Position Description

Date: April 23, 2021
Position Title: Clinical Data Analyst
Reports To: Director of Science
Status: Exempt

Position Summary:

ASAM is a medical professional society representing more than 6,500 members with 50+ staff and a $10M annual operating budget. It is an energetic, fast-paced organization with multifaceted opportunities in the area of addiction medicine.

This position will support ASAM’s health information technology portfolio, managing clinical support for the ASAM CONTINUUM and CO-Triage software tools which provide clinical decision support for determining the appropriate level of treatment for patients with addiction. These tools support implementation of The ASAM Criteria®, the most widely used set of guidelines for treating patients with addiction (For information, see: asamCriteria.org; asamCONTINUUM.org). The ASAM CONTINUUM Criteria Decision Engine provides clinicians with a computer-guided, structured interview process that organizes treatment priorities and recommends the least intensive, safe, effective treatment setting. CONTINUUM expands patient access to coordinated, comprehensive care, improves diagnostic accuracy, accelerates effective treatment, and simplifies reporting to insurance carriers. System use is growing rapidly and is expected to quadruple over the next several years.

The Analyst is responsible for addressing user issues by supporting the ticket processes for customer service of two ASAM products: The ASAM Criteria and CONTINUUM – The ASAM Criteria Decision Engine™. The Analyst will join the ASAM CONTINUUM science team to review and investigate issues related to customer use and product performance. This position is an integral part of the ASAM clinical support process and coordinates with ASAM team members and software development personnel to conduct a thorough investigation of product issues utilizing case data reports and related materials. The Analyst adheres to the ticket review protocol and communicates with relevant staff to provide updates on the review process, ticket status, and any recommendations for product revisions.

Responsibilities/Duties:

- Develop and maintain an in-depth understanding of the ASAM CONTINUUM AND CO-Triage software algorithms (https://www.asamcontinuum.org/about/) as well as The ASAM Criteria®.
- Address user support tickets as assigned
  - Conduct initial review of issues described by user
  - Identify case information including related documents and data needed to resolve the reported issues
o Coordinate with software development personnel to obtain case related materials
o Collaborate and consult with Chief Architect of ASAM CONTINUUM and the science team regarding clinical and algorithm related implications of the investigated issue
o Communicate with ASAM support staff to provide regular updates to the user as the ticket moves through the review and resolution process.
o Complete tracking procedures per standard operating procedures (SOP) for ticket review
  • Support ongoing review and releases of the product (evaluate impact of changes to algorithm).
  • Support UAT (User Acceptance Testing) and other quality assurance tasks as needed for ASAM CONTINUUM team.
  • Support data cleaning as needed for analysis and reporting.

Education and Experience:
• Master's degree preferred in relevant field (e.g. Public Health, Epidemiology, Quantitative Psychology).
• 1-3 years of work experience in research, data analysis or related area required.
• Experience with MS Office products (MS Word, Excel, PowerPoint).
• Experience with programming, software development, or clinical assessment is useful.
• Content matter knowledge or clinical experience in substance use disorders preferred.

Skills and Abilities:
• Must be organized and detail oriented.
• Must be skilled in analytic thinking and problem-solving; must be able to think creatively to solve problems as well as implement solutions provided by other team members.
• Experience working as part of a team and collaborating with external partners.
• Strong communication, negotiation and interpersonal skills.

Works closely with:
• ASAM Director of Science.
• ASAM’s software technology vendor FEI Systems.
• ASAM Marketing and Engagement Staff.
• ASAM clinical experts.

Benefits of Working at ASAM
• ASAM’s work with physicians and clinicians helps millions of patients, families, and communities impacted by addiction
• ASAM’s work helps address the vast national crisis of opioids and addiction
• ASAM enjoys a strong organizational culture, living by values determined by staff of open collaboration, trust, courage, and connectedness
• ASAM offers competitive compensation (commensurate with experience) and benefits that include paid vacation and sick leave, transportation reimbursement, medical insurance, and 401k.

To Apply:
Please submit a resume and cover letter explaining your interest in this position and how your skills match the position to hr@asam.org. Resumes without cover letters will not be considered.
Recruiting Salary Range: Commensurate with experience (with a robust benefits package)

ASAM provides equal opportunity to all staff. No person shall be discriminated against because of race, color, religion, sex, national or ethnic origin, age, physical handicaps, marital status, sexual orientation, family responsibilities, political affiliation, or any other category that is protected by federal law or the laws of the Maryland.

ASAM is proud to be honored with the Sloan Award for Excellence in Workplace Effectiveness and Flexibility for its use of flexibility and other aspects of workplace effectiveness as a workplace strategy to increase business and employee success. ASAM was one of eight organizations and the only association to be recognized in the state of Maryland.