliance efforts.
- Identifies and clearly articulates how a proposed change will impact the clinical end-user.
- Reviews IT policies and procedures. Recommends and implements changes to policies and procedures to enhance clinical workflow and patient safety.
- Assists with ongoing development of clinical documentation, clinical pathways and associated key performance metrics.
- Creates care team NextGen trainings and ensures the smooth onboarding of all staff using NextGen.
- Re-educates clinicians on problematic EHR workflows.
- Provides on-going IT & NextGen end-user support.

#### Promotes Optimal EHR Usability:

- Drives innovation, creativity, re-engineering, and develops and tracks predictive metrics.
- Considers and recommends clinical support solutions and other informatics solutions to help achieve goals for EHR optimization.
- Identifies and eliminates barriers/obstacles to clinical EHR adoption and use.
- Works closely with BVWHC's Technology Services Organization [OSIS] to ensure NextGen is up to date and functional.
- Coordinates installation and upgrade activities of EHR and other applications.

#### **IT Coordinator (30%)**

- Responsible for BVWHC Inventory tracking, deployment of inventory with new hires or recovery of inventory with staff departures.
- Primary contact with our Managed IT Service provider [Greystone Technology].
- Completes staff on-boarding and off-boarding processes related to IT.
- Coordinate with local IT (Greystone) to maintain organizational IT Disaster Recovery Plan
- Serves as SharePoint site admin
- Provides onsite Sangoma/Digium phone system admin/support
- Other duties as assigned.

#### Project Liaison/Project Manager:

- Leads/participates in local and Integrated Physician Network (IPN) informatics projects
- Promotes cost effective care and resource utilization through IT solutions and in collaboration with the IPN, as appropriate.
- Considers impact of applications and installation timelines for all stakeholders.
- Provides project management/implementation support for clinical information systems
- Collaborates with contracted vendors as appropriate.

#### Website Administrator:

- In collaboration with subject matter experts across the organization, ensures website content is current and accurate
- Makes timely postings on our website as requested by organizational leaders and/or per the content calendar that aligns with our marketing & communications efforts
- Monitors website traffic and provides trends to leadership to drive content and focus

#### **Job Qualifications:**

##### **Required Knowledge, Skills, Abilities & Experience**

- 3+ years of relevant clinical data analysis work

- EHR/EMR Systems education or experience (NextGen) required.
- Bachelor's or master's degree or equivalent level of knowledge and skill in Business, Data Analytics, Engineering, Health Information Management, Healthcare Administration, Public Health, IT/Computer Science or a related analytic field
- Must have strong working knowledge of contemporary trends in outpatient healthcare analytics and Quality Improvement/Process Improvement methods.
- Knowledge of terminology and concepts used in the healthcare and health insurance industry or familiarity with business intelligence, data analytics, data warehousing, informatics, or other information technology.
- Knowledge of HIE/health data exchange standards, clinical data sets and/or interoperability in healthcare (e.g., HL7, FHIR, Snomed, Loinc) a plus.
- SQL, Teradata, Tableau or other BI, Data Analytics, Data Modeling or Data Visualization tools education or experience a plus.
- Strong commitment to reproductive freedom, and an ability to demonstrate knowledge and passion for the mission of BVWHC.
- Extremely organized and meticulous with strong critical thinking skills, decisive judgement.
- Organizes, prioritizes, and effectively fulfills multiple job responsibilities in an interruption-driven environment.
- Strong work ethic: proactive and resourceful, with the ability to work effectively with minimal supervision.
- Experience working with non-profit organizations preferred.
- Unshakeable levels of professionalism, integrity, and confidentiality.
- Customer service oriented; friendly and positive with the ability to interface with a wide variety of individuals and work on a team.
- Solid communication skills with ability to communicate IT information to technical and nontechnical staff
- Proficient on all Microsoft programs as well as Google Drive.

### Physical Activities

- The physical demands and work environment characteristics described here are representative of those that must be met by a staff member to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Ability to speak, understand, and communicate in English effectively, in person and in writing.
- Ability to hear in-person and by phone, in personal and group settings.
- Ability to sit or stand for up to 8 hours per day. Ability to reach for, move and/or lift up to 20 pounds and use your arms and hands to handle or move objects in order to prepare for a wide variety of meetings, and to perform a variety of tasks that involve standing, walking, sitting, stooping, kneeling, bending, and twisting, climbing stairs or possibly reaching chest high and overhead for materials, with reasonable accommodation.

### Why work for Women's Health?

- **We support each other.** Our people are passionate about what we do, the services we provide, and the clients we serve. If you are looking for an opportunity to be part of a work family that values collaboration, innovation, and dedication, we are the right organization for you.
- **Our benefits package** includes medical insurance, vision, and dental insurance, nine paid holidays, paid time off (vacation + sick), short-term disability coverage, 403(b) retirement plan, life insurance and an Employee Assistance Program. This position is benefits eligible.

*Diversity is at the core of the work that we do. Women's Health is committed to promoting diversity, multiculturalism, and inclusion in the workplace, and we encourage people of all races, ethnicities, abilities, gender identities and sexual orientations to apply.*

**To Apply:** Please email your resume and a cover letter, specifically addressing the position responsibilities and your associated qualifications, to [jobs@bvwhc.org](mailto:jobs@bvwhc.org). No phone calls, please.