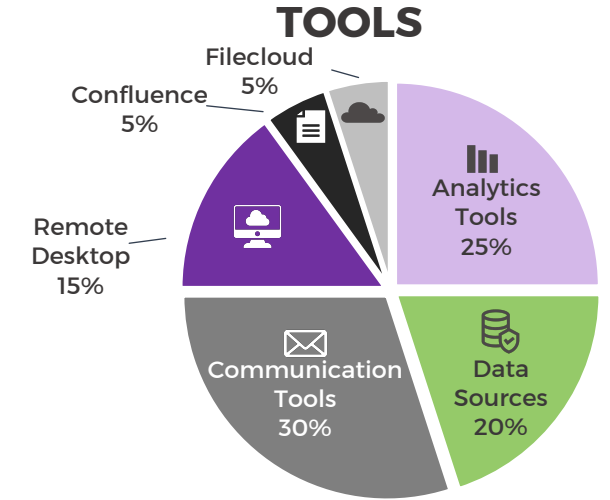
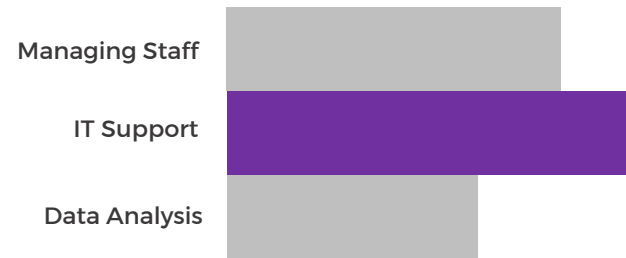


“I am a detail-oriented person, so I love looking at data to answer people's questions. Since my colleagues do not care about technology, I often provide tech support.”



LOCATION: Cookeville, TN
JOB TITLE: Data Manager
JOB LEVEL: entry level leadership
EDUCATION: MS, Applied Math
TECHNOLOGY: novice savvy
SERVICE CENTER CONTACT: infrequent frequent

MAJOR ACTIVITIES



MY STORY

I've worked for my company for a dozen years. Even before COVID, I was able to work remotely. So my wife and I, as empty nesters, live in rural Tennessee and I support my company headquartered in Indianapolis. I work to help care providers in 4 states by analyzing baseline data and informing the measures that are being developed to improve patient care.

As a working manager, I divide my time managing my analytics team, running my own analysis, and often spend late hours after the normal workday to remotely support the workstations that provide access to and analysis of data sources. I also collaborate with contractor partners by sharing queries.

FRUSTRATIONS

- Inaccurate advice from Service Center agents causes confusion within the community
- Being asked to approve a high volume of simple actions like merge requests is time consuming
- Lack of insight into the status of large issues
- No easy way to lookup SME counterparts supporting related contracts
- CMS rolled out tools with lack of adequate contractor preparation and training
- CMS responsiveness when required changes to systems and tools disrupt QIO internal process efficiencies
- Limited access to CMS data stores (e.g., CROWNWeb), which prevents ability to run "what if" scenarios
- Lack of report availability and reliability makes it feel like we're constantly playing catch up

MOTIVATIONS

- Wants to smooth the bumpy transition to use CMS SAS Vaya to access data in AWS cloud instead of Oracle data warehouse
- Loves looking at data to answer people's questions or to pull results for deliverables
- Is willing to work after hours to ensure that tech supports rather than hinders colleagues
- Likes the challenge of trying to find ways to automate data flow

RELATED JOB TITLES

- Epidemiologist
- Director of Health Intelligence
- SAS Programmer
- Health Informatics Analyst
- Manager of Data Analytics
- Biostatistician

TOUCHPOINTS

