

Gladys Méndez, MPH, CPXP

gladys@gladysmendez.com; 860-212-0323

www.gladysmendezmph.com; www.linkedin.com/in/gladysmendezmph

Memorial Sloan-Kettering Cancer Center

9/1996-7/1997

Project Coordinator, Regulatory Affairs - Hospital Administration Dept

Managed special projects for the Regulatory Affairs Hospital Administrator

- led org-wide preparation (e.g., IT, Registration and Access, Medical Records, Facilities, etc.) for the JCAHO Laboratory Accreditation Survey (e.g., Radiology, Clinical Labs, Pathology, etc.) resulting in a score of 93
- developed market analysis for the successful launch of the Barbara White Fischman Women's Inpatient Center
- developed Certificate of Need applications and revisions of the Administrative Policy & Procedures Manual, Medical Staff Bylaws and Administrator On-Call Handbook
- tracked and reported physician and staff training and utilization of new Disease Management System
- oversaw procurement for vendor to design new patient gowns
- mystery shopped the blood donation process for service improvement