skillcubator

learn and lead

Healthcare Business Analyst (USA) Training and Placement Program

COURSE DETAILS DOCUMENT

LIVE Live - Online | In-person | Private Team Training

The United States healthcare industry is undergoing rapid transformation fueled by regulatory changes, digital modernization, and the growing demand for data-driven decision-making. As healthcare organizations strive to improve patient outcomes, reduce costs, and ensure regulatory compliance, the role of a skilled Business Analyst (BA) has become critical to bridging the gap between clinical operations, IT systems, and business strategy.

Skillcubator's Healthcare Business Analyst Training and Placement Program is designed to equip aspiring professionals with the functional knowledge, analytical tools, and domain expertise required to succeed in this high-impact role. This program provides comprehensive training in healthcare operations, payer-provider ecosystems, industry regulations like HIPAA and CMS, EHR systems, claims processing, and business analysis methodologies tailored to the healthcare domain.

Through a blend of hands-on project simulations, real-time case studies, and job readiness preparation, this program empowers participants to confidently step into BA roles across healthcare providers, insurance companies, Health tech startups, and consulting firms. Whether you're transitioning into healthcare from another domain or starting fresh, this course offers a strong foundation and pathway to placement in the growing US healthcare analytics and IT landscape.

Is This Program Right for You?

If you are looking to transition into a business analyst career within healthcare business domain with a goal to build a rewarding career, this program is the best fit for you.

- If you want to switch to the IT domain and start your career in the business analysis field.
- If you have worked in healthcare business domain (roles such as Registered Nurse, Office Administration/Billing Department at medical office, Medical Insurance Agent with a medical insurance company but lack business analysis knowledge.
- If you are already into the IT domain as either developer, tester, technical writer, etc. but want a role transition as a business analyst in healthcare business domain.
- If you are an entry-level business analyst in healthcare business domain or lack the confidence and courage to work as a business analyst.

Course Outline

Module 1

1. **Business Analysis Fundamentals**
   1.1. What is business analysis?
   1.2. Who is a business analyst?
   1.3. Importance of business analyst.
   1.4. Real-world business analyst use cases.
   1.5. A typical day of a business analyst.
2. **Project Management Overview**
   2.1. What is a project?
   2.2. What is project management?
   2.3. Understanding the 'Iron Triangle'.
   2.4. What are the different phases of a project?
   2.5. Understanding various knowledge areas and processes within each of them.
   2.6. Reviewing key project management artifacts.
   2.7. Project scope v/s Product scope.
   2.8. Creating 'Project Plan' (schedule) using Gantter tool.
3. **Key Management Concepts**
   3.1. Value chain.
   3.2. Lean methodology.
   3.3. Kanban.
   3.4. Poka-Yoke.
   3.5. Core Competency.
   3.6. Kaizen.
   3.7. Business Process Re-engineering.
   3.8. Business Process Improvement.

4. **Understanding Stakeholder Landscape**
    4.1. Primary v/s Secondary stakeholder.
    4.2. Active v/s Passive stakeholder.
    4.3. Understanding various types of stakeholders via a live case study.
    4.4. What are the different organizational structures?
    4.5. Creating 'RACI' matrix using MS Excel.
    4.6. Creating 'Organizational Structures' using MS Visio, Lucid Chart, Gliffy, or Visual Paradigm.
5. **Understanding different types of requirements**
    5.1. What is a requirement?
    5.2. Understanding different types of requirements.
    5.3. Business need.
    5.4. Stakeholder requirement.
    5.5. Functional.
    5.6. Non-Functional.
    5.7. Interface.
    5.8. Graphical User Interface.
    5.9. Business rules.
6. **What is Software Development Lifecycle?**
    6.1. Understanding the different phases of an SDLC.
    6.2. Role of a business analyst in each of the SDLC phases.
    6.3. Learning and comparing (a) Predictive (b) Iterative and Incremental and (c) Adaptive SDLC models.
7. **Reviewing Different Software Engineering Models**
    7.1. Waterfall.
    7.2. Spiral.
    7.3. Rapid Application Development (RAD).
    7.4. Rational Unified Process (RUP).
    7.5. SCRUM (More emphasis will be given on SCRUM).
8. **Requirements Lifecycle**
    8.1. Requirements elicitation.
    8.2. Requirements analysis.
    8.3. Requirements documentation.
    8.4. Solution assessment.
    8.5. Requirements management.

