DALMO MENDONÇA

SENIOR EPIC CONSULTANT & MANAGER

Based in Tulsa, OK
dalmomendonca@gmail.com
469-426-2463
hiredalmo.com

GET TO KNOW ME A LITTLE MORE!

Over the past 13 years, I've made a career out of solving complex technical problems and bringing visions to life in the healthcare IT space. As I'm searching for my next contract, get to know my track record of success and see whether we're a good match to work together on your next project, install, or upgrade.

CERTIFICATIONS

EPICCARE AMBULATORY

MYCHART

CERTIFIED SCRUM MASTER

- EPICCARE LINK
- BRIDGES (INTERFACES/EDI)
- REPORTING WORKBENCH & RADAR
- CLARITY DATA MODELS
- NURSE TRIAGE
- CACHE PROGRAMMING
- ITIL V3 FOUNDATION

ALSO TRAINED IN:

- PMI PROJECT MANAGEMENT
- HEALTHY PLANET & POPULATION HEALTH
- EPIC CLIENT SYSTEMS MANAGER
- HAIKU & CANTO
- STORK
- INPATIENT ORDERS
- CLINICAL DOCUMENTATION
- CADENCE & PRELUDE

OTHER SKILLS

- AI TOOLS
- WATERFALL & SCRUM
- ENTERPRISE IMPLEMENTATIONS
- OPTIMIZATION
- UPGRADES
- ROLLOUTS
- COMMUNITY CONNECT
- REGULATORY COMPLIANCE
- CHANGE MANAGEMENT
- DATA GOVERNANCE
- ACCESS & SECURITY
- GO-LIVE SUPPORT
- LIAISING WITH OPERATIONS & CLINICAL LEADERSHIP
- TECHNICAL WRITING
- TALKS & PRESENTATIONS

EDUCATION

SCHOOL OF SPIRITUAL DIRECTION
2021 TO 2022
OSAGE FOREST OF PEACE

BS IN BIOCHEMISTRY & ENGLISH
2009 TO 2012
THE UNIVERSITY OF TULSA

WORK EXPERIENCE AT A GLANCE

2025 — YOUR HEALTHCARE ORGANIZATION
Your biggest problem, solved.

2024 — NORTHWELL
Helped IP & Lab catch up (after missing major install deadlines) by leveraging expertise & AI.

2022 — 2-YEAR SABBATICAL
Wrote two books, volunteered, reconnected with family... I'd love to tell you more about it!

2020 — CEDARS-SINAI
Led CURES compliance, largest questionnaire expansion & 1st specialty online scheduling.

2020 — TRINITY HEALTH
Returned to Trinity to lead the EpicCare Link team, focused on strategy and maintenance.

2020 — DUKE UNIVERSITY HEALTH SYSTEM
Returned to Duke to spearhead their top 2020 priorities through the digital strategies office.

2019 — TRINITY HEALTH
Closed the gap on Epic implementation for Ambulatory & Link, big bang with 34k users.

2018 — DAVITA
Solved their interoperability challenge by interfacing with 50+ labs used by 170+ clinics.

2017 — UT SOUTHWESTERN
Overhauled scheduling workflows from end to end for 10%+ increase in new patient volume.

2016 — UNIVERSITY HOSPITAL OF NJ
Executed their most successful roll-out by pushing the limit of Epic's customizations.

2014 — GENIUS
Developed a team of 14 staffers, realigning strategies to deliver 443% growth in content.

2012 — EPIC
Owned the success of 12 major healthcare organizations over Ambulatory and MyChart, solving complex technical problems and leading cutting-edge initiatives.

DALMO MENDONÇA

Based in Tulsa, OK
dalmomendonca@gmail.com
469-426-2463
hiredalmo.com

SENIOR EPIC CONSULTANT & MANAGER

DETAILED HISTORY OF CONSULTING PROJECTS (2014–2024)

YOUR CURRENT OR UPCOMING PROJECT

Can you see your project fitting in here? You'll be in good company. There are 2 things I always bring to every project: a deep & broad skills set and the ability to learn & adapt.

