

## UW HEALTH JOB DESCRIPTION

### LABORATORY OUTREACH ANALYST

Job Code: 440097	FLSA Status: Exempt	Mgt. Approval: K. Lehman	Date: May 2024
Department: Clin Labs - Admin		HR Approval: S. Whitlock	Date: May 2024

#### JOB SUMMARY

The Laboratory Outreach Analyst reports to the Manager, Clinical Lab Outreach. This position is responsible for the development, education, optimization, and daily operational support for Outreach Clients. In addition, this position provides support and management of the financial systems related to the laboratory provided services. This includes partnering with stakeholders to develop workflows, assess needs, facilitate discussions, assist with solution development, and influence organizational change. This position is responsible for finance analytic support for internal lab departments, Laboratory Clients and Reference Labs utilized by UH to meet regulatory and contractual agreements. This role is also responsible for assisting with maintenance of lab billing and financial impact testing for both in-house and Reference Laboratories. The Laboratory Outreach Analyst serves as a technical expert for the department and other stakeholders forming trusted advisor relationships and supports solution delivery. Key responsibilities include the facilitation, coordination and support of finance data retrieval and analysis tasks in support of operational programs and initiatives. The incumbent works on a broad variety of assignments, the majority which require an advanced level of analytic competency with an expanding knowledge and skill set. This position provides analytic and project support across operational areas and is called upon to exercise discretion and maintain confidentiality in analysis and reporting.

The Outreach Analyst is expected to identify and resolve problems with minimal direction and is expected to apply a level of independent judgment and initiative carrying out assigned tasks. This individual must be skilled with workflow documentation, identification of trends, and must possess troubleshooting skills to be able to execute necessary solutions. Interaction with laboratory staff, managerial personnel, and internal and external customers occurs daily.

#### MAJOR RESPONSIBILITIES

##### Deliver Solutions:

- Work collaboratively with teams throughout the organization, with a special emphasis on collaboration with all teams within Revenue Cycle.
- Ensure successful initiatives to enhance workflows, delivery of solutions, and provide on-going optimization and support.
- Demonstrate and comprehend the workflows, business processes, value streams and identify key challenges for assigned areas and recommend improvements.
- Participate in cross-functional teams, leveraging knowledge and skills with a variety of applications and tools supporting successful initiatives and ensuring priorities are met.
- Develop and maintain trusted advisor relationships with clients, clinical, and operations leaders that include guidance for optimizing workflows and deliverables. This includes liaison between stakeholders, clients, and operational leaders.
- Develop and standardize laboratory, registration, and billing workflows to ensure accurate, timely, and compliant billing for all areas of the Clinical Laboratories
- Collects and analyzes a variety of data using several different decision support tools:
  - Produce and analyze large amounts of specialized laboratory data.
  - Review, summarize, and present data to Laboratory Leadership to assist with business decision-making.
  - Design, develop, and deliver data to drive workflow discussions and changes.
- Monitor, develop, and implement efficiencies and cost-saving initiatives that support UW Health standards.
- Provide technical support of Support patient care with laboratory testing and outreach services.
- Provide technical support and identification of problems and recommendation of improvements and/or solutions.
- Assist with laboratory specific price estimates, as needed.
- Review and maintain annual updates to CPT codes to remain compliant with CMS.
- Review and maintain annual and ad-hoc updates to Laboratory Fee Schedules.
- Complete reoccurring regular tasks as assigned, including but not limited to the following:
  - Laboratory-specific charge review work queues.
  - Service Now ticket monitoring and response.
  - Price updates and requests for pricing and CPT information.
  - Invoice review and assistance for Client support.
- Support and innovate Beaker system build items related to billing and/or clients, including but not limited to:
  - Maintenance and creation of Beaker Submitters.
  - Billing support, maintenance, and validation of new Beaker modules and updates.

