

# Joseph

## Performance Improvement Analyst

"I want to submit quality measures efficiently and accurately to maximize our performance score."



### Demographics

Age  
29

Location  
Chicago, IL

Education Level  
Bachelors Degree

Income  
\$60,000

Joseph is a single, 29-year-old Performance Improvement Analyst in a large academic medical network that participates in a Medicare Shared Savings Program ACO. Joseph earned his Bachelors degree in Computer Information Systems and spent his first few post-graduation years in an IT support role within another healthcare organization. As his knowledge of the reports his practice manager needed for compliance and reporting grew, he realized his specialized knowledge and computer skills might be better utilized in a larger organization.

As a Performance Improvement team member, Joseph is responsible for developing clinical quality reports from the EHR, producing quality data reports for clinicians and hospital executives, supporting performance improvement projects, and helping ensure regulatory compliance for commercial, public and private payors. A large chunk of his time is spent preparing quality submissions for the ACO; he's one of three analysts who've extended their existing vendor tools to generate QRDA-III files for submission from multiple EHR systems.

Joseph finds the current process time consuming and inefficient. And he knows that soon they'll need to map QRDA-III XML specs to a new QPP format, which their vendor tools won't support for 18-24 months. As a technologist, he's inclined to tackle some of the more tedious parts programmatically but he doesn't have time to write the necessary libraries—or keep them current—and still deliver on his day-to-day responsibilities. He wishes there was a clean, well-documented library that would allow his team to convert and validate the necessary files for submission and move on to the rest of their responsibilities.

### Technology

Site Use



Tech Savvy



Mobile



Social



Work Devices:



Browser:



### Goals

- 1 Convert QRDA-III files into the new QPP format quickly and correctly.
- 2 Minimize manual entry/correction of data that is programmatically available.
- 3 Clearly communicate failures in the conversion process and point him in the right direction to fix.

Key Values



Knowledge



Meaningful Work



Sense of Accomplishment