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

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CERTIFICATIONS

PMP: Project Management Professional

- Project Management Institute (PMI)

CPHQ: Certified Professional in Healthcare Quality

- National Association for Healthcare Quality (NAHQ)

CAPM: Certified Associate in Project Management

- Project Management Institute (PMI)

DASM: Disciplined Agile Scrum Master

- Project Management Institute (PMI)

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

PROFESSIONAL SUMMARY

Results-driven Healthcare Project Manager (PMI-PMP, Lean Six Sigma Green Belt) with 20 years of clinical expertise and over six years in project management, specializing in healthcare operations, IT systems, and process optimization. Proven track record in leading high-impact initiatives, recovering stalled projects, and implementing Six Sigma methodologies to drive efficiency. Adept at managing cross-functional teams, aligning strategic goals, and delivering measurable outcomes. Passionate about leveraging data and technology to enhance healthcare delivery.

EXPERIENCE

RADIOLOGY PROJECT MANAGER, TEXAS CHILDREN'S HOSPITAL HOUSTON, TX 2022 – PRESENT

- Lead healthcare IT projects involving Epic Radiant, RIS, and PACS systems by designing detailed project plans, aligning stakeholder objectives, managing cross-functional teams, and ensuring timely delivery of project milestones to enhance radiology workflows and EHR integration.
- Serve as the primary liaison between project teams, leadership, and stakeholders, ensuring clear communication of updates and milestones while proactively addressing challenges and escalating issues as needed.
- Direct testing, quality assurance, and user training to ensure technical functional requirements, enabling seamless system transition and adoption.
- Ensure strict compliance with ACR and Joint Commission healthcare accrediting regulations and organizational standards.
- Analyze Press Ganey reports and patient feedback to identify improvement opportunities, leading patient experience teams in data-driven initiatives to enhance patient satisfaction.
- Conduct data mining and root cause analysis using RL6 Safety Scoop to address patient safety, develop education, scheduling, and workflow solutions to enhance customer experience and operational efficiency.
- Compile and analyze data across 37 cost centers, creating Healthcare Radiology Revenue Cycle/Finance and Activity reports, producing actionable insights for executive leadership to track performance, identify optimization opportunities, and inform strategic decisions.
- Lead project manager over 13 ongoing projects and 12 reports at a time; in addition to ad hoc data mining requests

Key Achievements

- Created Business Continuity program from inception, building a comprehensive program that included the development of a Downtime Committee to ensure ongoing success, creating a model for the organization's resilience.
- \$23,645.10 charges recovered through supplies and badge audit

KEY SKILLS

Interpersonal

- Collaboration
- Communication
- Conflict Resolution
- Customer Satisfaction
- Decision Making
- Negotiation
- Organization
- Presentation Skills
- Problem Solving

Project Management

- Cross-Functional Team Leadership
- Data Analysis
- Data Mining
- LEAN Six Sigma
- Performance Measurement
- Process Improvement
- Process Mapping
- Project Charter
- RACIs
- Reporting
- Root Cause Analysis
- ServiceNow
- Strategic Planning

Radiology

- Business Continuity
- Clinical Acumen
- Cyber-Security
- DICOM
- Downtime
- Epic Super User
- PACS
- Patient Education
- RIS

Software

- Microsoft Excel Pivot
- Minitab
- MS Office Suite
- QlikSense/QlikView
- SharePoint
- SmartDraw
- Visio

- Developed campaign to reduce Wrong Patient/Wrong Procedure trends, collaborating with stakeholders and leading rollout across campuses, emphasizing education and positive reinforcement.
- Defined Key Performance Indicators (KPIs) to track CT stroke turnaround times in accordance with American College of Surgeons (ACS) Level 1 Trauma Center Designation 15-minute requirement
- Led the creation and implementation of an online patient education library in collaboration with Cadence/RIS/IS/MyChart/Epic Radiant teams, providing automated, tailored exam instructions, which reduced rescheduling, optimized resources, and enhanced patient satisfaction.

RADIOLOGY PROJECT ANALYST, TEXAS CHILDREN'S HOSPITAL

HOUSTON, TX 2021 – 2022

- Enhanced patient satisfaction and operational efficiency through in-depth PDCA/PDSA cycles
- Reduced CT head w/o contrast TAT from median 44.5 minutes to 30 minutes utilizing process capability report, fishbone diagram, 2 sample T-test during Six Sigma Green Belt
- 57% increase in patient volume through creation of MR-I Got This mock scanner program, which ensures standardized scheduling workflows, consultations, follow-up, and data tracking for decreased sedation
- Led transition from General Scheduling Questions (GSQ) to a Decision Tree structure, collaborating with Radiology, IS, Epic Radiant, and Scheduling teams to design software aligning with clinical operations and optimizes resource utilization. Mapped workflows and addressed barriers

COMPUTED TOMOGRAPHY (CT) SPECIALIST, TEXAS CHILDREN'S HOSPITAL

HOUSTON, TX 2014 – 2021

- \$52,404 annual savings during Six Sigma Lean Belt project; analyzed ancillary services, conducted SIPOC, 5 Whys, Kanban visual controls, control plan, RACI, and SOP standardizing processes to enhance operational efficiency
- Maintained 100% patient satisfaction scores by addressing barriers and optimizing appointment coordination.
- Optimized patient flow and scheduling efficiency by applying process knowledge, conducting Gemba Walks with off-site scheduling teams, and streamlining workflows to reduce appointment delays and improve turnaround times, enhancing daily operations for both patients and staff.

LEAD RADIOLOGY TECHNOLOGIST, HARRIS HEALTH SYSTEM

HOUSTON, TX 2005 – 2015

- Managed a team of 15 technologists and support staff, providing coaching and feedback to enhance operational efficiency, while overseeing daily operations, strategic planning, and goal setting to drive performance and collaboration across multidisciplinary teams.
- Served as an Epic Super User, leading EHR/EMR system transitions and team training to ensure successful implementation
- Enhanced project outcomes by streamlining workflows, reducing manual paperwork, and implementing new protocols; also recommended improvements to existing processes and updated training materials to increase productivity and efficiency.