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Top Skills

Personnel Management
Operational Risk Management
Technological Innovation

Certifications

Aviation Safety Officer
Knowledge Management
Occupational Safety and Health
Specialist (OSHA 511)
Accident Investigator
Commercial and Rotary Wing Pilot
Licenses

Honors-Awards

Military Recognition
Predictive Analytics Innovation
Award for Best Use of Data for
Public Good
Federal 100 Award
VA Secretary's Honor Award for I
CARE

Publications

Value Management in Healthcare:
How to Establish a Value
Management Office to Support
Value-Based Outcomes in
Healthcare
Returning Warriors in the Workplace
A Social Strategy for Economic
Knowledge Creation in America
So Others May Live
Home Front Engagement for
Veterans to Inspire Selfless Service
to Nation

Nathan Tierney

"In God we trust, all others must bring data." - W. Edwards Deming
Austin, Texas, United States

Summary

Accomplished executive with over 25 years experience of being 'thrown' into a variety of roles in multibillion-dollar public and private sector organizations to tackle complex issues and solve time-sensitive problems by keeping things 'simple' and focused on the outcomes. A proven leader in implementing data-driven methodologies and systems vital to any organization's success. Best-selling author and global thought leader on Value Management. A veteran of U.S. Army Special Operations and recipient of our nation's highest peacetime award for heroism (1998), and recipient of the prestigious Federal 100 Award for paving the way for the future in the development and management of information technology (2023).

Experience

U.S. Department of Veterans Affairs

8 years 10 months

Deputy Chief Information Officer and Chief People Officer

October 2021 - Present (2 years 3 months)

Austin, Texas Metropolitan Area

As the Deputy Chief Information Officer (DCIO/ Chief People Officer (CPO), lead and formulate the strategic direction, policy, processes, technology systems, data science, employee and customer experience monitoring, and systematic studies of organizational structures and behavior of people and future of work environments through operational research and experiments to optimize individual, team, and organization performance to deliver quality IT products and services to customers. Serve as a principal advisor to the Assistant Secretary for Information Technology and Chief Information Officer (CIO), a Presidential nominated and Senate-confirmed position. Serve as the accountable executive for complex programs such as human capital management, user-centered design focused on qualitative and quantitative measurement of employee and customer experience, technology, and cyber security management. Direct the overall human capital management and

customer engagement analytical services and operational research studies for over 9,500 geographically dispersed employees, 4,600 contractors, and over 8 million users of IT systems and products nationwide, in U.S. territories, and other overseas locations.

Chief Analytics Officer

March 2019 - October 2021 (2 years 8 months)

Austin, Texas Area

Lead the synchronized business intelligence techniques, technologies, methodologies, and applications that analyze critical business data to help an enterprise better understand its value to customers, and make timely decisions aligned to business strategy and objectives.

Three key responsibilities:

- Data Steward for over 540+ systems responsible for data management and analytic policies, standards, issue resolution, risk management, and seamless data integration and analytical use of a variety of tools and systems ex. Service Now, Power BI, SAS, R, SQL, JIRA, Microsoft Teams, Sales Force, Slack etc.
- Lead and synchronize OIT-level business intelligence and analytics development, execution, sustainment and innovation through the organization's Analytic Center of Excellence and data governance structure by leveraging and incorporating best practices in analytics, data science and artificial intelligence in support of VA and Federal goals, objectives, and priorities.
- Promote analytic usage and skills among management and employees through programs that training, mentoring, and the selection of appropriate analytics tools to contribute to a culture that enables data-driven decisions backed by investigation and collaboration around data.

Key Achievements:

- Led the creation of the first-ever enterprise balanced scorecard and IT Governance performance dashboards to provide a strategically aligned view of the value-driving levers of an organization. Rapidly built the analytics hub in under 30 days with only 23% of authorized staff which resulted in \$3.5 million cost savings by eliminating a redundant contract.
- Built NLP tool to provide operational efficiencies insights to eliminate fraud, waste, and abuse by eliminating duplicated IT systems or redundant infrastructure; resulting in identification of \$15.1 billion in potential cost savings/avoidance.

- Established Analytics Center of Excellence to create an effective "single source of the truth".

