

Steven Bourassa, PAHM

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Summary

Innovative and results-driven Data & Analytics Leader with 10+ years of experience building enterprise-scale healthcare data ecosystems and managing high-performing teams as a proven people leader. Skilled in developing talent and fostering career growth while driving measurable improvements in data quality, efficiency, and enterprise alignment.

Experience

OPTUM – Remote

Manager, Provider Data Management (Promoted from Senior Data Analyst) | 2022 – Present

- Manage distributed teams of onshore and offshore data engineers and analysts, driving alignment and execution on enterprise initiatives while fostering career growth and professional development.
- Architected and managed Optum's National Provider Inventory, the enterprise's single source of truth for all employed providers nationwide.
- Designed self-service submission portal with embedded validation macros and automated workflows, reducing manual effort and increasing adoption.
- Partner with dozens of entity submitters to enforce business rules, improve integrity, and streamline provider visibility across the organization.
- Developed network adequacy and compliance reporting for executive and regulatory use.
- Leveraged Python for advanced profiling/manipulation of large datasets; optimized backend operations using Snowflake SQL.
- Built Power BI leadership dashboards for at-a-glance performance monitoring.
- Key Outcomes: Increased provider data volume by 66.13%, improved quality by 26.13%, and achieved 99.64% completion rate within the national inventory.

SENTRY DATA SYSTEMS – Remote

Business Analyst, Program Performance | 2021 – 2022

- Conducted root-cause analyses to identify benefit leakage for 340B clients, leveraging Oracle SQL & Power BI.
- Built client-facing models and visualizations that enhanced profitability monitoring and quality oversight.
- Developed custom data collection/reporting strategies to address unique non-standard client needs.

DRISCOLL HEALTH PLAN – Corpus Christi, TX

Business-Clinical Analyst II | 2017 – 2021

- Produced state-regulated and contractual reports (T-SQL, SSRS, Epic Clarity/Caboodle) for programs including HEDIS, DSRIP, and HHSC.
- Delivered audit-ready extracts supporting compliance and incentive programs.
- Supported Epic Tapestry reporting for claims, eligibility, and utilization.
- Designed dashboards and analytical tools that improved efficiency and informed strategic planning.

RADIOLOGY ASSOCIATES, LLP – Corpus Christi, TX

Database Administrator | 2016 – 2017

- Ensured data integrity of high-IO medical systems and HL7 integrations via Corepoint.
- Developed workflow automation tools in C#, significantly increasing team productivity.
- Supported PACS/RIS systems and migrated enterprise SharePoint environments.

Certifications

Epic Clarity – Tapestry with AP Claims · Epic Caboodle Data Model · Professional, Academy for Healthcare Management (PAHM) · ITIL Certified · Apexus 340B Certified

Technical Skills

Languages & Tools: Python · SQL (Snowflake, Oracle, MySQL, MS SQL) · T-SQL · PL/SQL · C# · JavaScript

Platforms: Epic Clarity & Caboodle · Power BI · Qlik · SSRS · Cognos · SharePoint · Corepoint HL7

Specialties: Data Governance · Data Profiling · ETL · Reporting Automation · Network Adequacy Analysis

Education

Texas State Technical College – Waco, TX