Trevor Gaines

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My Key Qualifications

- **5 years of healthcare and user research** across Press Ganey and HealthPartners, from 2021 through today.
- **Mixed-methods studies** from design through readout: surveys, semi-structured interviews, and usability testing for digital patient experience products.
- Built and launched **9 survey-based studies in Qualtrics**, collecting 3,480 completed responses across care navigation and patient communication research.
- Codes interview transcripts in **Dovetail**: synthesized 62 transcripts into 7 recurring themes used in product roadmap reviews.
- Data cleaning and descriptive analysis in **SQL, R, and Excel**; cut a recurring reporting cycle from 5 days to 3 with automated cleaning steps.
- **Tableau dashboards** tracking response rates, recruiting progress, and engagement metrics, saving the team 6 hours of manual reporting per month.
- Hands-on with **de-identified health data** at HealthPartners, reducing data preparation errors in monthly survey and utilization files from 7 to 2.

Experience

Research Assistant — **Press Ganey**, healthcare experience and performance improvement

Apr 2023 – Present · 3 yrs 7 mos

- Built and launched 9 survey-based studies on care navigation and patient communication workflows, collecting 3,480 completed responses across client-sponsored and internal projects by programming instruments in Qualtrics and monitoring response trends through fieldwork.
- Coded patient and care-team interview data for product discovery studies, synthesizing 62 interview transcripts in Dovetail into 7 recurring themes around pain points, behaviors, and unmet needs that fed directly into roadmap reviews.
- Supported a usability and outcomes study for a medication adherence workflow, combining survey results, interview notes, and descriptive analysis in R to deliver findings that informed 4 prioritized product changes.
- Developed Tableau dashboards tracking response rates, recruiting progress, and engagement metrics for the research team, cutting manual status update preparation by 6 hours per month.
- Improved turnaround time on recurring insights reports by automating cleaning steps and standardizing weekly extracts with SQL and Excel templates, cutting the reporting cycle from 5 business days to 3.
- Design surveys, interview guides, and study documentation with researchers, product managers, and clinical stakeholders, and run participant recruiting, scheduling, and communications across concurrent studies.

Research Coordinator — **HealthPartners**, integrated health system and health plan

Jul 2021 – Mar 2023 · 1 yr 8 mos

- Coordinated participant recruitment for care management and patient access studies, scheduling 184 interviews and survey follow-ups over 20 months across multiple concurrent studies through outreach lists, reminder workflows, and detailed study documentation.
- Cleaned and prepared de-identified survey and utilization datasets, cutting data preparation errors from 7 issues per monthly file to 2 by building repeatable Excel and R checks for missing fields, coding consistency, and outliers.
- Produced recurring dashboards and reports for operational leaders, delivering 14 monthly reports tracking enrollment, response rates, and follow-up completion as stakeholder-ready Tableau views and PowerPoint summaries.
- Prepared datasets and descriptive analyses for researchers and operational stakeholders, supporting presentation development for internal program reviews.

Education

- **University of Wisconsin-Madison** — Bachelor of Science in Sociology · 2016 – 2020

Skills

- **Research Methods:** Mixed-Methods Research, Survey Design, Semi-Structured Interviews, Usability Testing
- **Research Tools & Analysis:** Qualtrics, SQL, R, Microsoft Excel, Dovetail, Tableau