Executive Director Office of Strategic Planning & Analysis

January 2018 - March 2019 (1 year 3 months)

Austin, Texas Area

The Office of Strategic Planning and Analysis (OSPA) leads strategic planning, processes, analytics and IT governance oversight to ensure that decisions regarding the costs, benefits and resultant value of all major VA initiatives and the Office of Information & Technology (OIT) investments are estimated in advance, and measured throughout acquisition, development, deployment, operations and disposal. Strategic Planning and Analysis enables OIT to evaluate projected and realized strategic, operational and financial benefits from major business process change, and enterprise modernization initiatives. It leads the process to align mission, vision and values with concrete strategies that can be measured and monitored to determine if the organization is achieving desired outcomes. This increases accountability, tying OIT performance to value for the Veteran and enterprise, while improving responsible stewardship of taxpayer money through transparency.

Key Achievements:

- Led the creation of the Office of Strategic Planning and Analysis to include human and financial management until its merger into the Office of Quality, Performance and Risk.
- Led the development of Information Resource Management (IRM) Strategic Plan and supported the development and execution of IT Governance framework.
- A principal in creating functional and nonfunctional requirements outcome-based metrics for Cerner EHR acquisition; resulting in immediate 140 value-based metric requirements for contract.
- Advised senior executives on strategic, operational and tactical planning, effective governance methodologies value management principles, Return-On-Investment and predictive analytics strategies to drive improved organizational performance.
- Senior advisor for VA Modernization Bold Objective Value Management and Analytics; resulting in SecVA Approval, and inclusion in Agency Reform Plan and as a core business strategy 4.1.1.

Director, Value Management

March 2015 - January 2018 (2 years 11 months)

Austin, Texas Area

Led both VistA Evolution Value Management and the Office of Information and Technology's Performance Architecture Program (PAP); both programs' scope and deliverables strategically impacts a wide range of agency activities, and have substantial legislative and national level implications. Served as a change agent for VA's implementation of a Value Management approach to ensure efficient deployment of capital, improved business outcomes and achievement of strategic, operational and financial objectives. Recognized subject matter expert in value management, balanced scorecard approaches for healthcare and IT organizations, and predictive analytics.

Key Achievements:

- Designed Value Realization Framework (VRF), based on federal and industry standards, which translates an organization's mission and strategy into a comprehensive set of performance measures; resulting in VA adoption in 2018 Agency Reform Plan and as a Business Strategy 4.1.1 in VA's 2018-2024 Strategic Plan.
- Chaired Federal IT Benchmarking, which consisted of 17 federal agencies; resulting in streamlined processes, and alignment with Technology Business Management (TBM) framework in accordance with FY19 IT Capital Planning requirements.
- Advisor and member of CMS and ONC Measure Development to improve Electronic Clinical Quality Measures; resulting in greater focus on value-based outcomes, which affects both MBIPs and MACRA.
- Advised on the development of functional and non-functional requirements, critical success factors and value-based performance measures for a variety of IT products (ex. TeleHealth, EHR/ EMR, scheduling tools, mobile apps, financial management systems etc.)
- Led the pilot using the Value Realization Framework, established success criteria in partnership with National Officers and hospital network for a high clinical priority, "getting to zero on suicides"; resulting in 28% reduction in suicide events, 38% reduction in Opioid overdoses and 54% reduction in cost per patient.

Clutch Analytics

Chief Operating Officer

February 2014 - March 2015 (1 year 2 months)

Execute leadership with a high performance and elite Team of software engineers to create a competitive advantage by developing new technology interfaces to increase value and sales opportunities. Create a culture of pride, professionalism and high performance to ensure that the company has the proper operational controls, and processes in place to effectively grow the organization, enable financial strength, and operating efficiency.

Key Achievements:

- Provide executive C-Suite leadership for daily operations of a software company. Led cross-functional teams both overseas and U.S. for the research, design, and development of processes; creating a competitive advantage with new technology interfaces to increase value and sales opportunities for a \$14 billion market.
- Reversed \$1.3 million loss into profits, serving as catalyst for growth and expansion of struggling software development company; quickly restored forward momentum and released initial operational capability for white label application 3 months ahead of schedule.
- Identified critical strategic KPI and established an Agile / Scrums software development process, first company Standard Operating Procedures, and training plan to improve quality and efficiency. This led to an 85% reduction in defects per software feature release.

"I have to say that Clutch is one of the highest performing teams in this company. We went to Austin and saw the future. We owe Nate a big thank you for creating one hell of a team and aligning goals with performance. Nate has kicked ass!"

(CEO, Windhaven Insurance)

Windhaven Insurance

Business Innovation Director

October 2013 - February 2014 (5 months)

miami, florida

Provide executive leadership for cross-functional teams in the research, design, and development of new processes for the fastest growing insurance company in the United States (2012 & 2013). Focus is on ROI, business trends, tech advances, gathering market intelligence, and developing strategies to maintain a competitive edge.

