

Position Description

INCUMBENT _____ CSN _____

PRESENT CLASSIFICATION Clinical Practice Data Analyst Coordinator DATE _____

DEPARTMENT/DIVISION SIU Healthcare Core/Clinical Support Operations

Position Function

This position will be responsible for coordinating and administering all financial aspects for the department of Maternal Fetal Medicine and the Ultrasound unit. This position will also assist the Chief Operating Officer and other senior leadership in the measurement, analysis and reporting of key performance indicators.

Organizational Relationship

This position reports to the Chief Operating Officer who reports to the Chief Medical Officer who reports to the Chief Executive Officer of SIU Medicine. This position has institutional responsibilities to the SIU School of Medicine and SIU Medicine administration and must work collaboratively to perform these functions and business practices.

Duties and Responsibilities

The following information is intended to be representative of the work performed by incumbent in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities.

Demonstrates, by actions, commitment to the mission and the behavioral standards of SIU School of Medicine. Provides excellent service to both internal and external customers through collaboration and partnership; compassion and respect; integrity and accountability; diversity and inclusion; as well as continuous learning and improvement.

Time Commitment

Finance Manager, Departments of Maternal Fetal Medicine and Ultrasound **30%**

Strategic Planning

- Performs financial planning for department and division academic, research, and clinical activities.
- Develops, analyzes, and provides complex reports for department administration on a routine basis to monitor and report the financial performance of all department activities.

Budget Development

- Leads and organizes all aspects of the budget planning process for the Departments
 - Documents and implements budgeting procedures and guidelines for the Departments in compliance with the University regulations.
 - Documents budget assumptions and oversees maintenance of records from year to year, including reports containing historical information when requested.
 - Assesses departmental and divisional need for new accounts and oversees the processing of all forms necessary to obtain new accounts.

- Prepares for the Department Administrators and COO the initial and reappraisal budgets for academic, clinic, university, research, and foundation accounts. Makes recommendations for changes as necessary.
- Monitors budgets to determine whether spending/revenues are occurring as projected, and initiates adjustments when required. Provides justification and supporting data for increased spending as necessary.
- Monitors revenue from clinical practice, administrative, and grant contracts in accordance with payment terms.

Fiscal Management

- Creates and communicates new departmental procedures to comply with new fiscal/operational policies mandated by the University. Determines financial and operational impact, and ensures implementation of the new procedures.
- Monitors centralized financial reports and advises OOTC/Foundation of corrections where necessary and follow through to resolution; prepares analyses and identifies areas for improvement.
- In conjunction with the Department Administrators and COO negotiates contracts for the departments, including providing financial analysis as necessary.
- Manages hospital contracts to insure timely and accurate billing, receipt of payments of contracts, and coordinates with hospitals or external agencies to resolve payment issues.
- Oversees the review of all internal billings charged to the Departments for reasonableness, reconciling to central reports as necessary. Investigates and resolves significant variances. Prepares various analyses to identify and recommend areas for improvement.
- Analyzes comparison of account activity to budget on a quarterly basis. Makes recommendations to the Department Administrators, Chairs, and/or COO to correct and/or improve variances.
- Oversees and reviews staff's clinical analysis of visits, RVUs, targeted RVUs and charge accuracy. Communicates with providers relative to their monthly clinical activities.
- Oversees maintenance of fiscal filing system to include all account transactions, financial reports, correspondence, budget material, and manuals of University policies and procedures related to the fiscal area.
- Oversees or prepares extensive reports required by the University including but not limited to: Quarterly External Accounts Receivable, Annual External Accounts Receivable, and Annual Internal Account Receivables.
- Prepares or oversees preparation of complex reports required by the Department Administration including but not limited to: Divisional Account Summaries, analyses of various activities, Allotment activity, etc. Provides analysis or reports on a routine basis.

Service

- Attends Administrative meetings as needed.
- Serves on University, school-wide and Departmental committees, as requested.

Data Analysis & Reporting, SIU Medicine Central Administration

70%

- Provides C-suite, Directors, Clinical Chairs, Department Administrators, and other various business personnel with data analyses, reports, presentations of key performance indicators, and special projects as needed.
- Maintains established relationships with various multi-disciplinary staff across SIU School of Medicine and SIU Medicine including front desk reception, nursing, providers, administration and other business personnel, several organizational support groups, as well as helping patients navigate the system.
- Monitors and reports key financial operational, scheduling, productivity, and utilization metrics associated with SIU finances, operations, patient access, and patient satisfaction including, but not limited to: charge lag, third party payer mix and other charge trends, CPT code usage and expected reimbursement, collection forecasts, provider RVU production, provider compensation,

fee schedule and third-party contract comparisons, managed care rate analysis, primary care panel sizes, arrived visits, new patient totals, new patient appointment lag days, no show rates, referral trends, schedule utilization, facility space utilization, central call center volumes and performance, various patient population metrics and demographics, patient satisfaction scores, patient comments, patient complaints, and other various quality indicators.

- Ensures accuracy and data integrity of all metrics, trends and reporting at the department, division, and provider levels.
- Accurate appraisal, interpretation, and analysis of all results; development of interpretive reporting (variance analysis). Historical and trending analyses.
- Utilizes various outside resources from third party consultants and/or other academic organizations to benchmark SIU Medicine clinical and non-clinical personnel productivity, patient access, and patient satisfaction to other academic practices across the nation.
- Conducts various ad hoc financial, operational, patient population, and strategic planning analyses as assigned by senior management.
- Analyzes and coordinates the distribution of various data and relevant reports in a clear, concise and timely manner for use by management during critical decision-making.
- Serves as backup and support for Patient Experience team in their initiatives as needed.

