



Juliano L. Gomez, MSHA, BSRS, PMP, CPHQ, CAPM, DASM, R.T. (R) (CT) (T) (ARRT)

Online portfolio at <https://www.julianogomez.com>

CONTACT

gomez.juliano@yahoo.com
281-224-8541

CERTIFICATIONS

PMP: Project Management Professional

- Project Management Institute (PMI)
- License# 3954029

CPHQ: Certified Professional in Healthcare Quality

- National Association for Healthcare Quality (NAHQ)
- License# 365336

CAPM: Certified Associate in Project Management

- Project Management Institute (PMI)
- License# 3565846

DASM: Disciplined Agile Scrum Master

- Project Management Institute (PMI)
- License# 3648415

Six Sigma Green Belt

- Texas Children's Hospital

Certificate in Quality and Safety

- Institute for Healthcare Improvement (IHI)

EDUCATION

Master of Science in Healthcare Administration

- Texas Tech University Health Sciences Center
- Lubbock, TX

Bachelor of Science in Radiologic Sciences

- AdventHealth University
- Orlando, FL

PROFESSIONAL SUMMARY

Strategic and results-driven Healthcare Technology and Operations Leader with 20+ years of clinical and operational experience, including 10+ years leading cross-functional teams in hospitals, radiology, and clinical operations. Proven leader of large-scale, enterprise healthcare technology initiatives, including federal EHR modernization programs, bridging clinical workflows with IT strategy to drive operational excellence, compliance, and patient-centered outcomes. Skilled in program delivery, stakeholder engagement, Lean Six Sigma process improvements, and operational readiness, delivering measurable gains in efficiency, quality, and patient outcomes. Currently serving as lead Engagement Owner for the VA St. Cloud Health Care System, accountable for enterprise EHR delivery, executive alignment, and cross-functional team execution.

EXPERIENCE

SENIOR ENGAGEMENT OWNER, ORACLE

REMOTE, 2025 – PRESENT

Lead Oracle's strategic engagement with the VA St. Cloud Health Care System as part of the national VA EHR modernization program, overseeing hospital-level implementation of next-generation electronic health record technology within one of the largest federal healthcare transformation initiatives in the U.S.

Key Responsibilities:

- Lead the full lifecycle engagement for a **federal healthcare EHR modernization initiative**, overseeing implementation strategy, project execution, and stakeholder alignment across clinical, operational, and technical teams.
- Act as the **sole liaison between Oracle and hospital leadership**, cultivating executive relationships and ensuring alignment between technology implementation and clinical operational priorities.
- Own engagement strategy and delivery for the **VA St. Cloud hospital site**, managing project plans, resources, financials, risks, and milestones to meet contractual commitments.
- Direct cross-functional teams across enterprise IT, applications, and infrastructure to support EHR build activities, operational readiness, and successful system adoption.
- Lead governance forums, stakeholder engagement, and executive updates while translating clinical and operational requirements into actionable implementation strategies.

KEY SKILLS

Program Management & Project Leadership

- Enterprise Healthcare Program Management
- Large-Scale Healthcare Implementations
- Program Governance & PMO Leadership
- Executive Stakeholder Engagement
- Strategic Planning & Initiative Execution
- Vendor & Client Relationship Management
- Change Management & Organizational Readiness
- Project Lifecycle Execution (Agile, Waterfall, Hybrid)
- Risk, Issue & Escalation Management
- Root Cause Analysis & Corrective Action Plans
- Stakeholder Communication & Executive Reporting
- Cross-Functional Team Leadership

Operational Excellence & Performance Improvement

- LEAN Six Sigma Process Improvement
- Workflow Optimization & Standardization
- Root Cause Analysis (RCA)
- Business Continuity & Disaster Recovery
- Data-Driven Decision Making
- KPI Development & Performance Metrics
- Performance Audits & Compliance Reviews
- Continuous Quality Improvement

Strategic Impact:

- Lead Oracle's engagement for an entire federal hospital site, serving as the single point of accountability for client partnership and EHR build success.
- Bridge clinical operations, enterprise IT, and Oracle delivery teams, leveraging 20+ years of radiology and PMO leadership experience to support enterprise digital health transformation.

RADIOLOGY PROJECT MANAGER, TEXAS CHILDREN'S HOSPITAL

HOUSTON, TX 2022 – 2025

Lead enterprise-wide imaging and IT project initiatives, ensuring alignment with hospital strategic goals, clinical outcomes, and regulatory compliance. Manage project scope, schedules, budgets, and risks while fostering collaboration between clinicians, technologists, IT, and administrative stakeholders.

