Under the direction of the Technology Director, the Healthcare Business Process Analyst is responsible for translating business problems or needs into business requirements and functional specifications. A successful Healthcare Business Process Analyst is adept at using tools for streamlining business processes and explaining and documenting project plans and processes. This position coordinates project reporting and tracking through standardized tools and provides assistance to product development and cross-functional technical project teams, including team members representing Community Health Partnership’s data warehouse, data management, provider services, care coordination, program management and external collaborative partners. This individual will apply proven communication, analytical, and problem-solving skills to help maximize the benefit of IT system investments—and focus on applying business process mapping software to create engaging business applications for Community Health Partnership staff, community partners and eventually to directly engaging Clients.

**Request Management:**
- Handle simultaneous requests of varying complexity from within the Technology Group.
- Adhere to Change Management policies and protocols.

**Requirements Analysis:**
- Analyze and understand project scope and objectives based on discussions with stakeholders.
- Elicit business requirements from project sponsors and stakeholders through research, focus groups, interviews, process flow creation, surveys, or other methods.
- Lead design sessions in prototyping new systems for the purpose of enhancing business processes, operations, and information process flow.
- Validate, prioritize, and organize requirements.
- Prepare documentation at each stage of the requirements phase, including deliverables like Vision and Scope Reports, Requirements Work Plans, Business Requirements Documents, Use Cases, Process Flows, Technical Specifications or Functional Design Documents. Ensure documents can be understood by business users and both internal and external development teams.
- Translate end user requests and business needs into requirements for technical solutions that meet end user objectives.
- Follow CHP policies and procedures, best practices, project methodology, and industry standards in all phases of the software development lifecycle.
- Identify test and use cases and develop plans for incorporating those test cases into the functional specifications and the overall testing plan.
- Review and analyze the effectiveness and efficiency of existing systems and develop strategies for improving or further leveraging these systems.
- Recommends changes to business analysis and project management policies, processes, templates and standard operating procedures.

**Business Model Performance and Operational Analysis:**
- Create and justify the business case, identify stakeholders, and analyze and interpret customer or business need to determine high-level project and/or product requirements.
- Determine detailed requirements, define scope and help identify business model.
JOB DESCRIPTION

TITLE: Healthcare Business Process Analyst

STATUS: Full Time, Exempt

REPORTING TO: Technology Director

LOCATION: North Office

- Analyze business trends, operational situations, flows and models, and gather input through observation or stakeholder interviews to formulate clear models of the current state, recommend possible improvements, and determine future state.
- Work with business unit managers and staff to identify and understand their expressed and latent needs and concerns and the operational environment.
- Employ various tools like process mapping and root cause analysis to complete analysis and to formulate recommendations.

Functional Specifications Generation:
- Write the functional specifications for the IT solution or services and communicate them effectively to all involved parties, both technical and non-technical.
- Build Use Cases and document their functionality in the functional specification.
- Prepare requirement specification and functional design documents.
- Determine work plans, priorities, and schedules for tasks.
- Identify project risk and develop response plans and procedures; decide when to escalate critical issues to management.
- When needed, provide alternatives to the business and executive staff, estimating cost for each alternative and recommending a solution.

System Testing and Functional Review:
- Develop test plans.
- Identify test and use cases and develop plans for incorporating those test cases into the functional specifications and the overall testing plan.
- Generate and compile reports based on the findings, complete with probable causes and possible solutions to systems issues.

Knowledge, Skills & Abilities
- Excellent analytical, mathematical, and creative problem-solving skills.
- Excellent written and oral communication skills.
- Excellent listening and interpersonal skills.
- Logical and efficient.
- Keen attention to detail.
- Ability to conduct research into systems issues and products as required.
- Ability to communicate ideas in both technical and user-friendly language.
- Highly self-motivated and directed.
- Ability to effectively prioritize and execute tasks with tight deadlines.
- Strong customer service orientation.
- Experience working in a team-oriented, collaborative environment

Minimum Requirements
- Bachelor’s degree in business administration, healthcare, information technology, engineering or a related field highly desirable. May be substituted with a combination of education and applicable work experience.

SEPTEMBER 2016
JOB DESCRIPTION

TITLE: Healthcare Business Process Analyst
STATUS: Full Time, Exempt

REPORTING TO: Technology Director
LOCATION: North Office

- 3-5 years relevant experience as a business analyst in progressively complex assignments and/or managing requirements for software application development, service delivery and customer satisfaction, or relevant experience as an IT service delivery role.
- 3 years healthcare experience, preferably in a health plan, consulting, software or medical or behavioral services organization environment.
- Experience with coordinated or integrated care and medical management desirable.
- Extensive practical knowledge in importing data for use in report software, spreadsheets, graphs, and flow charts.
- Proficient in MS Office applications, including: Outlook, Word, Excel, SharePoint, PowerPoint and Access.
- Proven experience in the operation and analysis of database hardware, software, and standards, as well as data retrieval methodologies and mainframe applications.
- Demonstrated project management skills.

Job Knowledge skills (Preferred):
- Relevant IT certifications (e.g., CCBA, CBAP, CSDP, PMP, etc.).
- Advanced understanding of application design, development, testing, integration and support.
- Public sector work experience as a business analyst.
- Understanding of or interest in learning about industry profiles, specifications, standards and protocols for data exchange (e.g., HL7, FHIR, xds, JSON)
- Experience with an electronic health record system

Essential Job Functions Employee must be able to perform:
- Sitting, standing, lifting up to 10 lbs. in an office environment
- Using a computer and peripherals up to 8 hours a day (keyboard, mouse, monitors, etc.)
- Using standard office machines i.e. copier, phone, scanner, etc.

Application Process:

Please go to http://www.ppchp.org/about-us/employment/application to submit an application, resume and cover letter (with salary requirements).

CHP IS AN EQUAL OPPORTUNITY EMPLOYER