Diana Rios

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EDUCATION, PITCH COMPETITIONS & RESEARCH

Saint Louis University — St. Louis, MO | *Master of Health Administration* Aug 2025– May 2027

Washington State University — Pullman, WA | *B.S., Biology, Concentration in Chemistry* Aug 2018 – May 2023

Healthcare AI Research — Saint Louis University (Advisor: Dr. Mark Gaynor) Aug 2026 – Present

- Conducted applied research on artificial intelligence strategy, governance, and organizational readiness for health systems and healthcare leaders; constructed a 5-domain administrative taxonomy classifying 67 AI tools across 25 subtasks and an AI Maturity-Integration Matrix

Trinity University PRISm Pitch Competition — Saint Louis University Team Feb 2026

- Co-designed, with a cross-disciplinary team, "PH Nexus," a data-driven health information exchange framework integrating FHIR/HL7 standards to optimize regulatory compliance and population health reporting.

PROFESSIONAL EXPERIENCE

American College of Healthcare Executives (ACHE) — Chicago, IL Jun – Aug 2026

Graduate Administrative Intern, Summer Enrichment Program — National Headquarters

- Co-led Program Assistant process redesign initiative following 14-point decline in NPS; developed a scalable workforce readiness framework, organizational governance models to correct role ambiguity, and competency-based training architecture across a 100+ person seasonal workforce presented to ELT for phased approval
- Conducted capacity-planning and operational analysis across 73 programs and 871 attendees at the Administrative Fellowship Fair; built a weighted demand-scoring model and five-tier congestion-risk matrix to identify operational bottlenecks and recommend a region-based layout, staffing model, and resource-allocation plan; identified opportunities for outreach based on underrepresented states for event expansion using financial modeling to project increased revenue stream from the Fair
- Co-directed a benchmarking initiative examining internship accessibility across graduate healthcare administration programs, synthesized survey findings, market landscape analysis and operational datasets into strategic expansion recommendations for executive leadership for the improvement and expansion of the ACHE Summer Enrichment Program

ADDITIONAL EXPERIENCE — HEALTHCARE & CLINICAL OPERATIONS

Ability Interventions — Moscow, ID Apr 2024 – Aug 2025

Behavior Intervention Technician

- Managed a 12+ client caseload, using quantitative and behavior-monitoring data structures to optimize intervention efficacy and synthesize progress reports for multidisciplinary clinical stakeholders.

Dreamworks Residential — Colfax, WA Jun 2023 – Apr 2024

Direct Care Specialist

- Oversaw care-delivery compliance and data-tracking workflows across a high-acuity clinical facility, standardizing documentation protocols and behavioral monitoring data to maintain regulatory compliance and care quality.

Confluence Health — Wenatchee, WA May 2022 – Jan 2023

Nursing Assistant – Registered (NA-R)

- Utilized Epic EHR data and clinical documentation workflows to support care-transition processes and strengthen communication across patient care teams.

Incyte Diagnostics — Pullman, WA Sep 2021 – May 2022

Laboratory Assistant

- 1 of 3 clinical personnel tasked with executing high-volume diagnostic operations for university campus (30,000+ students) initial return-to-campus mobilization phase; maintained 100% compliance with CDC quality control and data integrity standards.

LEADERSHIP & PROFESSIONAL AFFILIATIONS

ACHE, Student Committee (National) Sep 2026 – Present

- Selected as 1 of 9 members of ACHE's National Student Committee, providing strategic recommendations to national healthcare leadership regarding workforce development, engagement, and professional advancement initiatives.

ACHE, Missouri Chapter (MO-ACHE) Sep 2025 – Present

Student Board — Communications Committee Member & Student Programming Liaison

- Supported planning and execution of Missouri ACHE's inaugural Annual Leadership Conference and student networking initiatives, contributing to stakeholder engagement and event operations for a sold-out event.

Associated Students of Washington State University (ASWSU) Aug 2021 – Jan 2023

Senate Pro Tempore and Student Senator

- Led policy-development initiative resulting in adoption of a university-wide tuition payment plan, expanding financial accessibility to 30,000+ students across five campuses and coordinating stakeholder engagement across student and administrative leadership.

SKILLS

Healthcare Operations & Frameworks: Capacity Planning, Workforce Development, Organizational Design, Change Management, Process Improvement, Strategic Planning, Performance Analytics, Benchmarking

Systems & Technical Tools: Advanced Excel, Tableau, Microsoft Suite, Epic EHR, Power BI

Languages: Spanish (Native)