

VINCENT M. CREAZZO, MBA

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Summary

Compassionate and committed leader with 20+ years operational management experience (10+ years in healthcare operations) demonstrating proven results leading change initiatives, increasing patient/customer satisfaction, building effective multidisciplinary teams, reducing expenses, streamlining work processes, and building productive business alliances. Skilled in creating and implementing quality management initiatives. Mentor and adjunct professor focused on imparting knowledge of management and healthcare leadership skills.

Professional Experience

- Assistant Superintendent (COO)** **San Antonio State Hospital** **2018 - Present**
The second highest-ranking position at the facility providing operational oversight for a 268-bed acute-care psychiatric hospital with an annual operating budget of \$48 million. Responsibilities include direct oversight of Support Services (Human Resource Support, Competency & Training, & Switchboard Operations), Auxiliary Services (EVS, Food Service & Maintenance), Contracts Management, Fiscal Management (Accounting, Reimbursements, & Trust Funds), and Risk Management (Emergency Management, Safety & Security) divisions.
- Successfully lowered clinical staff vacancy rates by 15%
 - Directed successful Joint Commission and CMS surveys for the facility
 - Managed architectural planning for construction of new 300-bed state-of-the-art psychiatric hospital
- Adjunct Professor (Management/Healthcare)** **Texas A&M – San Antonio** **2020 – Present**
- Director Hospitality Services** **Baylor Scott & White Health** **2013 - 2018**
Directed meal and housekeeping service operations for a 591-bed acute care hospital including level 1 trauma center, over 15 out/in-patient clinics, 2 million cleanable square feet, and a managed budget of \$10 million. Assumed interim VP role with added oversight of Patient Transportation, Food Services, Front-Door, and Quality & Training Departments.
- Implemented Patient Experience program increasing patient satisfaction scores 20%
 - Implemented Nursing/Staff Engagement programs that improved department and employee satisfaction
 - Reduced manageable expenses (overtime, supplies and labor) by 5% year-over-year
 - Lead multi-discipline group to improving patient throughput 30%
- Director Environmental Services (GM)** **SODEXO** **2007 - 2013**
Metropolitan Methodist Hospital
Directed environmental and linen distribution for 298 beds, 300,000+ cleanable square feet, and \$2.75 million budget.
- Increased patient satisfaction from 56%tile to 72%tile
 - Increased inter-departmental satisfaction by 10% and reduced employee turnover by 8%
- Seton Medical Center
Managed housekeeping operations for 473 beds, 775,000+ cleanable square feet and \$3.7 million budget.
- Increased patient satisfaction by 9%, lowered overtime to less than 5%, and reduced employee turnover 6%
 - One of a handful of founding instructors of the High Reliability Organization (HRO) Training program
- Branch Manager & Sales Executive** **GUARDSMARK, LLC** **2002 - 2006**
Responsible for all operational and sales decisions of a \$3.1 million branch office of a national recognized and acclaimed industry leader in contract security service provider.
- Increased profitability by 61.4% by increasing sales 29.5% and reduced employee turnover rate by 50%
 - Conducted and conveyed facility risk assessment surveys for clients in a variety of industries
 - Received the 2004 Diversity Management Award and contributor to ISO registration designation
- Service Department Director** **KING SOOPERS (Kroger)** **1998–2002 & 2006–2007**
Directed retail store operations, managed all retail sales associates and supervisors, and implemented corporate marketing and merchandising promotions.
- Increased sales revenue 6%, customer traffic 3.5%, and reduced overtime 10%
- State Trooper** **Colorado State Patrol** **1993 -1997**
Naval Nuclear Machinist Mate 2nd Class, E5 **U.S. Navy** **1985 -1991**

Education, Certifications & Organizations

MBA (Healthcare Administration Focus) – Texas State University (Graduation – Dec 2018)

B.S. (Business Management): University of Phoenix - Graduated with Honors

Change-friendly Implementation – Trainer Certification (May 2016)

American College of Healthcare Executives (ACHE) - Member