

UW HEALTH JOB DESCRIPTION

Business Analyst

Job Code: 310047	FLSA Status: Exempt	Mgt. Approval: E. Malchetske	Date: May 2023
Department: Clinics—Healthlink Operations	HR Approval: B. Haak	Date: May 2023	

JOB SUMMARY

The Business Analyst (BA) identifies and executes on opportunity for business and operational improvement. The Business Analyst collaborates with cross-functional teams to design and modify workflows in their assigned area of ownership. The BA leverages technology to create effective, efficient solutions that support organizational goals of decreased variation and improved patient experience. The BA acts as a liaison between clinical teams, operational teams, technology teams, and others as needed.

The Business Analyst is a strategic problem solver, finding ways to quickly deliver innovative solutions, leading change, and making our teams more effective and efficient. The business analyst will focus on meeting business needs by bridging the gap between an organization's current position and the one it wants to reach.

MAJOR RESPONSIBILITIES

The primary responsibility of the Business Analyst is to identify, select, and deliver on opportunities to create value for the organization through development of processes, standards, tools, and documentation. Business Analysts will lead this work through:

- Serving as thought leader for technical business processes, developing forward-thinking solutions that promote increased efficiency and productivity.
- Using data to identify opportunities for improvement in process and performance and to measure effectiveness of existing solutions.
- Identifying and engaging stakeholders ranging from executive leaders to physicians to front line staff to effectively elicit requirements, set goals, and engage in change management.
- Translating, organizing, and negotiating stakeholder requirements during solutioning and decision making to ensure solutions maximize organizational value.
- Managing and tracking the status of requirements throughout project and improvement lifecycles, including user acceptance testing, training and post-improvement monitoring.
- Effectively communicating insights and plans to cross-functional team members and management.
- Staying up to date on the latest process and IT advancements that could be applied for better experiences and processes at our organization.
- Participating in the selection of any requirements documentation for software solutions that the organization may opt to use.

The Business Analyst will effectively manage the balance between support of site-level local innovation and concurrent development of organizational standards that support safe, high quality, efficient patient care.

To ensure successful solution delivery, the Business Analyst may be asked to perform other duties as assigned.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in Information Systems, Healthcare Administration, Business Administration, Engineering, or related field. Four (4) years of relevant experience may be considered in lieu of a degree in addition to the experience below.
	Preferred	Master's degree
Work Experience	Minimum	Two years of relevant experience analyzing and improving business processes and workflows
	Preferred	3 years relevant business analyst experience. 5 years of relevant experience working within healthcare operations, and process improvement experience. Experience with lean process improvement methodology.
	Minimum	Epic Certification within one year of hire.

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Licenses & Certifications	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Ability to learn and quickly adapt to new technology, including our EHR (Epic) and our reporting/analytics tools (Qlik, Launchpad) • Understanding of the concepts, patient flows, value drivers for assigned portfolio, processes, or patient experiences. • Ability to interact with and work with diverse populations • Ability to make judgments in demanding situations • Ability to react to frequent changes in duties and volume of work • Effective verbal and written communication skills • Ability to listen empathetically and practice active listening • Ability to logically organize details • Ability to be work autonomously as well as work within a cohesive team • Strong customer service focus • Must demonstrate a strong attention to detail and high accuracy • Comfortable accepting responsibility for medium to large scale projects involving multiple resources and spanning many months from start to finish • Ability to manage multiple concurrent activities • Knowledge of and ability to utilize best practices, tools, and techniques for communicating with a customer • Understand effective communication concepts, tools, and techniques; ability to effectively transmit, receive, and accurately interpret ideas, information, and needs through the application appropriate communication behaviors. • Knowledge and understanding of health information concepts and terminology to include anatomy, physiology, medical disciplines, and diagnoses/procedures/treatments, health information legal/data standards, statistics, data/quality management and computer science application.

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
X	Sedentary: 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.	Up to 10#	Negligible	Negligible
	Light: 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.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

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.