

POSITION DESCRIPTION

TITLE:	Database Coordinator Healthcare Analytics
COMPANY:	Research & Marketing Strategies, Inc. (RMS) - Healthcare Division
ORIGINATION DATE:	May 2025
REPORTS TO:	Manager, Survey Operations
LOCATION:	Baldwinsville, New York
SALARY:	\$55,000 annually

SUMMARY OF PRIMARY RESPONSIBILITIES

The Database Coordinator will ensure coordination and management of data for patient sampling and administration related to CAHPS^{®1} (healthcare survey administration) in accordance with Centers for Medicare and Medicaid Services (CMS) quality assurance guidelines. The position requires experience with developing and managing data in Structured Query Language (SQL) as well as writing and testing macros and queries in programs. The position will also be responsible for troubleshooting any database issues, implementing database system solutions and software programming updates. This position will work collaboratively with the entire Healthcare Analytics team to ensure strict adherence to the required protocols. The position is responsible for enhancing process efficiencies. Particular attention will be on developing business strategies that add efficiency and standardize sampling protocols, while addressing the uniqueness of client capabilities in providing patient data for surveying. Work will include programming as well as developing cohesive strategies to ensure staff understand data flow using the programmed software. The Coordinator will work with RMS' clients to receive patient data through a secure transfer environment. The Coordinator will speak to the data process flow with confidence and accuracy, demonstrating competency and quality when interacting with CMS coordination teams during annual site visits. The Coordinator will also work to update and maintain client data on respective portals. Demonstration of skill sets, and execution of work will be essential in the development and management of cohesive operational goals that will serve as a guidance document in the strategic planning of the healthcare division infrastructure. The position will be responsible for (1) keeping abreast of CMS guidelines for survey administration and possessing (2) an aptitude for interpreting data outputs, and (3) articulating findings to clients.

SPECIFIC DUTIES AND RESPONSIBILITIES

1. Strong command of SQL; storing and retrieving electronic information; resolving performance problems related to queries by using a variety of techniques via research and testing; maintaining rigorous data security.
2. Upload and convert client data into different formats (CSV, TSV, Excel) into a standard, normalized database, allowing for efficient automation.
3. Develop, coordinate, and optimize CAHPS survey data into SQL databases for various operations.
4. Troubleshoot and “debugging” SQL code – able to clearly articulate overall logic process in running code step by step – ability to identify why and where queries fail to run.

¹ Consumer Assessment of Healthcare Providers and Systems (CAHPS): [Consumer Assessment of Healthcare Providers & Systems \(CAHPS\) | CMS](#)

5. Ability to effectively manage and manipulate data stored in relational databases.
6. Perform regular quality tests to ensure all scripts and systems are running optimally.
7. Create documentation summarizing database management functions including for SQL code, database structures, processes, and procedures for reference and reporting purposes – insuring accuracy and integrity of coding.
8. Ensure databases are well maintained, queries optimized, and documentation is retained per CMS requirements.
9. Work with the Manager, Survey Operations, to quality check the CAHPS product Line portal data and functionality.
10. Overall management of all healthcare analytics project data, ensuring project processes maintain function on an ongoing basis.
11. Assist with various assigned project management and research tasks, paying particular attention to deliverables and specified timeframes.
12. Work in collaboration with Manager of Survey Operations to develop and manage strategies to prepare survey data for data submission to CMS quarterly.
13. Direct data integration from multiple sources, enhancing the data with valuable and actionable information, and analysis of the compiled data to build client deliverable solutions.
14. Provide assistance with diverse types of internal auditing to ensure quality and compliance with regulatory and operational guidelines.
15. Ensure compliance with RMS operational policies and procedures (i.e.: criteria for establishing project folders on the shares drive, etc.)
16. Assist with prospect/client interactions to explain the required data needs for appropriate survey sampling.
17. Perform other duties as requested.

MINIMUM POSITION REQUIREMENTS

- A bachelor's degree or commensurate experience
- Demonstrated experience with SQL programming
- Minimum of 2 years' programming experience
- Motivated initiative-taker
- Strong analytical skills
- Strong problem-solving and critical thinking skills
- Communication and collaboration skills are essential to the function
- Ability to communicate complex technical information in layman's terms
- Adaptability
- Effective time management skills
- Attention to detail and accuracy
- Strong written and verbal communications skills
- Excellent computer skills (including database skills)
- Evidence of certifications will be considered

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- Maintain confidentiality and comply with Health Insurance Portability and Accountability Act (HIPAA)
- Willing to uphold a commitment to excellence
- This position is eligible for a hybrid work environment.

PHYSICAL REQUIREMENTS

Ambulatory	15%
Sedentary	85%
Computer Work	75%
Travel	10% minimal at this time.

This position requires access to patient Protected Health Information (PHI) and will also involve access to electronic Protected Health Information (ePHI). Those in this position are required to comply with all final regulations including the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Intentional or inadvertent disclosure of PHI or ePHI violates federal law and can result in termination and/or fines. Additionally, employees in this position are required to notify the Privacy and/or Security Officer of any suspected incidents whereby RMS is not in full compliance with HIPAA. RMS will provide HIPAA training opportunities and venues for the employee to remain abreast of HIPAA requirements.

To apply, please submit a resume, salary history and cover letter to the following:

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Or via e-mail to: Info@rmsresults.com