Title: Data Quality Analyst
Reports to: Director of Population Health Platforms
Classification: Individual Contributor
Location: Boston/Hybrid
Job description revision number and date: V 2.0; 06/21/2023

Organization Summary:

Community Care Cooperative (C3) is a 501(c)(3) non-profit, Accountable Care Organization (ACO) governed by Federally Qualified Health Centers (FQHCs). Our mission is to leverage the collective strengths of FQHCs to improve the health and wellness of the people we serve. We are a fast-growing organization founded in 2016 with 9 health centers and now serving hundreds of thousands of beneficiaries who receive primary care at health centers and independent practices across Massachusetts. We are an innovative organization developing new partnerships and programs to improve the health of members and communities, and to strengthen our health center partners.

Job Summary:

The Data Quality Analyst will be a member of the Information Technology team that supports the design, implementation, adoption, optimization, and ongoing operational use of the health information technologies that advance our mission. The Data Quality Analyst will be responsible for monitoring the quality of data from which C3 makes informed decisions. They will examine complex data and data trends to optimize the efficiency and quality of the data being collected, then use this information, in collaboration with key stakeholders, to propose remediation and improvement. The Data Quality Analyst collaborates with the Director, Analytics and the analytics team and may support end user analytics requests from time to time as required by the organization's needs.

Responsibilities:
- Develops expertise as a technical super user of the population health management platform
- Ensures the consistency and maintainability of existing data assets by creating, maintaining, and enforcing standards/procedures for data management
- Ensures reliable capture, triage, and response to data issues that arise within C3's applications and systems
- Oversees monitoring data quality and data testing and identifies adverse events that are occurring that impact data quality and therefore associated technical processes and business processes
- Communicate with business owners when data issues occur that are likely to impact business operations
- Provides technical guidance to support process improvements through changes in practice, standardization, or IT automation
- Collaborate with colleagues inside the organization and outside the organization to diagnose data issues and develop remediation plans

- As directed, provide summary reports of data quality performance and data quality issues and use this information to propose remediation and improvement
- Provides support in testing and validation activities, including documenting test plans, creating and running test scripts, and documenting and submitting issues to internal or vendor teams for correction
- Other duties as assigned

Required Skills:
- Demonstrated ability to understand, analyze, document, and explain business processes and the data that underly them
- Experience working with Electronic Health Records, population health software, medical claims, and other health care data
- Competence in data quality and/or data governance with complex healthcare data sets
- Experience writing well-formed SQL queries for data profiling and issue diagnostics, as well as other data quality tools (e.g. Power BI, Advanced Excel)
- Familiarity with one or more language (e.g. Python, C, R, Java, Julia, VBA) in addition to SQL
- Understanding of basic statistical concepts
- Flexible and adaptable to change in a fast-paced environment
- Demonstrated ability to work independently
- Excellent interpersonal communication skills
- Superior skills in follow through, self-directed work and independent problem solving

- Must be able to remain in a stationary position 50-75% of the time

Desired Other Skills:

- Familiarity with the MassHealth ACO program
- Familiarity with Federally Qualified Health Centers
- Experience with anti-racism activities, and/or lived experience with racism is highly preferred

Qualifications:

- Bachelor's Degree or equivalent technical and domain experience

*** In compliance with Covid-19 Infection Control practices per Mass.gov recommendations, we require all employees to be vaccinated consistent with applicable law. ***