

# James E.T. Jackson

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**PROFILE:** Successful executive background in **Healthcare Administration, Operations Leadership, Clinical Oversight and Facility Management** for large hospitals and health systems.

## Summary of Qualifications:

- **Operations** – responsible for all ancillary and support services.
- **Facility Systems** - managing services for engineering, construction, plant & buildings, materials management, PBX, security, transportation, and environmental services.
- **Leadership** - hiring, supervising, training and developing medical and non-medical staff.
- **Financial operations** - budget management, purchasing, and cost control methods.
- **Communications** - management information systems, reports, policies, procedures.

## Attributes:

- **Public relations skills** - public speaking, negotiating, consensus building, making formal oral presentations, coordination and liaison with city, state, and federal regulatory agencies.
- **Civic Engagement**-Active in local government and volunteerism.
  - Recognized as Businessperson of the Year, City of San Leandro, CA 2018
  - Commissioner & current Chair, Public Ethics Commission, City of Oakland 2018-present
- **Highly motivated and results-oriented individual** - with a consistent record of success in a variety of challenging positions.

## PROFESSIONAL EXPERIENCE:

### *SETON HOSPITAL & SETON COASTSIDE, Verity Health System, Daly City May 2018-Present*

#### *Chief Operating Officer*

Seton Medical Center is a 357-bed facility with 1,500 employees and 450 Medical Staff physicians. Seton Coastside is a 116-bed skilled nursing facility located in Moss Beach and offers the only 24-hour Standby Emergency room between Daly City & Santa Cruz. Responsibilities include the operation of the clinical ancillary and non-clinical departments at both facilities. Responsible for guiding staff members in effective performance of their job duties. Ensures continual effective operations and responsible for the compliance with State and Federal regulations. Maintains and improves the facilities to meet the demands of the organization, and oversees the planning, prioritization and implementation of action plans to achieve annual targets, goals and improvement metrics. Primarily responsible for hospital-wide productivity standards. Acts as the senior executive in the absence of the Chief Executive Officer.

### *ALAMEDA HOSPITAL, Alameda Health System, Alameda, October 2016 to May 2018*

#### *Chief Administrative Officer*

Alameda Hospital is a 100 acute bed facility with 12 ED beds. Alameda offers comprehensive services including cardiology, on-site 24-hour lab services, cancer care and infusion therapy, an advanced diagnostic imaging center pulmonary & respiratory care, nutrition services and occupational, speech and physical therapy. The certified stroke center has advanced certification by the Joint Commission.

### *SAN LEANDRO HOSPITAL, Alameda Health System, San Leandro, CA October 2013 to May 2018*

#### *Chief Administrative Officer*

San Leandro is a 93-bed acute medicine hospital with a 13 bed ED. Lead the transition of San Leandro into the Alameda Health System and re-organized daily operations while re-building the management team. Responsible for the day to day operations of the facility and the re-recruiting of the community based medical staff, as well as the revitalization of the service lines. Coordinated the re-introduction of key service lines and the streamlining of the ED and OR operations. Administrative Leader for Hayward and Eastmont Wellness Centers. During tenure San Leandro transitioned from a reported multi-million-dollar loss in FY 2012 to a positive bottom line in FY 2017.

***FAIRMONT HOSPITAL, Alameda Health System***, San Leandro, CA May 2012 to October 2016

***Chief Administrative Officer***

Fairmont is a 109 bed Distinct Skilled Nursing Facility and 50 bed Acute Rehabilitation hospital. Responsible for the operation and delivery of excellent patient care at Fairmont Hospital. Responsibilities include defining, developing and implementing strategic initiatives consistent with the mission and strategic vision of the organization, and the seamless provision of access to the myriad of services available at Fairmont. Responsibilities include Nursing Services, Acute Rehabilitation Services, PT, OT and Speech programs.

***KAISER PERMANENTE WALNUT CREEK MEDICAL CENTER***, Walnut Creek, CA August 2011 to May 2012

***Support Services Assistant Administrator***

Directs, manages and controls medical center-based operational activities including: Environmental Services, Materials Management, Plant Operations, Nutritional Services (Food Services), Landscaping Services, Linen, Transportation, Environmental Health and Safety and Security Services. Also served as the service area liaison to Regional Departments: National Facilities Services, Clinical Technology and Construction Services.

