

## UW HEALTH JOB DESCRIPTION

### Operations Process Analyst

|                    |                     |                         |                   |
|--------------------|---------------------|-------------------------|-------------------|
| Job Code: 300039   | FLSA Status: Exempt | Mgt. Approval: System   | Date: August 2020 |
| Department: System |                     | HR Approval: J. Theisen | Date: August 2020 |

### JOB SUMMARY

The Operations Process Analyst (OPA) is responsible for planning, developing and implementing projects related to departmental operations. This individual serves as a department resource for identifying and implementing optimizations and process improvements. This position will collaborate with other departments as needed to ensure objectives and work plans are consistent across the UW Health enterprise.

The OPA may develop and support productivity metrics and QA monitoring to identify training needs for new and established staff. This position will also assist in defining and creating system edits and work queues to track error conditions. The OPA must understand the departments needs and the role of the department to align the business requirements with ideal workflows and system setup.

The OPA is expected to identify problems and assist with developing resolutions with moderate direction. A wide variety of internal and external contact relationships are involved in the performance of the duties of this position and the incumbent interacts with employees at all levels of responsibility.

### MAJOR RESPONSIBILITIES

#### Project/Program Planning:

- Provide department and system processes expertise for department workflows, system enhancements, and upgrades
  - Identify and implement workflow optimizations and efficiencies using process improvement and project management techniques.
  - Assist operational leaders in implementing workflow changes in advance of software implementation and upgrades.
- Develop and maintain QA monitoring for front line staff.
  - Develop outcomes testing to measure the efficiency of department workflows and work queues
  - Collect information from department leaders and end-users regarding potential system enhancement needs and work with the management team to validate and prioritize these enhancements.
- Based on feedback, conduct root cause error analysis to develop tools for earlier error identification. Develop reports to monitor productivity and accuracy.
  - Provide statistical data analysis for business metric variances and key performance indicators.
  - Develop reporting that incorporates key business metrics and individual performance indicators.
  - Assist in defining and creating edits, work queues, and other application settings to improve Access Services data.
  - Develop specifications for reporting. May work with reporting team to validate results.
- Prepare Health Link documentation for training purposes

#### Operational Improvement:

- Assist with the implementation of new policies and procedures.
- Provide input on continuous process improvement initiatives.
- Assist leadership with determination of when adjustments may be needed to ensure accomplishment of programmatic objectives and address concerns/complaints as they arise.
- Collect data and perform analysis to assist with development of targets for improvements in customer service, productivity, and control of costs.
- Participate in processes used for monitoring or tracking performance of programs
- Ensure compliance with regulatory requirements for department or area.

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

### JOB REQUIREMENTS

## UW HEALTH JOB DESCRIPTION

|   |           |   |
|---|-----------|---|
| 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 |   |
| Work Experience                           | Minimum   | One (1) year of experience in health care, accounting, business administration, finance, analytics, project leadership, or related experience   |
|   | Preferred | One (1) - Two (2) years of experience in front-end operational department.<br>Two (2) years of experience with health care, accounting, business administration, finance, analytics, project leadership, or related experience  |
| Licenses & Certifications                 | Minimum   |   |
|   | Preferred |   |
| Required Skills, Knowledge, and Abilities |           | <ul style="list-style-type: none"> <li>• Ability to work independently, prioritize multiple tasks simultaneously and complete projects on time with minimal supervision required</li> <li>• Ability to clearly communicate technical and/or complex concepts or topics</li> <li>• Ability to acquire and assimilate new knowledge and skills quickly and autonomously</li> <li>• Excellent written and verbal communication skills</li> <li>• Consultative approach to working with users in assessing needs and requirements</li> <li>• Strong organization skills</li> <li>• Strong analytical skills</li> <li>• Must be detail oriented and accurate</li> <li>• Ability to meet deadlines</li> <li>• Ability to problem solve</li> <li>• Proficiency in PC software</li> <li>• Knowledge of Medicare, Medicaid, managed care, and third-party payer regulations and guidelines preferred</li> <li>• Understanding of front-end operational functions (i.e. Registration, Admissions, Precertification, Insurance verification, Financial Counseling etc.) preferred</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<br>Up to 33% of the time | Frequent<br>34%-66% of the time   | Constant<br>67%-100% of the time                                      |
|-----------------------|---|-------------------------------------|---|---|
| <b>X</b>              | <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>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 |

## UW HEALTH JOB DESCRIPTION

|   |  |                  |                 |                       |
|---|--|------------------|-----------------|-----------------------|
|   | <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 lifting and/or carrying objects weighing up to 50 pounds. | <b>50-100#</b>   | <b>25-50#</b>   | <b>10-20#</b>         |
|   | <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>       |
| <b>Other</b> - 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.