Key Achievements:

- Established the first Company Quality Assurance Team in under thirty days from concept to full operational capability; resulting in a competitive edge in minimizing insurance and healthcare fraud.
- Collaborated and improved operational efficiency in claims processing through QA auditing and robust feedback loop; resulting in 33% reduction of defects.
- Identified operational contributing factors causing financial losses; resulting in improved standards, staffing and a 19.2% reduction in losses.

"We should all take note of the power of leadership. A true leader is in the middle of the fray with their team. A true leader does not direct or give orders from on high. Nate is an amazing leader."

(COO, Windhaven Insurance)

US Army

Chief of Standardization, Safety and Tactical Operations

January 1999 - August 2013 (14 years 8 months)

Worldwide

Serve as principle tactical planner and technical advisor for training, evaluation, safety and operational readiness of \$2.75 billion worth of equipment and 10,000 personnel. Led the technological development, implementation, marketing, and sales of a \$250 million change management program for 29,000 personnel to assist in shifting the organization towards a knowledge-centric culture.

Key Achievements:

- Negotiated \$450,000 procurement of emerging technology and implemented training plans within 21 days. This enhanced situational awareness, and reduced operational planning time by 75%.
- Mentored 41 subordinates' and implemented the unit's 1st performance-oriented development program to recruit, retrain and retain qualified officers during a 20% force reduction in the Army.
- Instituted procedures and training to overhaul outdated personnel risk management program for 11,200 personnel; resulting in 550% improvement.
- Analyzed, designed, and led an enterprise-wide knowledge management approach to facilitate workflow optimization, decision-making, scheduling, and establish best practices in order to minimize impact of an 80% annual turnover of personnel.

- Established a \$7 million dollar training program, and a Composite Risk Management program for 252 airfields and helipads resulting in zero aviation or ground fatalities for FY 2012-2013.
- Accountable for \$19.2 million flying hour program for four separate special operations airframes.
- Recipient of the prestigious General MacArthur Leadership award
- Twice nominated on behalf of the Army for a White House Fellowship (2011, 2012).

"#1 Warrant Officer on Division Staff; one of the top five warrant officers I have worked with in 30 years of service!"

(Commanding General)

"Mr. Tierney is an exceptional senior leader who coaches, teaches and mentors subordinate leaders, and expertly manages systems in accordance with doctrine and to standard."

(Asst. Chief of Staff)

Strategos LLC

President

July 2010 - July 2013 (3 years 1 month)

Worldwide

Provided strategic leadership for an international team throughout four countries to integrate emerging technology for three product lines. Lead operations and strategic direction with responsibility for bottom-line factors, including long-range product planning and software development processes for web and mobile based applications. Focus of three projects: Semantic analysis to filter 400,000 resources, crowd funding, and veteran and military families support and historical preservation.

Key Achievements & Qualifications:

- Substantially improved productivity while reducing staffing and operational costs by 23%.
- Opened marketing channels and established alliances in the United States, Asia and Europe.
- Developed, coordinated and executed three strategic roadmaps for positioning and growth.

- Interviewed, selected, trained, scheduled, mentored associates, ensuring they performed in accordance with standards consistent with Strategos core values – “Through Service, We Govern”.

"The GI Film Festival's mission is to tell the stories of our nation's real heroes and Nathan's mission and personal story exemplify that. As a man and as a soldier, he represents the best of what our country has to offer."

(Director Robert Child, GI Film Festival)

US Navy

Search and Rescue

December 1993 - January 1999 (5 years 2 months)

Coronado, California

Served as a Standardization Aircrew Officer, Rescue Swimmer instructor and supervisory Search and Rescue (SAR) Officer responsible for 15 personnel while deployed overseas.

Key Achievements:

- Managed \$3.1 million budget, and conducted flight training and evaluations of 300 personnel.
- Human Resources manager for personnel readiness, evaluations, awards, safety, and retention.
- Awarded nation's highest peacetime award for heroism for a rescue 270nm from New Caledonia.

"...these qualifications (Instructor) normally take a minimum of six months to earn, yet he was able to attain them in only two months, a direct testament to his outstanding work ethic."

(Commanding Officer, HSL 47 NAS North Island)

Education

Harvard Business School

Value Measurement for Healthcare · (2016 - 2016)

Excelsior College

Master's, Global Strategies · (2006 - 2008)