

Scott Erick Jones, FACHE, MHA



Employment History

Cancer Treatment Centers of America®

Cancer Treatment Centers of America® (CTCA) is a private, for-profit operator of cancer treatment hospitals which provide both conventional and integrative treatments. CTCA has five hospitals in the United States located in Zion, Illinois; Philadelphia, Pennsylvania; Newnan, Georgia; Tulsa, Oklahoma; and Goodyear, Arizona.

Cancer Treatment Centers of America® at Midwestern Regional Medical Center ~ Zion, Illinois

Midwestern Regional Medical Center (Midwestern) is a 73 bed cancer specialty hospital. As a destination hospital, patients travel from every state in the United States to receive treatment at Midwestern. Physician specialties are employed by the organization to provide integrated services. Employed physicians include: Medical Oncologists, Radiation Oncologists, Radiologists, Surgeons, Pathologists, Internists, Hospitalists, Chiropractors and Naturopathic physicians.

President and Chief Executive Officer (2012 to present)

Responsible for all aspects of hospital performance including board of director relations, strategic planning, patient loyalty and satisfaction, stakeholder engagement, medical staff recruitment and management, clinical quality, growth, compliance, new service development, financial performance and community relations.

Accomplishments

- Patient Satisfaction - Achieved two box overall satisfaction score of 98% and a Net Promoter Score of 95%. Ranked as a five-star rated hospital by the Centers for Medicare and Medicaid Services.
- Patient Safety – Reduced the Serious Safety Event Rate by 83% in two years.
- Clinical Recognition - Achieved recognition by the National Quality Measures for Breast Centers Program as the 33rd Certified Quality Breast Center of Excellence in the United States. Recognized by The Joint Commission as a top performer in Key Quality Measures in surgical care. Received Foundation for the Accreditation of Cellular Therapy (FACT) accreditation. Received Quality Oncology Practice Initiative (QOPI) certification. Recognized as a “Top Hospital” by the Leapfrog Group (one of 98 in the United States).
- New Service Development - Implemented new services including microsurgery, thoracic surgery, orthopedic surgery and minimally invasive corridor neurosurgery.
- Facility and Program Expansion - Expanded Imaging Services including an additional Interventional Radiology suite, MRI, Nuclear Medicine suite, stereotactic breast biopsy system and mammography services. Opened a new 905 space parking garage. Secured a Certificate of Need (CON) for a \$100 million inpatient expansion. Opened a new 168,000 square foot addition including 72 inpatient rooms.
- Recognitions and Awards – Awarded Magnet designation from the American Nursing Credentialing Center. CTCA was named among the Chicago Tribune Top 100 Workplaces ranking in the top 12 best places to work in the large organization category in 2012 through 2015. CTCA was awarded the Illinois’ Healthiest Employer Award. Chicago Magazine named Midwestern one of the three top specialty hospitals in the Chicago area.

Chief Operating Officer (2009 - 2012)

Responsible for leadership of clinical and support services including Imaging, Radiation Oncology, Pharmacy, Facility Services, Quality, Education, Lean Six Sigma, Laboratory, Outpatient Clinics, Integrative Medicine Services, Culinary Services, Environmental Services and Transportation. Responsible for leadership of the hospital operational planning process.

Accomplishments

- Patient Satisfaction - Led patient loyalty initiatives resulting in improvements in Net Promoter Score and the overall experience score.
- Facility and Program Expansion - Led the planning, construction and implementation of the following facility expansions: Surgical Center, Outpatient Clinic, Infusion Center, Stem Cell Outpatient Center and a 99 room hotel for patients.
- New Service Development - Led the development and implementation of a neurosurgical program, robotic surgery program and Intra Operative Radiation Therapy service.
- Initiated and led the development of an annual fundraising campaign for Assistance in Healthcare which raises over \$110,000 each year.

Senior Vice President of Operations (2007 - 2009)

Responsible for leadership of clinical and support services including Imaging, Radiation Oncology, Pharmacy, Facility Services, Quality, Education, Lean Six Sigma, Laboratory, Outpatient Clinics, Integrative Medicine Services, Culinary Services, Environmental Services and Transportation. Responsible for leadership of the hospital operational planning process.

Accomplishments

- Planning - Initiated and led the development of a master facility plan for Midwestern.
- Facility and Program Expansion - Led the planning and implementation of a new linear accelerator and Chapel.
- Patient Satisfaction - Led patient loyalty initiatives resulting in improvements in Net Promoter Score and the overall experience score.
- Physician compensation – Created a new compensation model for employed radiologists.
- New Service Development - Led development and implementation of a Rapid Response Team.

Pitt County Memorial Hospital (now Vidant Medical Center) ~ Greenville, North Carolina

Pitt County Memorial Hospital (PCMH), a 755-bed hospital, serves as the teaching hospital for the Brody School of Medicine at East Carolina University. PCMH is the flagship hospital of University Health Systems of Eastern Carolina (now Vidant Health), a six-hospital system consisting of 1,132 beds and \$1.2 billion in gross revenues. PCMH serves 29 counties in eastern North Carolina. PCMH has six “Centers of Excellence” that offer state-of-the-art care, including the East Carolina Heart Institute, Leo W. Jenkins Cancer Center, the Regional Rehabilitation Center, the Children’s Hospital, a Level 1 Trauma Center and the Women’s Center. The medical staff is comprised of 550 members, half full-time faculty and half private-practice physicians.

