

Juliano L. Gomez, MSHA, BSRS, PMP, CPHQ, CAPM, DASM, R.T. (R) (T) (CT) (ARRT)
High-Level Professional Portfolio

1. Operational Excellence

- **Scheduling Triage Model**
 - **Situation:** Scheduling delays created patient access challenges.
 - **Task:** Improve scheduling efficiency and patient throughput.
 - **Action:** Designed triage models prioritizing high-need patients.
 - **Result:** **Improved access and reduced delays.**
- **Lead Shielding Discontinuation**
 - **Situation:** Agencies mandated discontinuation of lead shielding, requiring corporate approval and systemwide education amid sensitive concerns.
 - **Task:** Educate staff across all campuses, gain leadership approval, and build strategy to address concerns.
 - **Action:** Delivered **multi-level education**, collaborated with leadership, and rolled out communication plan.
 - **Result:** Policy successfully **adopted across the system** with compliance and alignment.
- **Vendor Knowledge Handoff**
 - **Situation:** Third-party vendor contract was **not renewed** on short notice.
 - **Task:** Ensure continuity and retain vendor knowledge.
 - **Action:** Negotiated handoff plan for full knowledge transfer.
 - **Result:** **Comprehensive packages handed over** with all pending items closed by contract termination. Developed SOP for standardized approach for similar future occurrences.

2. Safety & Quality

- **Wrong Patient Safety Initiative**
 - **Situation:** High incidence of wrong patient/wrong procedure events.
 - **Task:** Improve accuracy in patient identification and procedure safety.
 - **Action:** Redesigned workflows, staff training, and safety checkpoints.
 - **Result:** **Reduced safety events** and improved compliance.
- **X-ray STAT Turnaround Time (TAT)**
 - **Situation:** STAT turnaround times **averaged 45 minutes**, above the 15-min goal.
 - **Task:** Bring TAT within 15-minute benchmark.
 - **Action:** Collab with Epic Radiant, Created dashboards, weekly reporting, staff education, and tracked outliers.
 - **Result:** STAT response time now **within 15 minutes**.
- **EC CT Workflow Optimization**
 - **Situation:** CT Head without contrast turnaround averaged **44.5 minutes**.
 - **Task:** Reduce TAT to within target (30 minutes).
 - **Action:** Applied LEAN Six Sigma methodology to streamline workflows.
 - **Result:** **Reduced TAT to 30 minutes.**

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3. Financial Impact

- **Process Optimization**
 - **Situation:** Ancillary workflows created monthly budget overage of \$3,600
 - **Task:** Optimize workflows to reduce costs.
 - **Action:** Led LEAN Six Sigma initiatives standardizing protocols and eliminating redundancies.
 - **Result:** Delivered **\$52K annual savings**.
- **Charge Capture & Revenue Recovery**
 - **Situation:** Lost revenue charges.
 - **Task:** Identify and recover missed opportunities.
 - **Action:** Led audits, standardized charge capture workflows.
 - **Result:** **Recovered \$23K+** in lost revenue.

4. Innovation & Technology

- **Business Continuity & Downtime Management**
 - **Situation:** Downtime events disrupted operations.
 - **Task:** Create systemwide continuity framework.
 - **Action:** Designed hospital-wide program with structured protocols.
 - **Result:** Ensured **continuity of imaging services** and **set organizational standard**
- **MRI Access Expansion – "MR-I Got This"**
 - **Situation:** Limited access due to sedation.
 - **Task:** Increase MRI capacity without adding resources.
 - **Action:** Created sedation-reduction program
 - **Result:** **Expanded MRI access by 57%.**

• Digital Patient Education

- **Situation:** Patients lacked clarity in exam prep steps, leading to high rescheduling rates.
- **Task:** Improve scheduling experience and enhance patient communication.
- **Action:** Co-developed digital education tools and **created/implemented Epic MyChart-integrated Patient Education links** by collaborating with subject matter experts, Radiant, Epic, Cadence, and Marketing teams to automatically embed links to the patient education website.
- **Result:** Boosted patient satisfaction, reduced rescheduling, and drove engagement with a **208% increase in overall digital activity (3.1× growth, 939 → 2,895 interactions)**.

5. Leadership & Engagement Projects

- **Multi-modality Team Leader**
 - **Situation:** Managed a **30-member imaging team** across all modalities.
 - **Task:** Ensure performance, compliance, and engagement.
 - **Action:** Supervised daily operations; provided counseling, coaching, and feedback.
 - **Result:** **Strengthened collaboration**, compliance, and outcomes. **Reduced TATs.**
- **Epic Super User**
 - **Situation:** Transition from paper to EHR
 - **Task:** Facilitate smooth adoption.
 - **Action:** Acted as Super User, trained staff, and troubleshoot issues.
 - **Result:** Achieved **successful EHR adoption** in Radiology.