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- OVT updates for billing and or specialized resulting scenarios related to billing.
- Creation and support of all charging Bundles in Beaker.
- Support and validate Reference Lab and Client interface builds.
- Support Research initiatives.
- Support, maintenance, validation of Client initiatives, training, and deliverables.
- Improve system reliability and efficiency.
- Analyze and diagnose advanced technical problems.
- Resolve advanced and complex issues using available tools and resources.
- Participates and facilitates meetings, teams, projects and initiatives.
- Contributes to and may lead medium to large-scale projects and uses knowledge in one or more systems, platforms and technologies supporting patient care, revenue cycle, business areas and administrative operations.
- Use knowledge of healthcare industry and clinical or business workflows to inform solution design and development through working collaboratively with business, clinical and operations leaders to evaluate complex workflows; conduct critical thinking to define and address needs; and propose solutions to meet needs.
- Responsible for development and dissemination of workflows, deliverables, analyses, and assisting users of this information with expert assistance.
- Leverage knowledge and skill with a variety of analytic tools, design, create, maintain visualizations to illuminate opportunities to support strategic planning and initiatives, improve organizational performance and advance progress towards UW Health goals.

### Effective Team Member:

- Collaborate with others to improve the culture of safety, respect, customer service and continuous improvement across UW Health.
- Consistently demonstrate and lead by example teamwork, partnership, collaboration, and personal and team accountability.
- Mentor, teach and provide feedback to others as appropriate.

### Demonstrate Leadership:

- Hold team-level responsibilities and lead the team for assigned projects.
- Participate and provide feedback in team interviews as requested.
- Influence others in a collaborative fashion.
- Support an environment of trust, discourage group think, seek opposing views, respect differences, and value diversity.

### Technical Leadership:

- Successfully complete ongoing and new technical training including obtaining certifications relevant for the position with the time period required per department guidelines.
- Understand cross functionality and impact analysis between systems through participation on cross-functional teams.
- Describe technical components to operational partners in a simple, easy to understand manner.
- Understand regulatory compliance, contractual agreements, privacy and security.

### Miscellaneous:

- Works collaboratively with other UW Health departments to promote knowledge sharing and adoption of best practices.
- Provides support ads needed to UW Health system – wide initiatives that require the input of Laboratory billing, resources, and skills.
- Builds and maintains knowledge of the industry related to the department and policy landscape and provides subject matter expertise for both internal and external stakeholders as needed.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

### JOB REQUIREMENTS

Education	Minimum	Associate's degree in a chemical, physical, biological or clinical laboratory science, medical technology, business, finance, healthcare administration or related field. Relevant experience will be considered in lieu of degree.
	Preferred	Bachelor's degree in a chemical, physical, biological or clinical laboratory science, medical technology, business, finance, healthcare administration or related field.

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Work Experience	Minimum	Three (3) years of laboratory experience
	Preferred	Three (3) years of laboratory experience including active participation in projects, process improvements, staff mentorship, and on-boarding of new staff. Familiar with reporting and data collection and/or analysis.
Licenses & Certifications	Minimum	
	Preferred	AP and/or CP Epic Beaker Certification Vendor (e.g. Epic, Oracle, other) certifications as relevant for the position, per department guidelines
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Ability to independently plan, schedule, and organize.</li> <li>• Excellent communication and interpersonal skills.</li> <li>• High Level of accuracy and attention to detail.</li> <li>• Ability to problem-solve in a complex multi-functional group.</li> <li>• Familiarity with CPT coding and lab billing practices.</li> <li>• Analytical ability, and problem-solving skills and critical thinking.</li> <li>• Additional Epic training/certification may be needed to obtain matrix relationship with Enterprise Analytics.</li> <li>• Ability to teach, mentor, and consult with others.</li> </ul> <p>Emerging proficiency in the following areas:</p> <ul style="list-style-type: none"> <li>• Leadership including leads with integrity, maintains strategic orientation, demonstrates business &amp; financial acumen, champions innovation, manages execution, leads &amp; develops people.</li> <li>• Mentoring and teaching.</li> </ul> <p>Delivering Solutions:</p> <ul style="list-style-type: none"> <li>• Demonstrated ability to initiate and follow through on low to moderate complexity projects, manage multiple tasks, and meet deadlines.</li> <li>• Demonstrates professional maturity surrounding data access, data security, data sensitivity and data confidentiality.</li> </ul>

### AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input type="checkbox"/>	Older Adult (Over 65 years)

### JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

### PHYSICAL REQUIREMENTS

**Indicate the appropriate physical requirements of this job in the course of a shift.** *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<b>X</b> <b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>

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	lifting and/or carrying objects weighing up to 50 pounds.			
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
List any other physical requirements or bona fide occupational qualifications:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.