JULIAN MERCER

HEALTHCARE CONSULTANT

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PROFESSIONAL SUMMARY

Healthcare Consultant with 6+ years helping hospitals, health systems, and payers improve operations, throughput, and cost of care. Combines clinical workflow knowledge with data analysis to deliver changes that clinicians adopt and finance teams can verify.

PROFESSIONAL EXPERIENCE

Senior Consultant, Healthcare Apr 2022 - Present
Huron Consulting Group, Chicago, IL

- Led an emergency department flow project at a 500-bed hospital, reducing median door-to-provider time from 48 to 31 minutes.
- Analysed two years of scheduling and case data to rebalance operating room blocks, adding 6% more cases per month.
- Worked with nursing and physician leaders to redesign discharge planning, lowering average length of stay by 0.4 days.
- Built an Epic reporting extract and dashboard for service-line leaders, replacing manual tracking in five spreadsheets.
- Quantified a $3.9M annual margin opportunity from supply and staffing changes, presenting it to the executive committee.
- Trained client analysts to maintain the dashboards so the improvements were sustained after our engagement ended.

Consultant Aug 2019 - Mar 2022
Deloitte, Nashville, TN

- Supported a payer client's claims operations review, finding denial patterns behind 14% of avoidable rework.
- Interviewed 45 clinicians and administrators to map ambulatory access barriers, then ranked 12 fixes by effort and impact.
- Modelled staffing needs across 22 clinics using visit volumes and acuity, informing a hiring plan that cut overtime by 17%.
- Prepared HIPAA-compliant data sets and documentation for analytics work, passing the client's privacy review without findings.

Healthcare Operations Analyst Jul 2017 - Jul 2019
Kaiser Permanente, Oakland, CA

- Monitored appointment no-show and wait-time data for primary care clinics and shared weekly insights with practice managers.
- Piloted text reminders at three clinics, lowering no-shows from 13% to 9% and expanding to 14 sites.
- Compiled quality measure results for leadership reviews, tying clinic actions to HEDIS performance targets.

CORE SKILLS

Healthcare operations | Patient flow | Operating room scheduling | Revenue cycle analysis | Workforce and capacity planning | Data analysis | Epic reporting | SQL | Tableau | Lean healthcare | HIPAA compliance | Quality measures (HEDIS) | Stakeholder interviews | Change management | Business case development | Executive presentations

EDUCATION

M.S. in Health Administration, University of Illinois Chicago, Chicago, IL

CERTIFICATIONS

Lean Six Sigma Green Belt | Certified Professional in Healthcare Quality (CPHQ) | Tableau Desktop Specialist