

UW HEALTH JOB DESCRIPTION

Business Operations Analyst

Job Code: 300134	FLSA Status: Exempt	Mgt. Approval: System	Date: August 2020
Department: System		HR Approval: J. Theisen	Date: August 2020

JOB SUMMARY

The Business Operations Analyst supports the business and programmatic activities of the assigned department. This position is responsible for providing analytical and project management support in business and program planning, plan implementation, and operations improvement. The Business Operations Analyst may have access to Enterprise Analytics tools, data warehouse resources, and other information resources that are aligned with overall UW Health strategic information, data stores, analytical methods, and products.

This position requires a thorough understanding of departmental and clinical operations, data modeling, and programmatic methodologies. In addition, this role will be responsible for monitoring transparency and related federal and state legislation and implementing policy and procedure changes as needed.

The Business Operations Analyst is expected to identify and resolve problems with minimal direction. A wide variety of internal and external contact relationships are involved in performance of the duties of this position and the incumbent will interact with employees at all levels.

MAJOR RESPONSIBILITIES

Business/Program Planning:

- Leads department business planning process for short-term and long-term projects, programs, and business opportunities.
- Provides project management and analytic support for department business and operational planning.
- Coordinates and facilitates planning processes to involve appropriate customers and stakeholders.
- Prepares operational requirements of pro-formas for program and business opportunities and authors plan documentation. Performs quantitative and qualitative research to support plan development.
- Develops ad-hoc information and analyses as needed to support ongoing management and decision making.
- Identifies and/or evaluates business opportunities and collaborative relationships that will advance the vision and goals of the department.
- Provides guidance to management regarding project, program, and business opportunity planning tools, risk assessment, and performance measurement tools to ensure effective planning and prioritization.
- Ensures departmental coordination of projects, programs, and new business opportunities. Ensures plans are prepared to coordinate effective integration of overlapping projects.
- Facilitates implementation of plans. Tracks progress compared to plan strategies and goals. Provides oversight and tracking of implementation tasks.
- Develops processes to ensure timely communications to stakeholders about the status of projects being planned or implemented.

Operational Improvement:

- Provides leadership in continuous quality improvement.
- Performs advanced analytics of various aspects of operations, monitors trends, and reports findings.
- Develops and implements efforts to improve operational performance on a project basis.
- Collects and utilizes operational and benchmarking data to recommend targets for improvements in customer service, productivity, and control of costs.
- Establishes a monitoring process for tracking performance of new programs to facilitate programmatic adjustments needed to ensure the accomplishment of programmatic objectives. Produces monitoring reports and/or performance scorecards.
- Prepares appropriate reports and statistics and conducts surveys in order to evaluate departmental operational and fiscal performance.
- Performs root cause analysis to understand performance of programs and identifies opportunities for improvement.
- Supports operational improvement through benchmarking programs, member queries, and research studies.

UW HEALTH JOB DESCRIPTION

Miscellaneous:

- Works collaboratively with other UW Health departments to promote knowledge sharing and adoption of best practices.
- Provides support as needed to UW Health system-wide initiatives that require the application of Business Planning and Analysis 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	Bachelor's degree in business administration, finance, information systems, or another relevant field. Four years of relevant experience may be considered in lieu of a degree in addition to the experience listed below.
	Preferred	Master's degree in Business Administration, Healthcare Administration, Informatics, or other relevant field.
Work Experience	Minimum	Three (3) years of experience in healthcare, accounting, business administration, finance, analytics, project leadership or related experience
	Preferred	<ul style="list-style-type: none"> • Prior experience in healthcare analysis • Prior experience in analysis, strategic planning, and decision support • Prior experience in an academic healthcare environment. • Prior experience in writing SQL or similar languages
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Ability to leverage complex information systems to mine data and develop business intelligence using a variety of databases, query tools, report writers, and desktop software • Ability to work effectively and independently manage tasks in a fast-paced environment. • Proficiency in developing queries and reports from relational databases (ex. MS Access, Crystal Reports, Business Objects, MS SQL) • Proficiency with Microsoft Office products, in particular Excel, Word, and PowerPoint • Ability to develop and analyze options and recommend solutions to solve complex problems and issues • Strategic thinking, planning, and problem-solving • Flexibility and receptiveness to new and different opinions/ideas • Good judgment and ability to act decisively and escalate issues at the right time • Ability to build collaborative alliances and teams • Effective persuasion and negotiation skills • Effective interpersonal skills promoting teamwork and collaborative alliances. • Ability to effectively deal with conflict management and the skill to anticipate and bring issues to resolution • Effective verbal and written communication and group presentation skills to ensure a high level of customer satisfaction • Ability to effectively distill and present complex information in written and verbal format to a variety of audiences

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.

--

UW HEALTH JOB DESCRIPTION

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