***KAISER PERMANENTE ANTIOCH MEDICAL CENTER***, Antioch, CA October 2008 to July 2011

***Support Services Assistant Administrator***

Directed, managed and controlled medical center-based operational activities including: Environmental Services, Materials Management, Plant Operations, Nutritional Services (Food Services), Landscaping Services, Linen, Transportation, Environmental Health and Safety and Security Services. Also served as the service area liaison to Regional Departments: National Facilities Services, Clinical Technology and Construction Services.

***SAINT FRANCIS MEMORIAL HOSPITAL***, San Francisco, CA March 2005 to January 2008

Saint Francis is a member hospital of Catholic Healthcare West and is a fully accredited community-based hospital with 359 licensed beds. With a medical staff of over 500 physicians Saint Francis specializes in Sports Medicine, Joint Replacement and has the only accredited Burn Center in the region.

***Chief Operating Officer***

Responsible for day-to-day management of the hospital and assumed responsibility for hospital administration in CEO's absence. Directly responsible for all ancillary and support services, medical staff office and quality and care management. Managed 11 director-level direct reports, and management responsibility for 600+ FTE's, of which 200+ are represented.

- Managed hospital productivity daily
- Lead role in contract management and physician negotiations.
- Managed implementation of major quality initiatives, including initiation of new quality committee of the Board of Trustees.
- Directed successful transition of hospitalist services while ensuring continuity of high patient care standards.

***CHILDREN'S HOSPITAL AND RESEARCH CENTER OAKLAND (CHRCO)***, Oakland, CA, 1992 – March 2005

Children's Hospital and Research Center Oakland is the only independent children's hospital in Northern California. With 191 licensed beds Children's is a trauma center providing tertiary level care and supports nationally recognized pediatric teaching and research.

3/2002-3/2005      ***Vice President, Ancillary & Support Services***  
 Responsible for all hospital facilities operations, covering Engineering, Bio-Medical Engineering, Environmental Services, Construction, Security/Transportation, Food Service, Telecommunications, and Ancillary Services, including Orthopedics, Radiology, Pharmacy, Rehabilitation Services Respiratory Therapy and Social Services. Reported to the Chief Operating Officer and managed 350+ FTEs, of which 150 are represented. Responsible for an operating budget of \$13.8 million, and a construction budget of \$30 million. Provides oversight regarding quality assurance, regulatory compliance issues, in-service training, and development of policies & procedures.

- Served as Chief Operating Officer of hospital in his absence.
- Played a lead role in the development and implementation of the hospital's new Sports Medicine program.
- Provided administrative oversight to optimize Pharmacy support to Translational Research program at CHRCO.
- Lead effort to develop site master plan, including compliance plan for SB 1953 and planning for 10 story patient tower.

1998 - 2002      ***Director of Environment of Care***

- Passed the Joint Commission on Accreditation for Hospital Organization (JCAHO) survey process during 1999 and 2002 with no Type 1s in the Environment of Care.
- Directed the \$21 million renovation of a State historic site in 1999.

1996 - 1998      ***Director of Facility Planning & Construction***

- Directed the planning and construction of an elevated helicopter-landing site at Children's Hospital.
- Managed the design and construction of \$28 million expansion to ED, DI and OR departments.

1995 - 1996      ***Manager of Medical Practices***

1992 - 1995      ***Manager of Security & Transportation***

***NAVAL HOSPITAL OAKLAND***, Oakland, CA, 1989 - 1991

1990 - 1991      ***Department Head - Hospital Operations***  
 Directed security, fire, living quarters, housekeeping, information desk, and general services. Supervised 160 employees and a \$600,000 annual operating budget.

- Planned and implemented numerous department moves necessitated by MILCON P-122 Hospital Renovation Project.
- Assisted in development of new biohazardous waste program emphasizing increased efficiency and and decreased personal exposure.
- Administrative Officer, Surgical Team 9.

1989 – 1990      ***Equipment Management Officer, Northwest Region***

- Managed a \$15 million medical equipment annual budget and 25 employees; responsible for medical equipment acquisition and maintenance for the Northwest region.
- Developed, designed & implemented an improved flow for equipment being delivered to the hospitals in the region to improve accountability and control.
- Leader, Medical Regulating Component, M.M.A.R.T. Surgical Team 5.

**EDUCATION:**      UNIVERSITY OF CALIFORNIA AT BERKELEY  
**MPH:** Health Policy & Administration, 1988  
 MOREHOUSE COLLEGE, Atlanta, GA  
**B.A. Economics,** 1985