



**Position: Workflow Optimization Analyst**

Department: Customer Success

Location: Hybrid

Role Type: Full-Time

**About Healthmonix:**

Healthmonix is a female owned healthcare analytics company focused on helping organizations drive value-based care solutions. As a CMS Qualified Registry since 2009, Healthmonix's industry leading software has assisted over 52,000 providers in reporting their quality measures, all while adding more revenue to their bottom-line. Founded in 2007, Healthmonix is rooted in quality metric development, performance improvement, and driving outcomes for health systems. Located right outside of Philadelphia and serving clients throughout the country.

**Position Overview**

We are seeking a detail-oriented and analytical Workflow Optimization Analyst to join our team. In this role, you will analyze existing business processes, identify inefficiencies, and design streamlined workflows to enhance operational efficiency and productivity. By applying data analysis, process mapping, and optimization techniques, you will play a critical role in improving data management and supporting informed decision-making within the organization.

**Key Responsibilities**

**Process Analysis:**

- Analyze current workflows to identify inefficiencies, redundancies, and bottlenecks.
- Develop process maps to visually document and understand workflows.
- Gather and interpret performance data to assess workflow effectiveness.

**Data Analysis and Reporting:**

- Analyze data to identify trends, patterns, and key performance indicators (KPIs).
- Create dashboards and reports to visualize insights and communicate findings to stakeholders effectively.

**Improvement Recommendations:**

- Identify areas for workflow optimization and propose actionable solutions.
- Design and document new workflows to eliminate inefficiencies and address bottlenecks.

- Assess the impact of proposed changes on departments and stakeholders, ensuring alignment with organizational goals.

#### **Implementation and Monitoring:**

- Collaborate with cross-functional teams to implement new workflow designs.
- Monitor the effectiveness of changes, adjusting workflows as needed.
- Track and report key metrics to measure the success of optimization initiatives.

#### **Requirements Gathering:**

- Engage stakeholders to understand user needs and identify process improvement opportunities.
- Define clear and actionable requirements for workflow enhancements.

#### **Communication and Collaboration:**

- Present findings, recommendations, and progress updates to management and stakeholders.
- Work closely with cross-functional teams to facilitate smooth implementation and change management.

#### **System and Documentation Maintenance:**

- Ensure internal system process documentation is up to date.
  - Maintain comprehensive records of workflows and related process changes.
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#### **Skills and Qualifications**

- Strong analytical skills with a proven ability to interpret and act on data insights.
  - Proficiency in process mapping and business process improvement methodologies.
  - Expertise in data analysis tools and techniques, with experience in tools like SQL, Python, R, Snowflake, Tableau, or similar.
  - Excellent communication and presentation skills to convey findings to diverse audiences.
  - Strong project management skills to oversee workflow optimization initiatives.
  - Familiarity with data management applications and relevant business systems.
  - Knowledge of electronic medical records (EMR) systems and healthcare data (advantageous).
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#### **Requirements**

- Bachelor's degree in Computer Science, Mathematics, Statistics, Healthcare Administration, or a related field.
  - Master's degree is a plus.
  - 4+ years of experience in an analytic role.
  - Experience in healthcare data and workflows is advantageous.
  - Proficiency in database programming languages (SQL, XML, SAS, Python, and/or R).
  - Experience with data visualization tools like Tableau and Snowflake.
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#### **Attributes**

- Analytical mindset with excellent problem-solving abilities.
- Strong interpersonal skills to collaborate across departments.

- Ability to manage multiple tasks and projects efficiently.
  - Attention to detail and commitment to high-quality outcomes.
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### **Why Join Us?**

This role offers the opportunity to directly impact organizational efficiency and decision-making. You will be a vital part of our mission to optimize business processes, ensuring smooth operations and continuous improvement across the organization.

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### **Compensation**

- Base pay
- 401(k) and company match
- Phantom Stock
- Medical, dental, and vision insurance
- PTO