

Scott Suckow, MHA, FACHE

linkedin.com/in/scott-c-suckow

Professional Experience

Senior Director, Language and Cultural Services | UHealth, Denver CO **2019 - Present**

Leading university-affiliated health system with 15 hospitals, 365 clinics, 35K employees

Lead the provision of language services encompassing 950K interpreter encounters/year; 94 staff, \$21M budget

- Instituted a video interpretation call center, insourcing 5K calls/mo, improving quality and reducing cost
- Launched 3 Cultural Navigator teams, improving outcomes and PX for 1,328 LEP patients in 10 hospitals
- Restructured 15 vendor contracts and tripled FTEs to meet 24% annual growth, while lowering unit costs
- Fostered rapid growth of Qualified Bilingual Staff program comprising 1,100 providers/staff, 40 languages
- Bolstered compliance of 35K staff through system-wide policies, training and audits; earned 2 PX awards

President | American College of Healthcare Executives, Rocky Mountains Chapter **2022-2023**

Colorado-Wyoming chapter of the leading professional association for healthcare executives in the United States

Chaired Board of Directors, overseeing operations of 7 committees, serving 950 members (volunteer position)

- Spearheaded organizational rebranding, updating organization name, bylaws and award-winning website
- Instituted digital marketing revamp; drove record attendance at chapter's annual conference
- Restructured sponsorship and launched a mentorship program; added 5 sponsors, increased income 35%

Chief Administrative Officer | 59th Medical Wing, U.S. Air Force, San Antonio, TX **2016 - 2018**

DoD's largest ambulatory care facility comprising 44 clinics, 60 bldgs, 36 GME programs, 7K staff, \$1.1B budget

Oversaw all administrative/financial operations; responsible for 13 direct reports and 320 staff

- Chaired 5 committees, overhauled policies, and led preparations for 2 successful Joint Commission surveys
- Led teams which optimized 6 service lines, boosting RVU's 15% and creating 2 centers of excellence
- Guided the opening of a 600K sq ft, \$462M outpatient facility, with relocation of 44 clinics and 3.2K staff
- Chaired Air Force-wide work group which adopted industry best practices for administrator recruitment

Senior Director, Medical Services | 332ND Expeditionary Medical Group, U.S. Air Force **2015 - 2016**

Combat medical group with sites in Iraq, Jordan, Kuwait and Turkey

Activated new medical group and led provision of healthcare to 4K personnel at 6 remote sites; led 75 FTEs

- Successfully planned & advocated for new med facility; partnered with allies to prevent food/water illness
- Pioneered the deployed use of telehealth, integrative medicine therapies, and high-tech shelter materials
- Orchestrated 12 large-scale, multi-agency mass casualty exercises, including 1st use of V-22 Osprey aircraft

Assistant VP, Medical Support Services | 59th Medical Support Group, U.S. Air Force **2014 - 2015**

Served as Asst VP and Interim VP while leading the provision of broad spectrum medical support services

- Guided the merger of medical support and clinical research groups, with 1.1K FTEs and 97 departments
- Masterminded a 7K-item self-inspection program and led preparations for a successful AAAHC survey
- Deployed online queuing systems for urgent care, and QR coding that increased survey responses 35%

Senior Director, Support Services | Elmendorf Air Force Base Hospital, Anchorage AK **2012 - 2014**

Responsible for provision of medical support services at 55-bed hospital with 31 clinics, \$214M budget, 1.3K staff

- Directed 52 on-time facility projects (\$9.7M) and increased third party revenues 25% to a record \$17M
- Led six specialty care expansion initiatives, growing revenue by \$5M and cutting purchased services 49%
- Opened \$750K satellite pharmacy, planned inpatient behavioral health unit; earned "Best Hospital" award

Scott Suckow, MHA, FACHE

[linkedin.com/in/scott-c-suckow/](https://www.linkedin.com/in/scott-c-suckow/)

Previous Roles

- Administrator/Support Services Director | Luke Air Force Base Clinic, Glendale, AZ
- CFO | Wilford Hall Medical Center, U.S. Air Force, San Antonio, TX
- Group Practice Manager, CFO | Air Force Academy Hospital, Colorado Springs, CO

Education

- Master of Healthcare Administration - University of Southern California
- Bachelor of Arts, French Studies - University of Texas at Austin

Affiliations

- Fellow, American College of Healthcare Executives
- Immediate Past President, American College of Healthcare Executives, Rocky Mountains Chapter
- Certified Healthcare Finance Professional, Healthcare Financial Management Association (2008-2011)
- Member, National Council on Interpreting in Healthcare
- Member, Colorado Interpreters and Translators Association