ORDERS, LAB, BUGSY BACKFILL
NORTHWELL   MAY 2024 – PRESENT

- Hit the ground running in the middle of the testing phase, taking it from "critical" to finishing on schedule
- Executed a novel result component naming strategy with a mix of AI, fuzzy matching, and clinical SME review
- Improved processes and team productivity by teaching LLM APIs, ChatGPT, and Excel integrations
- Mentored a team of 7 analysts for post-go live

ONLINE SCHEDULING, QUESTIONNAIRES, UPGRADE
CEDARS-SINAI   SEP 2020 – APR 2022

- Established a new process for rolling out questionnaires including PRO/PROMIS and custom forms
- Implemented online scheduling solutions (open, direct, and ticket), first successful specialty rollout
- Increased volume of notes & results automatically shared with patients after working with legal to flag exceptions
- Solved a decade-long challenge with clinical leadership, patients, and legal to extend MyChart access to teens
- Mentored a team of 6 technical analysts

AMBULATORY & LINK INSTALL, WAVES 1+2 GO-LIVE
TRINITY HEALTH   DEC 2019 – JUL 2020

- Closed the gap on the first wave of Epic implementation for Ambulatory & EpicCare Link
- Audited and fixed user security build for thousands of users with standard templates and managed access
- Steered the project back on track for an on-time go-live
- Managed the roll-out strategy and maintenance of Link website for hundreds of locations across several states

MYCHART & DIGITAL STRATEGIES OPTIMIZATION
DUKE UNIVERSITY HEALTH   JAN 2020 – MAR 2020

- Spearheaded initiatives to fully use new MyChart functionality with a focus on eCheck-In and Telehealth
- Worked with a clinical committee to develop and implement Patient-Reported Outcomes (PRO) questionnaires for heavy-hitting specialties
- Coached a growing team of analysts through technical solutions to production issues and enhancement requests

FULL REFERENCE LABS INSTALL
DAVITA   SEP 2018 – NOV 2019

- Customized 70+ new lab interfaces for clinics across the US, from Labcorp and Quest to much smaller local labs
- Standardized lab results by reconciling dozens of compendia using LOINC and other interoperability tools
- Devised and implemented a build strategy of EAPs, LRRs, and accompanying records with minimal duplication and an elegant way to trend results
- Embedded with the EDI team to deliver custom solutions to 150+ practices on an accelerated timeline (1 yr)

PATIENT ACCESS INITIATIVE
UT SOUTHWESTERN   MAR 2017 – SEP 2018

- Implemented technical tools and operational strategies to increase scheduling capacity in 10-week rollouts
- Increased patient access to clinics by over 10%

INFECTIOUS DISEASE & HIV CLINIC ROLLOUT
UNIVERSITY HOSPITAL OF NJ   JUL 2016 – FEB 2017

- Prepared for and supported the most successful Epic rollout at UH to an Infectious Disease clinic (70 users)
- Developed and built specific clinical content for research and for federal grants

UPGRADE AND NEW FEATURE ADOPTION
DUKE UNIVERSITY HEALTH   APR 2016 – JUN 2016

MODULES AND FEATURES

BATCH JOBS · CHART REVIEW · CLARITY · INFORMATION BLOCKING · CRYSTAL REPORTS · DATA COURIER · DATA REGISTRIES · DECISION SUPPORT · DECISION TREES · E-PRESCRIBING · FASTPASS · HEALTHY PLANET · HL7 · ICD-10 · IMO IMPORTS · IN BASKET · LOINC MAPPING · MEANINGFUL USE & MIPS · MEDIA MANAGER · MEDICATION LOADS · MYCHART BILLING · NOTEWRITER · OPEN SCHEDULING · ORDER TRANSMITTAL · PEDIATRICS · POPULATION HEALTH · PRINTING & EPS · QUESTIONNAIRES · REFERRALS · REPORTING WORKBENCH · RESEARCH & RECRUITING · RESULTS ROUTING · SELF-SIGNUP · SMARTTOOLS · SNOMED · SSO · STATE REGISTRIES · SU INSTALLS · TRANSITIONS OF CARE · WAITLIST · WORKFLOW ENGINE

