DATA DAVE.

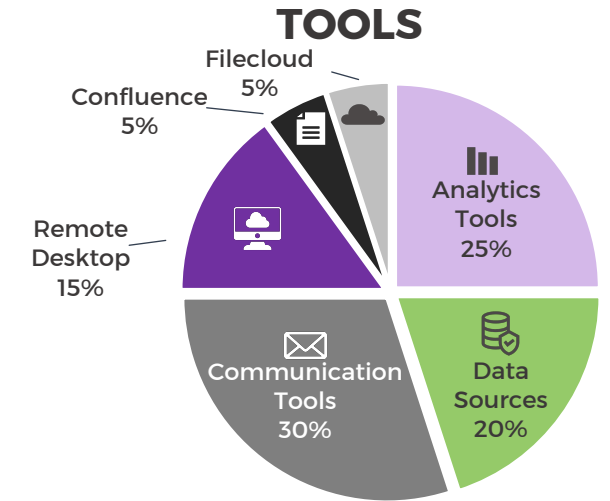> *I am a detail-oriented person, so I love looking at data to answer people's questions. Since my colleagues do not care about technology, I often provide tech support.*

LOCATION: Cookeville, TN
AGE: 51
JOB TITLE: Data Manager
JOB LEVEL: (entry level — leadership)

EDUCATION: MS Applied Math
TECHNOLOGY: (novice — savvy)

MAJOR ACTIVITIES

- Managing Staff
- IT Support
- Data Analysis

TOOLS

- Filecloud 5%
- Confluence 5%
- Analytics Tools 25%
- Remote Desktop 15%
- Data Sources 20%
- Communication Tools 30%

MY STORY

I've worked for my company for 11 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.

FRUSTRATIONS

- There is a need to sometimes collaborate with contractor partners but I do not have visibility into identifying the right people to speak with
- Early on, CMS communications were infrequent regarding the QMARS and SAS Vaya transition and they did not easily resolve the real-world integration issues that my team experienced with new updates
- I get frustrated when some of my CMS contacts do not use the same CMS tools that I am required to use, which creates inefficiencies
- Duplicative staff data entry because our local systems require greater detail and different mapping from QMARS system

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 his colleagues
- Likes the challenge of trying to find ways to automate data flow

TOUCHPOINTS

- Data Dave
- Program Staff
- Analytics Staff
- Contractor Partners
- CMS

RELATED JOB TITLES

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