Module 2

9. **Requirements Elicitation**
    9.1. What is requirements elicitation?
    9.2. Understanding various requirements elicitation techniques.
    9.3. Brainstorming.
    9.4. Focus Group.
    9.5. Requirements Workshops.
    9.6. Interviews.
    9.7. Questionnaire/Survey.
    9.8. Document Analysis.
    9.9. Prototyping.
    9.10. Pros and Cons of each of the requirements elicitation techniques.

10. **Business Requirements Analysis**
    - 10.1.SWOT analysis technique.
    - 10.2. RCA (Root Cause Analysis) technique.
    - 10.3. Five whys.
    - 10.4. Fishbone (Ishikawa).
    - 10.5. Business Process Management.
    - 10.6. What is Business Process Management (BPM)?
    - 10.7. What is Business Process Modeling?
    - 10.8. Understanding various business process modeling notations.
    - 10.9. How to create a business process model?
    - 10.10. Creating ‘As-Is’ (Current State) and ‘To-Be’ (Future State) business process model using MS Visio/Lucid chart/Gliffy tools.
    - 10.11. Creating ‘Root Cause Analysis’ diagram using MS Visio/Lucid chart/Gliffy tools.
11. **System Requirements Analysis**
    - 11.1.What is System Context Diagram?
    - 11.2. Creating System Context Diagram using MS Visio/Lucid chart/Gliffy tools (Hands-On Exercise).
    - 11.3. Object Oriented Concepts.
    - 11.4. What is Unified Modeling Language (UML)?
    - 11.5. Use Case Diagrams.
    - 11.6. Activity Diagrams.
    - 11.7. State Chart/State Machine Diagrams.
    - 11.8. Sequence Diagrams.
    - 11.9. Creating all UML models (mentioned above) using MS Visio/Lucid chart/Gliffy tools.
    - 11.10. What is ‘Functional Requirements Document’ (FRD) and writing FRD using MS Word.
    - 11.11. What is a Use Case Specification?
    - 11.12. Writing a Use Case Specification Document using MS Word (Hands-On Exercise).
    - 11.13. Creating Data Dictionary using MS Word (Hands-On Exercise).
    - 11.14. Creating Business Rules Document using MS Excel (Hands-On Exercise).
12. **Scrum**
    - 12.1.What is ‘Agile Software Development?
    - 12.2. Understanding various ‘Agile Software Development’ practices/models.
    - 12.3. What is SCRUM?
    - 12.4. What is ‘Agile Manifesto’?
    - 12.5. Different roles in a SCRUM.
    - 12.6. Role of a business analyst in a SCRUM.
    - 12.7. Understanding various ‘Ceremonies’ in a SCRUM.
    - 12.8. Writing Features-Epics-User stories using JIRA tool (Hands-On Exercise).
    - 12.9. Writing ‘Acceptance Criteria’ using Gherkin syntax (Given-When-Then) using JIRA tool (Hands-On Exercise).
    - 12.10. How to estimate a user story and add user story attributes in a JIRA tool (Hands-On Exercise)?
    - 12.11. What is a team velocity?
    - 12.12. Understanding burndown/burnup chart and how to create using MS Excel and/or JIRA tool.
    - 12.13. How to initiate, execute and close sprints/iterations using JIRA tool using JIRA tool? (Hands-On Exercise).
    - 12.14. Various techniques on splitting an EPIC into small user stories.
    - 12.15. How to create wireframes/mockups using Balsamiq tool?
13. **Structured Query Language (SQL)**

