

Connecticut Hospital Association

JOB DESCRIPTION

JOB TITLE: Director, ChimeData Operations

Reports to: Vice President, Data Services

ChimeData, at Connecticut Hospital Association (CHA), offers data analytic services including innovative information products and solutions. These services help member hospitals gauge their performance in quality improvement and patient safety, analyze population health metrics, assess their financial health, track and trend the utilization of key hospital services, and meet regulatory requirements. Through its comprehensive analyses, ChimeData supports CHA advocacy and member services by determining the impact of proposed and new policy issues on Connecticut hospitals, and provides meaningful information to help the public make informed healthcare decisions and choices. With decades of service and experience, CHA ChimeData is the source for validated data and credible information about hospitals and healthcare in Connecticut.

JOB SUMMARY

The Connecticut Hospital Association (CHA) seeks a Director, ChimeData Operations, who has demonstrated progressive healthcare experience and knowledge in data analytics and healthcare informatics, a strong operational and project management focus, and extensive experience motivating a high performing team and individuals on a variety of data related projects.

This is an outstanding opportunity for an individual with a background in organizational and financial performance, quality and patient safety, and experienced in the use of data to achieve the integration of finance and quality considerations to help hospitals meet the objective of taking costs out of health services they provide. The qualified candidate will work closely with the VP Data Services to develop strategy and implement plans to enhance data holdings, coordinate internal ChimeData operational details, coordinate ad-hoc analysis performed by the team, participate in and enhance member engagement, and work with other directors to drive product development, and translate data into information that provides compelling support for strategic decisions and CHA's advocacy initiatives.

DESCRIPTION OF DUTIES:

- Lead operational management of ChimeData to achieve performance improvement, leveraging team skills to improve, design, develop and implement innovative products, and utilizing hospital users' feedback with a focus on enhancing product functionality.
- Support and align ChimeData team initiatives and project plans with clear metrics to ensure Operations efficiency and cost effectiveness.
- Engage directly with members to design, develop, and integrate ChimeData analytics into member hospitals' workflow and clinical practices.
- Lead innovation initiatives and facilitate inter-functional teams within CHA, focused on identifying and using data to achieve organization-wide initiatives.
- Establish effective relationships with CHA executive and staff leaders to support quality and patient safety, population health, financial policy, and advocacy initiatives.
- Serve as liaison and coordinator for visits to each CHA member hospital; work closely with ChimeData senior team to define meeting agenda, content, and responsibility. Participate in producing analytics, and coordinate review of findings/presentations in advance of member meetings.
- Work closely with ChimeData team to support product users with training (webinar and in person) using product demonstrations and manuals.

- Design, implement, and monitor a system of internal controls, to ensure data assets are safeguarded, financial information is reliable, and all processes and procedures comply with relevant laws, regulations, and policies.
- Support and align ChimeData team initiatives and project plans with clear metrics to ensure operations efficiency and cost effectiveness.

REQUIREMENTS:

- Masters prepared with a specialization in a discipline related to healthcare informatics, data analytics, or other relevant healthcare discipline.
- 15 years healthcare related experience with a strong operational project management focus.
- Substantial experience in and working knowledge of hospital and healthcare data and the application of appropriate statistical analyses.
- Familiarity with quality improvement methodologies including break through collaboratives; ability to look at populations and subpopulations to analyze their historical utilization as well as project future needs.
- Ability to work at multiple levels simultaneously to interact with internal and external customers to address needs and implement analyses, projects, and products.
- Experience leading marketing and business development initiatives.
- Ability to work effectively with technical teams, communicate succinctly with technical and non-technical audiences; excellent written communication and presentation skills and the ability to facilitate consensus with a wide range of audiences.
- Experience with the Joint Commission's Core Measures and their collection and transmission to the Joint Commission and CMS, a plus.

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