Vice President, Cancer and Clinical Services (2007)

Service line executive responsible for the strategic development and operations of the Leo W. Jenkins Cancer Center. Responsible for strategic and tactical business planning, quality improvement, financial management, staffing, patient and employee satisfaction for radiology, laboratory, pharmacy, gastroenterology, respiratory therapy, bronchoscopy and freestanding sleep and wound care centers. Preceptor for Administrative Fellows and Residents.

Senior Vice President, Operations and Executive Director East Carolina Heart Institute (2005 to 2007)

Responsible for strategic and tactical business planning, quality improvement, financial management, staffing, patient and employee satisfaction, coordination and evaluation of the services within Pitt County Memorial Hospital. Responsible for the East Carolina Heart Institute, wound care center, sleep center, food and nutrition, plant operations, grounds and transportation and environmental services. Preceptor for Administrative Fellows and Residents.

Vice President, Operations and Executive Director East Carolina Heart Institute (2004 to 2005)

Responsible for operations, quality improvement, financial management and strategic and tactical planning for all inpatient and outpatient cardiovascular services including five cardiac catheterization laboratories, three electrophysiology laboratories, non-invasive cardiology testing, a 23-bed cardiac outpatient unit and 98 cardiac and cardiac surgery intensive and intermediate inpatient beds. Led the design of a 375,000 square foot, \$150 million cardiovascular facility. Quality improvements include improvements in core measure scores for acute myocardial infarction and heart failure. Financial improvements include \$2.1 million in implant and stent savings. Patient satisfaction scores for inpatient and outpatient cardiac units were highest in The Jackson Organization client list in 2004. Responsible for Accreditation readiness. Preceptor for Administrative Fellows and Residents.

Vice President, Operations (2000 to 2004)

Responsible for Accreditation readiness. Coordinated preparation for the JCAHO survey of the six-hospital system. All organizations scored in the 90's. Responsible for health information management services. Reduced the delinquent record number from 1,500 to 350. Responsible for patient access services. Implemented an electronic bed board. Responsible for supply cost reductions and productivity improvement activities. Realized supply cost savings of \$1.4 million in two years. Responsible for research activities. Served as the organizational Human Protections Administrator. Responsible for space allocation process. Preceptor for Administrative Fellows and Residents.

Assistant Vice President, Operations (1999 to 2000)

Lead development of an off-campus pain management center. Responsible for supply cost reductions. Realized savings of \$1.2 million. Developed an employee cost reduction reward program. Co-chair of the PCMH United Way Campaign, which raised \$453,000 – an 18% increase from the previous year.

Director, Operations Improvement (1997 to 1999)

Led implementation of a nurse triage program with 12 FTE's and 24-hour coverage serving 88 physicians. Co-chaired a cost management task force. Realized \$1.1 million in savings. Developed business plan for pain management center. Coordinated trauma service consulting engagement, which led to the expansion of the hospital trauma service. Co-chair of PCMH United Way Campaign, which raised \$382,700 – a 20% increase from the previous year.

Managed Care and Network Specialist (1996 to 1997)

Analyzed and negotiated managed care contracts.

Administrative Resident (1995 to 1996)

Designed process improvements to enable the pre-operative departments to accommodate increased volume for first surgical cases. Developed a proposal for safety measures in the emergency department. Created and presented statistical process control training sessions to the quality improvement coordinators. Acted as the Interim Facilities Project Coordinator. Coordinated the design of a swim therapy pool.

Veterans Administration Hospital ~ Cincinnati, Ohio

Patient Satisfaction Consultant (1995)

Directed a time study of the patient triage process. Recommended process improvements to increase staff responsiveness. Developed and analyzed a patient satisfaction survey for the Behavioral Health Department.

Midwest Physicians Services ~ Cincinnati, Ohio

Patient Satisfaction Consultant (1995)

Developed and analyzed a patient satisfaction survey for an IPA.

Education

Xavier University ~ Cincinnati, Ohio

Master of Hospital and Health Administration, 1995

Bowling Green State University ~ Bowling Green, Ohio

Bachelor of Science in Business Administration, 1993

Finance Specialization

Professional Affiliations

Fellow, American College of Healthcare Executives, 1999 to present

Member, Eastern North Carolina ACHE Regent's Advisory Council, 2002, 2003

President, Eastern North Carolina Healthcare Executives Group, 2000

Community Involvement

Board Member, United Way of Lake County, 2010 to Present

Chairman-Elect, United Way of Lake County Board, 2013

Chairman of the Board, United Way of Lake County Board, 2014 to Present

Board Member, Metropolitan Chicago Healthcare Council, 2013 to 2015

Member, Kiwanis Club of Zion-Benton, 2010 to 2013

Honorary Chair, College of Lake County Scholarship Fundraising Gala, 2013, 2014

Honorary Chair, Assistance in Healthcare Sweetheart Ball, 2013

Board Member, Literacy Volunteers of Pitt County, 2007

Board Member, United Way of Pitt County, 2001 to 2007

President of Board, United Way of Pitt County, 2005

Vice President of Board, United Way of Pitt County, 2004

Chair, United Way of Pitt County General Campaign, 2003

Chair, United Way of Pitt County Pacesetter Campaign, 2002

Chair, American Heart Association, Heart Gala, 2005

Volunteer, Literacy Volunteers of America

Volunteer, American Heart Association

Recognition

American College of Healthcare Executives (ACHE) Eastern North Carolina Regent – Early Careerist Award, 2002