13.1. What is database?
13.2. What is a table (column/row) in a database?
13.3. What is Entity Relationship Diagram (ERD)?
13.4. How to create an ERD diagram using Visio? (Hands-On Exercise).
13.5. Understanding database schema.
13.6. What is datatype?
13.7. What is SQL?
13.8. Write SQL queries (Hands-On Exercise)

Module 3

14. Requirements Management

14.1. What is requirements management?
14.2. Understanding 'Requirements Management Plan' (RMP).
14.3. What is Requirements Traceability Matrix (RTM)?
14.4. Creating an RTM using DOORS/ MS Excel tool (Hands-On Exercise).

15. Requirements Estimation

15.1. Why to estimate requirements and importance of estimating software requirements?
15.2. Overview of different software requirements estimating models.
15.3. Understanding 'Industry Best Practices' to estimate a requirement.

16. Configuration Management

16.1. What is configuration management?
16.2. Benefits of configuration management.
16.3. Applying CM using tortoise SVN tool (Hands-On Exercise).

17. Change Control

17.1. What is change control board (CCB)?
17.2. Role of a business analyst in a CCB process.

18. Quality Assurance

18.1. What is quality assurance?
18.2. Different types of testing models.
18.3. Role of a business analyst in quality assurance/testing phase.

19. Miscellaneous Topics

19.1. What is Service-Oriented Architecture?
19.2. What is Cloud Computing and various cloud computing models?
19.3. What is Business Process Model and Notation (BPMN)?
19.4. Creating BPMN model using MS Visio tool (Hands-On Exercise).

Healthcare (USA)

Module 1

1. Introduction to US Healthcare System

1.1. Overview of US Healthcare (Payers, Providers, PBMs).
1.2. Public vs Private Insurance (Medicare, Medicaid, ACA).
1.3. Key healthcare stakeholders and regulations (HIPAA, HSS, HITECH, CMS).

1.4. Current trends in US Healthcare (value-based care, telehealth, interoperability).

2. **Healthcare Terminologies & Standards**
    2.1. ICD, CPT, HCPCS codes and usage.
    2.2. HL7, FHIR, EDI 837/835 standards.
    2.3. Claims processing lifecycle.
    2.4. Electronic Health Records (EHR) and EMR systems.
    2.5. Understanding SNOMED CT and LOINC.
    2.6. Premium, Deductible, Copayment (Copay), Coinsurance, Out-of-Pocket Maximum, Payer, and Provider.
    2.7. Healthcare provider types (PCP, Specialist).
    2.8. In-Network v/s Out-of-Network.
3. **Healthcare Business Process Flows:**
    3.1. Patient Registration and Appointment Scheduling Workflow.
    3.2. Patient Appointment Scheduling Workflow.
    3.3. Patient Check Eligibility Workflow.
    3.4. Patient Billing and Collections Workflow.
    3.5. Provider Claim Submission Workflow.
    3.6. Payer Process and Response Workflow.
    3.7. Provider Check Claim Workflow.
    3.8. Provider Prior Authorization Request Workflow.
    3.9. Claim Adjudication And Remittance Workflow.
    3.10. Claim Status Inquiry Workflow.
4. **Electronic Data Interchange (EDI) Transactions**
    4.1. EDI 270/271: Eligibility Inquiry and Response.
    4.2. EDI 276/277: Claim Status Inquiry and Response.
    4.3. EDI 278: Referral Authorization Request and Response.
    4.4. EDI 837: Healthcare Claim.
    4.5. EDI 835: Healthcare Payment and Remittance Advice.
    4.6. EDI 834: Benefit Enrollment and Maintenance.
    4.7. EDI 820: Payroll Deducted and Other Group Premium Payments.
    4.8. EDI 999: Implementation Acknowledgement.
    4.9. EDI 277CA: Claim Acknowledgement.
    4.10. EDI 275: Additional Information to Support Healthcare Claims.
    4.11. EDI 824: Application Advice.
    4.12. EDI 997: Functional Acknowledgement.