Key Responsibilities:

- Facilitated multidisciplinary team projects, improving imaging throughput and patient access across modalities.
- Partnered with Epic/MyChart and IS to launch a digital patient education platform, increasing patient engagement and scheduling accuracy.
- Oversaw new technology integration, including training and adoption, to strengthen organizational readiness and efficiency.

Strategic Impact:

- Developed and **implemented a Business Continuity & Downtime Management Program** ensuring uninterrupted operations and mitigating patient safety risks.
- Conducted operational audits, **recovered \$23K+ in revenue** through enhanced charge capture and compliance monitoring.
- Created and implemented Patient Education links integrated into Epic MyChart by collaborating with subject matter experts, Radiant, Epic, Cadence, and Marketing teams to automatically embed links to a patient education website. Leading to **Overall Digital Activity: ↑ 208% (3.1x growth)** — from 939 → 2,895 interactions

RADIOLOGY PROJECT ANALYST, TEXAS CHILDREN'S HOSPITAL

HOUSTON, TX 2021 – 2022

Collaborated with modality leaders to improve scheduling, patient throughput, and process efficiency through Lean and Six Sigma methodologies.

Key Responsibilities:

- Designed triage scheduling models that reduced bottlenecks and improved access.
- Facilitated progress reporting and performance tracking to leadership on ongoing operational improvements

KEY SKILLS CONTINUED

Healthcare Operations & Clinical Integration

- Clinical Operations & Care Delivery Workflows
- Radiology Operations & Imaging Services
- Healthcare Quality & Patient Safety
- Capacity Planning & Throughout Optimization
- Healthcare Service Line Optimization
- Patient Experience & Access Improvement

Healthcare Technology & Digital Transformation

- Enterprise EHR Implementation & Optimization
- Healthcare IT Strategy & Digital Transformation
- Clinical Application Integration & Interoperability
- Healthcare Information Exchange (HIE)
- Healthcare Systems Implementations & Upgrades
- IT Infrastructure & System Migrations
- Clinical Workflow Optimization
- Health Technology Adoption & End- User Engagement
- Imaging Informatics (PACS, RIS)
- Healthcare Data Systems (HL7, FHIR, DICOM)
- Epic Systems (Radiant, Cadence, MyChart)

Financial & Regulatory Oversight

- Healthcare Compliance (HIPAA, ACR Standards, The Joint Commission)
- Resource Allocation & Staffing Models
- Safety & Quality Protocols (ALARA, Radiation Safety)
- Strategic Growth & Capacity Planning

Strategic Impact:

- **Increased MRI access by 57%** via the MR-I Got This sedation reduction initiative.
- CT Head WO **turnaround time reduced from 44.5 to 30 minutes** through data-driven workflow optimization.

COMPUTED TOMOGRAPHY SPECIALIST, TEXAS CHILDREN'S HOSPITAL HOUSTON, TX 2014 – 2021

Led CT department initiatives to improve operational efficiency, patient satisfaction, and clinical workflow integration. Acted as a strategic liaison between radiology staff, ancillary services, and clinical leadership to implement process improvements that aligned with departmental and organizational goals.

Key Responsibilities:

- Developed, implemented, and trained staff on **new clinical protocols**, collaborating with radiologists to enhance patient safety, operational efficiency, and compliance with hospital standards.
- Applied **clinical and operational expertise** to manage patient flow, minimize delays, improve CT turnaround times, & positively impact overall departmental productivity and patient experience.

Strategic Impact:

- Conducted **SIPOC analysis, 5 Whys, Kanban visual controls, control plans, RACI matrices, and SOP development**, standardizing linen services to **reduce operational costs by \$52,404 annually** through a Six Sigma Lean Belt project.
- Maintained **100% Press Ganey patient satisfaction scores** by proactively coordinating appointments and removing operational barriers, ensuring alignment between patient care needs and departmental scheduling.

LEAD RADIOLOGY TECHNOLOGIST, HARRIS HEALTH SYSTEM HOUSTON, TX 2005 – 2015

Directed daily operations of the radiology department, overseeing a team of 15 technologists while driving strategic initiatives, operational improvements, and EHR system transitions. Served as a key operational and clinical leader, fostering cross-functional collaboration to achieve departmental and organizational objectives.

Key Responsibilities:

- Maximized productivity and operational effectiveness by collaborating with multidisciplinary clinical teams, aligning radiology workflows with broader hospital objectives.
- Oversaw daily operations, strategic planning, and departmental goal-setting, ensuring quality, efficiency, and compliance

Strategic Impact:

- Played a critical role in the **Epic EHR transition**, serving as a SuperUser for 10 staff members, training personnel on the new system, and streamlining workflows to **reduce manual paperwork and improve productivity**.

