



Title: Trust Framework Business Analyst

Reports to: Senior Operations Manager

FLSA Status: Exempt, Full Time

Supervisory Responsibility: N/A

Salary Range: \$80,500 - 89,800

POSITION SUMMARY:

The Business Analyst will provide analytical reporting on trust framework programs, such as Carequality and the Trusted Exchange Framework and Common Agreement. This includes Carequality Implementer and TEFCA Qualified Health Information Network (QHIN) metrics. This role will also review and manage the information in the Directory related to Implementers, QHINs, and their networks. This role works in consultation with program leadership, Carequality Steering Committee (SC), Carequality Board of Directors, and the Operations team.

The Analyst works closely with the Operations team to analyze existing and develop enhanced internal processes in support of Carequality and TEFCA health information exchange operations.

This position requires a blend of strong analytical, communication, and project management skills as well as the ability to balance multiple projects in a fast-paced, evolving Health IT environment. The role also requires some technical skills including but not limited to customer relationship management (CRM) systems, data analysis tools, and virtual communication platforms.

What is Carequality?

Carequality provides a national-level, consensus-built, interoperability framework to enable exchange between and among health data-sharing networks. Carequality brings together a diverse group of representatives, including electronic health record (EHR) vendors, record locator service (RLS) providers, and other types of existing networks from the private sector and government, to determine technical and policy agreements to enable data to flow between and among networks, platforms, and geographies, much like the telecommunications industry did for linking cell phone networks.

ESSENTIAL FUNCTIONS:

- Manage the consolidation and analysis of raw data submitted in Implementer and QHIN monthly, quarterly, and annual metrics reports.
- Develop and standardize set of metrics to be collected or self-reported on a regular basis, including reporting templates.
- Perform analysis for compliance initiatives in Carequality and TEFCA programs.
- Clearly communicate findings and recommendations to the Trust Framework team through reports, presentations, and dashboards.
- Review and manage organizational details submitted to the Carequality and TEFCA Directories.



- Assist in product development activities for enhancing the Carequality and TEFCA Directories as the source of data, including measure specifications to ensure optimal comparisons across QHINs and Implementers.
- Develop plan for connecting reported data to other sources and contextual factors.
- Analyze and enhance quality assurance of QHIN and Implementer reporting processes.
- Collaborate with operations team in development and maintenance of internal process documentation in support of trust framework health information exchange operations, including identifying new process needs.
- Prioritize, categorize, and monitor request types to assist the operations lead in analyzing and developing SLAs for Service Requests.
- Work closely with cross-functional teams including IT, product management, and senior leadership to implement solutions.
- Assist as a resource for account manager(s) and operations team to coordinate QHIN and Implementer activities, issues, and communications.
- Participate in QHIN and Implementer forums, meetings, and issue resolution as appropriate.
- Collaborate across teams for project planning, tracking progress, and managing project risks.
- Complete other projects as assigned by leadership

KNOWLEDGE, SKILLS, AND ABILITIES:

- Working knowledge in health IT, HIE, or interoperability required. Understanding of healthcare workflow, data connectivity, interoperability principles & standards, and related communication protocols preferred
- Proficiency in gathering requirements, analyzing data, developing use cases, and creating functional specifications
- Documenting existing workflows and identifying potential areas for optimization through processes and procedures
- Proven ability to work against a plan, meet deadlines, and produce deliverables relative to target dates
- Strong problem solving and critical thinking skills with ability to identify and mitigate issues from escalating and to identify creative solutions to avoid impeding efforts
- Strong written and verbal communication skills, with the ability to effectively present findings and recommendations to stakeholders, including business leaders, customers, and technical/non-technical experts
- Ability to work independently and collaborate with cross-functional teams and at all levels of the organization
- Proficiency in Microsoft 365 Suite specifically but not limited to Outlook, SharePoint, Word, Excel, PowerPoint
- Proficiency with software platforms and tools for data analysis and presentation such as Power BI, Tableau, SQL and Excel, Access or other database platforms.
- Proficiency working with a variety of data formats including JSON and XML
- Familiarity with IHE and HL7 standards typically used in healthcare interoperability
- Proficiency with CRM systems such as Salesforce



EDUCATION, TRAINING, AND EXPERIENCE:

- Bachelors required in a relevant field such as business administration, clinical informatics, finance, economics, or information technology
- 3-5 years of experience in business analysis or related roles conducting analysis of operations and performance and generating and presenting reports and metrics

PHYSICAL AND MENTAL REQUIREMENTS:

- Ability to work on a computer for extended periods of time.
- Ability to stand or sit for extended periods of time.
- Extended working hours and overnight travel may be necessary; approximate travel: 10%
- Ability to lift 15 to 20 lbs.

“All qualified applicants will receive consideration for employment without regard to race, color, religious creed, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth and related medical conditions), gender identity or expression (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, protected medical condition as defined by applicable state or local law (such as cancer), genetic information, or any other characteristic protected by applicable federal, state or local laws and ordinances.”

Please send resumes to HR@carequality.org.