

VINCENT M. CREAZZO, MBA

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Summary

Experienced and committed leader with 35+ years operational management experience in a variety of fields (20 years in the healthcare) with verified results successfully leading change initiatives, streamlining work processes, reducing expenses, developing staff, increasing patient/customer satisfaction, building effective multidisciplinary teams, and building collaborative business alliances with stakeholders.

Professional Experience

- Superintendent (CEO)** **San Antonio State Hospital** **2024 - Present**
Provides operational oversight and administration of all programs and services for 300-bed acute & forensic psychiatric hospital accredited by The Joint Commission with an annual budget over \$65 million.
- Established and directed multi-disciplinary teams focused on patient care and treatment team engagement
 - Directed successful regulatory CMS survey with no condition level findings
 - Operationalized and opened a new 300-bed state-of-the-art psychiatric hospital.
- Adjunct Professor (Management/Healthcare)** **Texas A&M – San Antonio** **2020 – Present**
Assistant Superintendent (COO) **San Antonio State Hospital** **2018 - 2024**
The second highest-ranking position at the facility. Provides operational oversight for 302-bed acute/forensic care psychiatric hospital with an annual operating budget of over \$65 million. Responsibilities included direct oversight of Support Services (Human Resource Support, Competency & Training, Recruiting and Retention & Switchboard Operations), Auxiliary Services (EVS, Food Service & Maintenance), Contracts Management, Fiscal Management (Accounting, Reimbursements, & Trust Funds), and Risk Management (Emergency Management, Safety & Security).
- Successfully lowered clinical staff vacancy rates by 15%
 - Directed successful regulatory surveys. 2021 – no condition level findings
 - Managed architectural planning and construction of a new 300-bed state-of-the-art psychiatric hospital.
- 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
 - Led multi-discipline group to improve 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 of a \$3.1 million branch office of a nationally recognized industry leading contract security provider. Conducted risk assessment for facilities in a variety of industries.
- Increased profitability by 61.4%, increased sales by 29.5%, and reduced employee turnover by 50%
 - Received the 2004 Diversity Management Award and contributor to organization's ISO designation.
- Service Department Director** **KING SOOPERS (Kroger)** **1998–2002 & 2006–2007**
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
- B.S. (Business Management): University of Phoenix - Graduated with Honors
- Change-friendly Implementation – Trainer Certification (May 2016)
- American College of Healthcare Executives (ACHE) - Member