# **Interview Reflections**

## **Introduction:**

For this informational interview, I spoke with Tinju Eapen, Manager of Technical Services at HCA Houston Healthcare Clear Lake and Mainland. I reached out through HCA’s internal email system, as her role aligns closely with my healthcare analytics background and my interest in integrating IT solutions with clinical workflows. Tinju oversees technical operations across two hospitals, giving her a unique perspective on how infrastructure, data systems, and patient care interact. My goal in this conversation was to learn how healthcare IT leaders balance operational reliability with patient care priorities, and how they coordinate across multiple facilities to align technical initiatives with organizational goals.

## **New Insights:**

From this conversation, I learned that in healthcare organizations like HCA, technical teams play a foundational role in enabling patient care—not just through data analytics, but by ensuring the operational reliability of critical systems. I was surprised at how much impact infrastructure improvements, such as better connectivity and updated security systems, can have on clinical workflows, decision-making, and patient safety. I also learned that hospital IT managers serve as communication translators—bridging corporate directives, clinical needs, and technical realities—while keeping in mind regulatory and operational constraints. This reinforced that healthcare analytics requires a strong understanding of context, compliance, and how data and systems directly affect human outcomes.

## **Appealing Aspects:**

I found the interviewee’s emphasis on being a “bridge” between technical, clinical, and administrative teams particularly inspiring. This aligns with my own interest in combining analytical skills with strong communication abilities to make data more actionable. The use of Power BI for performance monitoring also resonated with my interest in data visualization and storytelling. Furthermore, the proactive approach to problem-solving—such as advocating for infrastructure upgrades and securing corporate approval reflects a leadership mindset I aspire to develop in my own career.

## **Less Appealing Aspects:**

One aspect that seemed less aligned with my personal goals was the heavy operational and systems maintenance component of the role. While essential, tasks like endpoint compliance, asset management, and large-scale rollout coordination are less focused on the advanced statistical modeling and predictive analytics work that I am most passionate about. While I value the stability and reliability such work provides, my long-term interests lean more toward developing insights and strategies from data rather than managing the full technical infrastructure.

## **Perspective Shift:**

The interview shifted my perspective on analytics in healthcare by showing that the discipline is deeply intertwined with technical service delivery. I had previously viewed analytics as a standalone function producing reports and models; this conversation highlighted how it’s often embedded within broader IT and operations teams to ensure tools, data pipelines, and systems function seamlessly. It also reinforced the importance of understanding system dependencies when designing or implementing data-driven solutions.

## **Career Fit:**

While I can see myself in a role that incorporates aspects of the interviewee’s responsibilities, particularly the stakeholder communication and data visualization components, the heavy technical infrastructure management would not be my preferred long-term focus. However, a hybrid analytics role within healthcare IT, where I could bridge operational needs and advanced analytics, would align well with my skills in data modeling, visualization, and translating findings into business impact.

## **Actionable Steps:**

1. Deepen my understanding of healthcare-specific systems like Meditech and asset management platforms.
2. Strengthen my Power BI expertise to create operational dashboards relevant to clinical workflows.
3. Develop skills in translating technical insights for non-technical audiences through presentations and written summaries.
4. Seek mentorship from healthcare IT or analytics leaders to understand career pathways in hospital systems.

## **Further Exploration:**

This conversation sparked my interest in learning more about how hospitals integrate predictive analytics into operational decision-making. I want to explore case studies of healthcare organizations using machine learning for patient flow optimization, staffing, or early warning systems. My plan is to review industry publications, connect with professionals in healthcare analytics, and possibly set up a second informational interview with someone whose work focuses more heavily on the analytics side of healthcare IT.

## **Professional Communication Reflection:**

The outreach and interview process went smoothly. My initial messages were professional and concise, which helped secure the meeting. During the interview, I actively listened and asked follow-up questions that encouraged detailed responses. One improvement for next time would be to prepare more scenario-based questions to draw out specific analytics use cases. I will apply these networking skills to future outreach by continuing to personalize my approach, express genuine curiosity, and follow up promptly with appreciation messages.

## **Documentation:**

* **Initial Outreach:** Three LinkedIn/email messages requesting an interview, with dates.

1. Professional #1: Tinju Eapen

A close up of a screen

AI-generated content may be incorrect.

1. Professional #2: Alex Freberg

A screenshot of a social media post

AI-generated content may be incorrect.

A screenshot of a email

AI-generated content may be incorrect.

1. Professional #3: Dawn Choo

A letter to a student

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* **Response from the Interviewees:**
  1. Professional #1: Tinju Eapen

**A close-up of a screen

AI-generated content may be incorrect.**

* 1. Professional #2: Alex Freberg

**A screenshot of a chat

AI-generated content may be incorrect.**

* **Thank You Note:** A copy of the thank-you email sent after the conversation.
  1. Professional #1: Tinju Eapen

A close-up of a text

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