Module 2

5. **Healthcare Data Analysis**
    5.1. Introduction to healthcare data types (clinical, administrative, claims).
    5.2. Data mapping and transformation (ETL basics).
    5.3. Introduction to SQL and Excel for healthcare reporting.

5.4. Analyzing KPIs: LOS, Readmission Rates, HEDIS, etc.

6. **Healthcare IT Systems and Tools**
    6.1. Overview of popular EMR/EHR systems (Epic, Cerner, Allscripts).
    6.2. Introduction to Health Information Exchanges (HIE).
    6.3. HIPAA Privacy and Security Rules.
    6.4. BA responsibilities in PHI handling and compliance checks.
    6.5. Security risk assessments and documentation.
    6.6. Audit trail and user access control in systems.
7. **Real-Time Healthcare Project Simulation**
    7.1. Live case study: Claims processing system enhancement.
    7.2. Creating BRD/FRD for EHR integration.
    7.3. Mock sessions: Requirements walkthrough, user story writing.
    7.4. Test case preparation, execution & validation.
8. **Resume Building & Placement Support**
    8.1. Crafting resumes tailored for US Healthcare BA roles.
    8.2. LinkedIn profile optimization.
    8.3. Mock interview sessions and Q&A.
    8.4. Job search strategies and recruiter networking.
9. **Final Deliverables**
    9.1. Healthcare BA Project Templates (BRD, RTM, Test Scenarios).
    9.2. Certificate of Completion from Skillcubator.
    9.3. Mock Interview Feedback Report.
    9.4. Project Cheat Sheets (Real-time Project Experience Documentation).

Features

- Training Program as per Latest Industry Demand.
- IIBA Endorsed Education Provider.
- Access to Learning Management System (LMS).
- Free PSM-I and PSPO-I training are included in the package.
- 40 PDUs/CDUs.
- IIBA Certified Instructors with 20 plus years of experience.
- Plenty of case studies, In-Class exercises, quizzes, and take-home assignments.
- 10 Plus Industry-Standard tools.
- Personalized Resume, LinkedIn Profile makeover and Cover Letter.
- Course aligned to IIBA's BABOK 3.0 and PMI's body of knowledge.
- Comprehensive Capstone project.
- Experiential learning through case studies.

Software/Tools Used for this training

Business Analysis Software	**Healthcare-Related Software**
• Microsoft Office (Word, Excel, PowerPoint). • Microsoft Visio, Gliffy, Lucidchart. • Bizagi, Camunda, Bonita, Signavio, Draw.io. • Microsoft Project, Product Plan, Gantter. • Balsamiq, Mockflow. • Jira. • Confluence. • Tortoise SVN. • Oracle. • Kanbantool, backlog.com, or similar Kanban tool.	• Mirth Connect (NextGen Connect). • EDIValidator. • Talend Open Studio. • CMS.gov tools. • Availability Essentials. • Microsoft Excel. • Power BI. • Data.gov.

[Please Note: Some of the healthcare-related software are only accessible to employees via proper authentication and authorization protocols. In that case, Skillcubator will arrange for a demo and/or content, which is available in the public domain without violating copyright and/or confidentiality agreements]

This course will be taught by an experienced Healthcare Business Analyst with 15 plus years of teaching experience.

Duration

Business Analysis Sessions:

- 10 weeks (Monday, Tuesday, and Thursday from 8:00 PM EST to 10:00 PM EST).
- Core Training Hours: 50 hours.

Healthcare Sessions

- 8 weeks (Saturday and Sunday from 08:00 AM EST to 11:00 AM EST).
- Core Training Hours: 30 hours.

[Please Note: Exact schedule is finalized based on the Instructor and trainees' availability}

Fees

1500 USD + 5.3% Sales Tax

(13.5% GST is applied instead of 5.3% for Canadian candidates).