JULIAN MERCER

HEALTHCARE ADMINISTRATOR

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PROFESSIONAL SUMMARY

Healthcare Administrator with 9+ years running clinic and department operations, budgets, and staffing in hospital settings. Keeps schedules full, costs in line, and compliance current while giving clinicians the support they need to spend more time with patients.

PROFESSIONAL EXPERIENCE

Healthcare Administrator Jun 2021 - Present
Kaiser Permanente, Oakland, CA

- Manage operations for a 14-provider outpatient clinic with a $6.2M annual budget, finishing each of the last three years within 2% of plan.
- Redesigned front-desk check-in and scheduling workflows, cutting average patient wait time from 24 to 15 minutes across the clinic.
- Negotiated supply and equipment contracts with six vendors, reducing recurring supply spend by about 8% without changing clinical standards.
- Prepared for Joint Commission survey readiness with monthly mock audits, closing 31 open items before the survey window.
- Built a staffing model from visit volume and provider templates that lowered overtime hours by 18% over two quarters.
- Presented monthly dashboards on access, cancellations, and patient experience to the medical director and regional leadership team.
- Led onboarding for 22 new clinical and support staff, pairing each with a mentor and checking in at 30, 60, and 90 days.

Practice Operations Manager Aug 2017 - May 2021
Stanford Health Care, Palo Alto, CA

- Oversaw daily operations for a specialty practice of nine physicians, balancing templates, referrals, and exam room capacity.
- Cut no-show rates from 14% to 9% by introducing reminder calls, text confirmations, and a standing waitlist for open slots.
- Tracked revenue cycle metrics with billing, resolving denial patterns that reduced days in accounts receivable by six days.
- Coordinated a move to a new electronic scheduling module, training 30 staff and keeping appointment volume steady through go-live.
- Handled patient complaints and escalations with clinical leads, closing 95% of cases within the service standard.
- Maintained credentialing and licence records for all providers and flagged renewals 90 days ahead, avoiding any schedule gaps.

CORE SKILLS

Healthcare operations | Budget management | Staffing and scheduling | Revenue cycle | Regulatory compliance | Joint Commission readiness | Vendor negotiation | Process improvement | Patient experience | Epic | Excel | Credentialing | Performance dashboards | Team leadership

EDUCATION

M.H.A. in Healthcare Administration, University of California, Berkeley, Berkeley, CA

CERTIFICATIONS

Certified Medical Practice Executive (CMPE) | Lean Six Sigma Green Belt | HIPAA Compliance Training