



CASSANDRA MERRY, RHIA

DATA ANALYST & BUSINESS INTELLIGENCE SPECIALIST



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SKILLS // TECHNICAL

- o Data Visualization: Tableau, creating captivating visualizations from complex datasets.
- o SAP Business Objects: Designing and delivering comprehensive business intelligence solutions.
- o Data Mining / Modeling: Advanced techniques for uncovering patterns and trends.
- o Microsoft Excel Proficiency: Advanced formulas, pivot tables, and macros for data analysis.
- o Microsoft Office: Excel, PowerPoint, Word for impactful reporting and documentation.
- o Analytics Reporting: Producing actionable insights for data-driven decision-making.

SKILLS // PROFESSIONAL

- o Effective communication: Convey complex data insights to diverse stakeholders.
- o Active listening: Understand and address needs of clients, team members, and stakeholders.
- o Strong collaboration: Work effectively with cross-functional teams.
- o Presentation skills: Deliver clear and concise data-driven insights to stakeholders.
- o Relationship building: Foster positive relationships with clients, stakeholders, and team members.
- o Business acumen: Understand business processes, industry trends, and KPIs for informed decision-making.

PROFILE

I act as an information conduit between executive leadership, management, IT team members and customers to ensure all organizational needs are understood and met in a timely fashion. I am constantly looking for ways to improve upon current processes and procedures, collaborating with other teams and departments to deliver high quality metrics and data analytics.

WORK EXPERIENCE

LABOR PRODUCTIVITY ANALYST

UW Medicine - Department of Finance | 2021 - current

Provides a high level of operational expertise through analysis and interpretation of data gathered for decision support. Supports financial and operational leaders with information to support data driven decisions related to achieving labor productivity goals.

- Technical and procedural knowledge resource for operational leaders
- Conducts formal and informal education for productivity reporting.
- Identifies training and support needs, assesses tools and assists in developing materials to effectively implement and support labor productivity initiatives.

ASSISTANT DIRECTOR, FACULTY BUSINESS PLANNING OFFICE

UW Medicine & UW SoM | 2020

Responsible for providing data/reports related to clinical departmental funding to UW Medicine Faculty Business Planning Office, Office of the CMO, SoM, medical centers, and department contacts.

- Develops and provides comprehensive, as well as targeted and specific, financial analyses and reporting for decision-making.
- Responsible for tracking and reporting on any funding and adjustments to the departmental funding agreements.
- Provide project management and analytic support for the Office of the CMO, including for the Associate CMO and Medical Director of Value Based Care.

PHYSICIAN PRACTICE ANALYST

UWMC-NW *Northwest Hospital* | 2015 - 2020

Lead data analyst for Northwest Hospital Ambulatory Clinics. Providing support to all levels of leadership with accurate and reliable analysis on mission critical decisions.

- Developed and introduced standard modeling tools for measuring provider performance and compensation against internal and external benchmarks.
- Stabilized and automated historical reporting system by developing self-serve dashboards, ensuring routine data was made available without manual manipulation

EDUCATION

Bachelor of Sciences | HIHIM
University of Washington 2011

Associate of Sciences
Cascadia College 2007

GUEST SPEAKER

MHIHIM 552 | Business Intelligence
Guest Lecturer Annually 2017 - Current

MHIHIM 509 | Health Information Systems &
Leadership Guest Lecturer 2021

CERTIFICATIONS

RHIA | Registered Health Information
Administrator
AHIMA - 2012

WORK EXPERIENCE (CONTINUED)

CREDENTIALING DATA ANALYST

Seattle Children's Hospital | 2012 - 2015

- Initiated and implemented use of Tableau within the department and developed process-specific dashboards for senior management and Medical Staff Office administrators.
- Redesigned current report models and standards to increase visibility of processes, improving data quality and reducing time to complete regular reports by 50%
- Designed dashboards and presentation materials for the annual U.S. News Best Children's Hospitals report.

RELEASE OF INFORMATION SPECIALIST & TEAM LEAD

Kaiser Permanente of Washington Group Health | 2011 - 2012

- Maintained multiplatform patient database and information reconciliation systems.
- Worked with the Health Information Exchange System redesign team as the ROI System Material Expert
- Developed and implemented contingency plans to ensure HIPAA compliance and federal regulations were met.

GRANT WRITING AND ADMINISTRATIVE ASSISTANT

University of Washington Allergy & Infectious Disease | 2010 - 2011

- Constructed spreadsheets for analysis of budget allocation specific to each department grant.
- Initiated and lead redevelopment of the internal database to better meet security and accessibility needs.

VOLUNTEER WORK & PROFESSIONAL DEVELOPMENT

University of Washington | HIHIM Undergraduate Mentor Program

Professional Mentor 2015 - Current

- Provide professional feedback and guidance for two future HIHIM students annually.
- Resume and Portfolio review along with interview preparation

SHIMA Seattle Health Information Management Association | President

2017 President // 2016 Vice President // 2011 - 2015 Technology Committee Lead

- Coordinated volunteer work to host Six in person workshops annually.
- Providing affordable CME Credits to HIHIM Professional in the Puget Sound Region

Rosehedge | Volunteer Patient Care Coordinator

Nov 2009 - Apr 2010

- Designed and implemented an active patient record organizational system.
- Improved archived patient record system to enhance efficiency and functionality while staying in accordance with HIPAA retention regulations.
- Trained student volunteers to maintain new record organizational format.

SOUND MENTAL HEALTH | Data Analysis of Patient Satisfaction Survey

Fall 2011

- Reviewed patient satisfaction survey results for over 300 patients
- Cleaned and formatted data to be stored in an Accesses Database for future query and reporting purposes.
- Developed queries and metrics to determine patient satisfaction in context of organization's annual goals.
- Presented outcomes to organizational heads and the UW School of Public Health

HARBORVIEW MEDICAL CENTER | Certified Nursing Assistant Student Volunteer

ER x-Ray // Regional Burn Center 2002 - 2003