

# DALMO MENDONÇA

## SENIOR EPIC CONSULTANT & MANAGER

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### GET TO KNOW ME A LITTLE MORE!

Over the past 10 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



##### EPIC CARE AMBULATORY

- EPIC CARE LINK
- BRIDGES (INTERFACES/EDI)
- REPORTING WORKBENCH & RADAR



##### MYCHART

- CLARITY DATA MODELS
- NURSE TRIAGE
- CACHE PROGRAMMING
- ITIL V3 FOUNDATION



##### CERTIFIED SCRUM MASTER

##### 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

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

#### EDUCATION

##### MBA IN HEALTHCARE INFORMATICS

2018 TO 2021

SOUTHERN NEW HAMPSHIRE UNIVERSITY

##### BS IN BIOCHEMISTRY & ENGLISH

2009 TO 2012

THE UNIVERSITY OF TULSA

#### WORK EXPERIENCE AT A GLANCE

- 2023** ● **YOUR HEALTHCARE ORGANIZATION**  
Your biggest problem, solved.
- 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 the first wave of Epic implementation for Ambulatory & Link.
- 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.
- 2016** ● **DUKE UNIVERSITY HEALTH SYSTEM**  
Led the 2015 upgrade, the first time they successfully implemented every new feature.
- 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.

### DETAILED HISTORY OF CONSULTING PROJECTS (2014-2022)

#### 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.

#### 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
- Crafted and executed custom plans, partnering with clinic leadership to manage changes in each clinic
- 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)
- Built specific clinical content for research and for federal grants
- Implemented research and billing workflows independent of Epic's Research and Resolute modules

#### UPGRADE AND NEW FEATURE ADOPTION

DUKE UNIVERSITY HEALTH APR 2016 - JUN 2016

- Planned, built, and troubleshoot for MyChart & Link to execute the 2015 upgrade, all the new features: research, self sign-up, shared notes, fast pass, and open scheduling
- Spearheaded a new bidirectional plan of care for complex care pediatric patients
- Coached analyst team through day-to-day MyChart/Link issues, building their confidence and skills set

### 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

### 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...



INTEGRATED &  
COLLABORATIVE



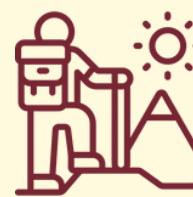
AN OPPORTUNITY  
TO MENTOR



PATIENT-FOCUSED



VISIONARY &  
HIGH-VISIBILITY



NOVEL &  
GROUNDBREAKING