DALMO MENDONÇA

SENIOR EPIC CONSULTANT & MANAGER

Based in Tulsa, OK
dalmomendonca@gmail.com
469-426-2463
hiredalmo.com

DETAILED HISTORY OF EPIC PROJECTS (2012-2014)

E-PRESCRIBING OF CONTROLLED SUBSTANCES
RADY CHILDREN'S   FEB 2013 – JAN 2014

- Implemented EPCS at Rady Children's, the very first organization to go live with this functionality in Epic
- Liaised with Surescripts to create and document best practices for all other Epic customers

TECHNICAL SERVICES TRAINING
EPIC   JAN 2013 – OCT 2014

- Trained others in the Technical Services role on advanced application topics
- Introduction to Regulatory Reporting (specifications and technical infrastructure) delivered to Ambulatory and MyChart TS new hires for a half-day each month
- Introduction to In Basket (workflows and troubleshooting) delivered to Ambulatory and MyChart TS new hires for a half-day each month
- Meaningful Use Stage 2 (project management and technical infrastructure) delivered to all Ambulatory TS of all tenures for a half-day each month

FIRST EPIC DE-INSTALL
HEALTHCARE PARTNERS   JAN 2013 – JAN 2014

- Managed the first de-install and transition from Epic to a different EHR at Healthcare Partners in California
- Devised a mixed strategy of CCDs and HL7 interfaces to successfully export clinical data from Epic into a data warehouse to be used as a source of truth for Allscripts
- Created the best practices for data exchange in cases where Epic is the legacy EHR

PHYSICIAN HAPPINESS OPTIMIZATION
RADY CHILDREN'S   JUL 2012 – JAN 2013

- Planned and implemented a 6-month revamp of build for physician optimization that led to a 20% increase in physician satisfaction with Epic workflows
- Coded custom reports to track physician clicks, collect subjective feedback, and trend improvement over time

UPGRADE AND GO-LIVE SUPPORT
EPIC   AUG 2012 – JAN 2014

- Owned two beginning-to-end upgrades (2012 and 2014) as Technical Coordinator for all apps
- Managed 12 other TS when collaboration was needed to upgrade integrated areas

MIPS WORKGROUP LEAD
EPIC   AUG 2012 – JAN 2014

- Led the Meaningful Use workgroup, serving as an advisor for CIOs and clinical directors at healthcare organizations struggling to meet metrics
- Developed, documented, and supported new data models for Epic's MU Stage 2 certification with the CMS, ONC, and CCHIT

MYCHART TECHNICAL SERVICES
EPIC   JAN 2014 – OCT 2014

- Owned the success of eight major healthcare organizations with regard to the install and maintenance of an integrated clinical application
- Solved new technical problems everyday by troubleshooting, finding root causes, coordinating changes, and developing solutions
- Served as a liaison between internal divisions (R&D, QA) and the customer-facing roles (install and documentation) for issue triage, design review, and new feature steering
- Improved company-wide processes, specifically concerning the software's regulatory compliance
- Advised dozens of healthcare organizations based on expertise regarding regulatory requirements for physicians and government incentive programs

AMBULATORY TECHNICAL SERVICES
EPIC   MAY 2012 – JAN 2014

- Same as above, in the EpicCare Ambulatory team

CONTRACTS I ENJOY THE MOST TEND TO BE...
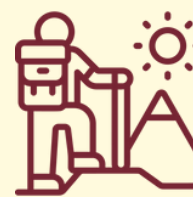
OPEN TO AI SYNERGY

AN OPPORTUNITY TO MENTOR

PATIENT-FOCUSED

VISIONARY & HIGH-VISIBILITY

NOVEL & GROUNDBREAKING