

MISSION STATEMENT:

Clínica Tepeyac's (Tepeyac) Mission is to provide culturally competent health care and preventive health services for the medically underserved.

Now in its 23rd year, Tepeyac is a community health center providing integrated physical and behavioral health care to almost 5,000 individuals from across the Denver metro area annually. Clínica Tepeyac has distinguished itself as a dynamic organization dedicated to eliminating health disparities, with a particular strength serving Latino and immigrant communities. Tepeyac maintains an unwavering commitment to high quality patient care and continual quality improvement, and to treating each patient with the highest level of respect and compassion.

JOB SUMMARY:

Supports access to and use of data to inform decision making for both management and clinical staff. Compiles important data using computer-based applications. Provides infrastructure for tracking and reporting progress on quality improvement plan and grant-related quality measures. Works with the Quality Improvement Officer and Leadership to analyze, compile, and validate organization data. Works with development and project teams to provide data required for UDS, CCMR and other required reporting. **Compensation: \$24.00 Per Hour/Part-time position working 24 hours per week.**

A. MINIMUM QUALIFICATIONS:

- **Education:** Bachelor's degree highly preferred.
- **Experience:** 3 years' experience working with healthcare data.
- **Certification/Licensure/Registration:** Valid Driver's License.
- **Ideal Candidate:** Will have strong initiative and passion to provide healthcare to the underserved.

B. ESSENTIAL DUTIES & RESPONSIBILITIES:

- Runs data and creates; monthly, quarterly and yearly reports for clinic, behavioral health and health promotions measures.
- Responds to ad-hoc request for data in a timely manner.
- Provides reporting to development staff for grant proposals and reporting.
- Utilize reporting software Azara to accomplish some data requests.
- Generates UDS reporting data for us by Leadership Team in ongoing decision making.
- Coordinate with Chief Operations Officer and Quality Improvement and Corporate compliance manager to update and ensure quality of annual UDS data submission.
- Analyzes data from UDS, CCMR and reports findings monthly to Executive Team, Leadership Team, Medical Committee, and Board of Directors.
- Analyze data to identify areas of focus for quality improvement.
- Attends committee meetings as needed.
- Available to run after-hours reports.
- Answers and responds to phone calls and email requests from Clínica Tepeyac employees.
- Serves as an advisor to internal Clínica Tepeyac customers to ensure that information needs are understood and will document specifications for the system based on identified business needs.
- Ability to maintain a positive and supportive attitude when understanding and dealing with customer concerns, emotions or characteristics.

- Position will require after hour work and on-call may be required.
- Monitors data integrity, conducts data validation and resolves any findings.
- Other duties as assigned.

Knowledge, Skills & Abilities:

- **Analytical Skills:** Works with large amounts of data: facts, figures, and number crunching. Will need to see through the data and analyze it to find conclusions.
- **Communication Skills:** Ability to are often called to present their findings, or translate the data into an understandable document. Will need to write and speak clearly, easily communicating complex ideas and create accurate and easily understood visual representations of data when necessary.
- **Critical Thinking:** Must be able to analyze numbers, trends, and data and come to new conclusions based on the findings.
- **Attention to Detail:** Make vigilance in analysis to come to correct conclusions.
- **Math Skills:** Math skills to estimate numerical data and identify inconsistencies.
- Must be proficient in the use of commercial software including; eCW, Azara, word processing, spreadsheet, utilities and communication, preferably Microsoft Office suite.
- Must have the ability to effectively work with all Clínica Tepeyac leadership, managers and employees in addition to outside vendors.
- **Respect-** Values culturally competent approach to working with low income and ethnic minority communities is a must.
- **Teamwork** – Contributes to building a positive team spirit; puts success of the team above own interest; supports everyone’s efforts to succeed; must be able to work well in multidisciplinary team settings
- **Customer Service** – Strong customer service skills exhibited in excellent, unbiased and culturally appropriate customer service to patients and the community; ability to handle difficult and angry people constructively; savvy enough to interact with physicians and clients
- **Interpersonal Skills** – Must have excellent written and verbal communications skills and presentation skills; focuses on solving conflict in cooperative manner, not blame; keeps emotions under control
- **Cost and Time Consciousness** – Must know how to manage time and prioritize activities
- **Diversity** – Shows respect and sensitivity for cultural diversity
- **Ethics and Professionalism** – Treats people with respect and consideration regardless of their status or position and is accountable for own actions
- **Organizational Support** – Follows policies and procedures established by Tepeyac; visible to staff, offering support and modeling service behaviors and concern resolution process
- **Safety, Confidentiality and Security** – Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly. Maintain a secure and trusting environment as required by the Health Insurance Portability and Accountability Act (HIPAA).
- **Attendance/Punctuality** – Is consistently at work and on time, which is predetermined between the employee and the person(s) he/she reports to.
- **Engagement** – Required to attend and participate in two organizational fundraiser events per year.

4. **Supervision:**

- None