Skills and Abilities Needed for the Position

- Strong interpersonal skills required
- Communication skills and ability to interact with other management employees, as well as faculty and staff, dealing tactfully with controversial issues
- Strong computer and application skills required
- Advanced expertise in Microsoft Excel skills including but not limited to: pivot tables, advanced functions (lookup, if/then, sumif, stdev, concatenate, index, match, search, mid, substitute, etc.), effective link management, and data organization strategy
- Some expertise in Microsoft Access skills including but not limited to: creating tables, running SQL queries, and data table relationships
- Knowledge of university financial and purchasing systems, rules and regulations
- Ability to perform data retrieval and understand its origin
- Ability to apply analytical skills to non-routine, complex projects
- Ability to think critically and be innovative in completing job tasks/projects
- Ability to self-start and seek out continued learning opportunities
- Ability to develop and analyze complex data models and report results
- Ability to manage multiple tasks and deadlines, establish priorities, set objectives and achieve goals
- Ability to work independently, evaluate complex problems, and develop and implement action plans
- Sensitive to the needs of underrepresented minority populations

Responsibility

- A. **Supervisory Controls** – This position operates under the general directives and guidelines from the COO within the rules, policies, and operational procedures of SIU Medicine, SIU Board of Trustees, SIU School of Medicine and the laws of the State of Illinois. The incumbent is expected to work proactively, with oversight from the COO on a priority but with significant degree of autonomy completing tasks on a day-to-day basis.
- B. **Guidelines** - This position operates under the general directives and guidelines from the COO within the rules, policies, and operational procedures of SIU Medicine, SIU Board of Trustees, School of Medicine SIU and the laws of the State of Illinois.

Difficulty

- A. **Complexity** – This position will function as a member of a cross-functional operations team and be cross-trained in areas related to finance, accounting, customer service, scheduling, pre-arrival, referrals, clinic operations, and patient complaints. This position may supervise a data analyst or similar positions, as needed. The nature of this job entails a variety of tasks, steps, processes, methods and activities to be performed by the incumbent. A great degree of excellent judgement, initiative, and consistency needs to be maintained in order to successfully perform the job functions amidst a wide variety of potential distractions.

- B. **Scope and Effect** - This position will function to develop reports as well as process all necessary financial, operational, patient access and patient satisfaction related information on a monthly basis, including annual or bi-annual aspects affecting SIU Medicine providers and staff. The overall day-to-day functions of the entire Department are affected by the work of this individual.

Personal Contacts

The majority of contacts will occur with SIU Medicine senior management, data and analyst personnel, department business managers, faculty and nursing staff, front desk and reception staff, scheduling center personnel, and patients. Meetings with outside organizations and consultants will occur frequently. This position will be responsible for providing information to those contacts within management and each of the clinical departments as well as for responding to questions on that information.

Working Conditions

See the attached Physical and Environment Requirements form. Duties are carried out in a clean and comfortable office environment. Work assignments sometimes require travel to events and offices across campus as needed.

Environmental, Health and Safety Responsibilities

Participates in meetings, trainings and other environmental, health and safety activities as required by SIU School of Medicine.

INCUMBENT: _____ DATE: _____

SUPERVISOR: _____ DATE: _____

DEPT. HEAD/CHAIR: _____ DATE: _____

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: _____ Classification: Clinical Practice Data Analyst Coordinator

Position No. (If applicable): SMS.CS.N10804.000 Department: SIU HealthCare Core-SMS

WORK ENVIRONMENT: (Check all applicable environments)

<input checked="" type="checkbox"/> Office	<input type="checkbox"/> Hospital
<input type="checkbox"/> Clinic	<input type="checkbox"/> Warehouse
<input type="checkbox"/> Research Laboratory	<input type="checkbox"/> Outdoors
<input type="checkbox"/> Other (Be Specific): _____	

PHYSICAL DEMANDS:	Seldom	Occasionally	Frequently	Constantly	N/A
(Indicate frequency of activity during performance of position duties)	(Performed rarely less than 2% of the time)	(Performed less than 25% of the time)	(Performed 26% to 50% of the time)	(Performed 51% or most of the time)	

(Click on the Physical Demands Definitions button at the bottom of the form for a list of physical demands definitions)

Reading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Speaking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Close visual acuity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Travel	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hearing - Conversation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Hearing - Other Sounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Stooping	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Squatting	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gross hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Fine hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working in dust, fumes, gases, or irritants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working at heights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working in extreme cold, heat and/or humidity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working in close quarters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Climbing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Operating motor vehicles	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sitting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Standing	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working above shoulder level	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twisting	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kneeling	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pushing or pulling		20 - 40 lbs.			<input checked="" type="radio"/>
Carrying		20 - 40 lbs.			<input type="radio"/>
Lifting		20 - 40 lbs.			<input checked="" type="radio"/>
Other (Please list): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I affirm the environmental and physical demands listed on this form are an accurate reflection of the requirements of this position to the best of my knowledge and belief.

I have read, understand and am capable of meeting the physical and environmental demands of this position.