

Grace Mendoza

Hospital Healthcare Consultant

Healthcare consultant with six years advising hospitals on process improvement, EHR implementation, and care-coordination models. Achieved 20% reduction in patient wait times and \$5M in operational savings.

KEY SKILLS

- Process reengineering
- EHR & digital health
- Data analysis & visualization
- Regulatory compliance
- Stakeholder facilitation

EDUCATION

MPH in

University of Minnesota ,
Minneapolis, MN
May 2016

BS Health Administration

University of Iowa , Iowa City, IA
May 2012

PROFESSIONAL EXPERIENCE

Healthcare Consultant | Deloitte , Chicago, IL

July 2018 – Present

- Designed patient-flow redesign for a 500-bed hospital, cutting average ED wait time from 90 to 60 minutes
- Managed a team of 4 analysts to implement a new EHR system across 3 clinics, delivering on time and under budget
- Conducted financial analyses that identified \$2M in annual supply-chain savings

Associate Consultant | PwC , Minneapolis, MN

January 2016 – June 2018

- Facilitated workflow assessments in 10 long-term care facilities, standardizing protocols to improve compliance by 30%
- Developed KPI dashboards for executive teams using Tableau, enhancing data-driven decision-making