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STAT 794 – One-Minute Paper

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This past summer, I have been working remotely at Arrowhead Insurance Company as a Statistical Modeler. My role is to collaborate with data scientists and use statistical methods to analyze insurance related data and build models to improve the efficiency of the company’s workflow. We also offer service to analyze other insurance companies’ data. When presenting findings at meetings via Microsoft Team, there were many different types of audiences including functional specialists, managers, team leaders, insurance claim specialists, ITs, nurses, and us (data science team). Hence, others who are not in our team do not have deep knowledge in statistics and modeling. During the meeting, we had to discuss a statistical concept that is related to outliers/leverages of linear regression models called hidden interpolation – outliers that is outside of predictors ranges combined. In terms of successful communication, we did a great job in illustrating the concept of outliers with respect to independent variables by presenting plots/graphs. Using plots and some explanation, everyone at the meeting were able to understand what hidden interpolation is. However, we did not do a good job portraying clearly which values would be consider as outliers. If we would have written a clear phrase in the results saying “Outside of range” or something similar, it will be much clearer for the clients to understand. At this meeting, we learned that technical statistical terms should only be used within the team. Since we were presenting at a model development stage, individuals like team leaders, nurses, and claim specialists would comments on the outliers. They gave feedbacks on insurance and health care perspective of why such claims would be outside of range. Therefore, during a communication meeting on findings, we take all feedbacks into consideration and reevaluate the models if needed.