

# **Interview with Mark Yeh - Data Analyst at Sutter Health**

## **Background & Career Path**

- Education: Studied Exercise Biology and Kinesiology at UC Davis.
- Entered Sutter Health through a friend's recommendation.
- Career Transition: Started in supply chain and pharmacy, moved to finance and patient treatment, now a Data Analyst/Engineer focused on reporting and pipeline building.

## **Role & Responsibilities**

- Supports pharmacy department initiatives through data.
- Tracks cost savings and patient care improvements.
- Works with physicians to enhance surgical procedures and patient treatment.

## **Data Pipeline & Processing**

- Handles transactional data including drug orders, counters (usage tracking), and administration.
- Deals with challenges such as unclean and unstandardized hospital data.
- Doctors use various abbreviations, non-standard terminologies, and refill unit differences.
- Processes physician inputs for prescriptions using ETL (Extract, Transform, Load).
- Consolidates multiple data sources into structured reports.
- Helps pharmacists monitor drug usage and compliance with government regulations.

## **Stakeholder Collaboration**

- Works closely with physicians, pharmacists, and management.
- Physicians may resist product switches in the supply chain, requiring negotiation.
- Data presentation is crucial to making insights understandable for stakeholders.

## **Tools & Technical Skills**

- Uses SQL for querying hospital databases.
- Power BI is the primary visualization tool.
- Excel is used for smaller stakeholders needs.
- ETL packages are used for pipeline management.

## **Workplace Dynamics & Soft Skills**

- Understanding data relationships is key.
- Kinesiology background helps interpret lab data such as blood samples.
- Industry work differs greatly from school group projects.
- Must align with management expectations and prioritize tasks.
- Time management is critical as there's never enough time to complete all tasks.
- Building trust is crucial data is only valuable if people believe in it.
- Storytelling is essential for presenting data to stakeholders and gaining buy-in.

## **Career Insights & Advice**

- Master statistics and coding for analytics roles.
- Develop people skills working with industry professionals is different from school.
- Gain experience working in teams and collaborating in structured environments.
- Manage expectations stakeholders often want instant results.
- Learn to negotiate reasonable deadlines with managers.
- Understand that data is only useful if stakeholders trust and use it.

## **Healthcare vs. Tech Sector**

- Healthcare is more stable and secure compared to tech.
- Tech has higher pressure and frequent layoffs.
- Larger companies have longer promotion cycles, whereas startups provide faster career progression.
- Management roles focus more on visionary planning rather than technical work.
- Mark prefers being a professional contributor rather than moving into management.

## **Final Thoughts**

- Prioritization is key some projects are feasible but too time-consuming.
- Healthcare analytics requires balancing data accuracy, regulatory compliance, and stakeholder expectations.
- Negotiation and storytelling are as important as technical skills.