

LOUIS S. COCO

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HOSPITAL OPERATIONS & PATIENT SAFETY OFFICER

PROFILE

- Comprehensive leadership experience in all aspects of hospital operations including; clinical program development, patient safety, environmental services, plant engineering, construction, public safety, clinical engineering, parking services, and guest services.
- Program development and management experience in inpatient and outpatient settings specifically; development and management of hyperbaric and wound care center, expansion of inpatient and outpatient cardiac services, implementation of emergency department split flow model and development of a Marshall Steele Joint Replacement Destination Center of Excellence.
- Represent the hospital's safety and compliance interests to external entities including: Occupational Safety & Health Administration (OSHA), The Joint Commission (TJC), and Illinois Department of Public Health (IDPH).
- Chairperson of the Environment of Care Committee for West Suburban Medical Center. Represent West Suburban Medical Center interests at system safety and clinical engineering councils.

LEADERSHIP

Vanguard Leadership Academy

2010 to Present

Operations Track

Share best practices across the corporation in safety, leadership, operations, and execution of strategy. Develop specific operational solutions to concerns in the Chicago marketplace including self pay issues, branding, resource utilization, service line growth and reimbursement.

- Group leader for team initiative developing a marketable population health solution to small and medium sized employers in the Vanguard Health Chicago market.
- Developed winning submission for system wide self pay reduction strategies including increased usage and coordination with local Federal Qualified Health Centers.

EMPLOYMENT

West Suburban Medical Center, Oak Park Illinois

2008 to Present

Director- Facility Management and Safety Services

Manage daily operations of the facilities, security, safety, clinical engineering, and construction departments. Participate in system-wide clinical engineering and safety committees to develop a uniform culture of safety through the Resurrection Healthcare system.

- In conjunction with the Chief Operating Officer, constructed a three year capital plan and asset register to support the purchase proposal of West Suburban Medical Center.
- Developed formal hazard surveillance rounds protocol involving cross functional teams and formal scoring procedures which replaced self reporting in many clinical areas.
- Reduced potentially infectious medical waste by 33% through increased rounding and formalized training of clinical staff.
- Developed and implemented system wide policies supporting the clinical engineering program. Policies addressed end of service life issues, equipment utilization, and recall concerns.
- Implemented the first *Above Ceiling* permit program which assured the integrity of all hospital fire and smoke partitions. The program was established as policy throughout the system in 2009.
- Managed the construction of a \$24M emergency department. The project was completed on time and under budget.
- In conjunction with risk management HPI staff and physician safety training safety culture assessment methodologies.
- Initiated utility cost saving reductions of 30% through campus wide lighting retrofit program. Negotiated multi-site elevator service contract that increased elevator reliability and reduced

costs by 40%

Advocate Lutheran General Hospital, Park Ridge, Illinois

2006-2007

Manager- Facility Operations

Managed multiple aspects of facility operations including construction, real estate management, and financial management of plant operations.

- Initiated and negotiated all campus wide real estate leases for owned and leased properties. Leases included hospital time share space, physician office buildings, Center for Advanced Care and apartment buildings.
- Developed a \$6 Million 10 year infrastructure capital plan for a 250,000 square foot physician office building on the LGH campus. Supported associated construction projects as project manager.
- Supported the facilities executive decision making process by constructing and updating monthly facility dashboard report. Dashboard report extracted financial and operational data from Press Ganey, Moorhead, Solucient, Bed Tracker, and Crystal reports.
- Supported the hazard surveillance rounds of the campus and initiated Room Blitz and Cart Team maintenance initiatives which increased patient safety and reduced facility maintenance work orders in 2007.
- Developed the first tenant/physician satisfaction survey to quantify concerns that were important to the physician office building office managers and physicians.

University of Illinois, Chicago, Illinois

2003-2008

Professor- Finance and Strategy

- Planned and conducted classes in Strategy, Corporate Finance, and Marketing to graduate and undergraduate students. Introduced strategy and corporate finance concepts through industry analysis and business cases.

Olympic Maintenance, Melrose Park, Illinois

2002-2006

Director- Marketing and Sales

Managed all aspects of construction management, OSHA reporting, safety management, client relations, logistics, and contract negotiations for this healthcare filtration products and services company.

- On-site engineer and safety officer for installation of all product lines and services, including HEPA filtration equipment in operating rooms and isolation suites.
- Supported key customers with their critical HVAC equipment replacement, installation, and repair needs. Developed hazard vulnerability template to assist clients in mitigating risks associated with critical and life safety HVAC and pollution control equipment.
- Working knowledge of IDPH, JCAHO, FDA, and NFPA regulations for healthcare facilities, pharmaceutical research, life science laboratories, and food manufacturing facilities.

P&M National Sales, Bensenville, IL

1997-2001

Operations Consultant- Critical HVAC Equipment

Managed key account relationships, supplier relationships, and new product initiatives for this filtration equipment manufacturer.

International Air Filter, Bensenville, IL

1997-2001

Sales Engineer/Product Manager

Responsible for the design, sale, and marketing of the first pollution control units utilizing HEPA filtration and VOC control for this ventilation manufacturer. Market focus on capture and neutralization of diesel exhaust fumes.

EDUCATION

University of Illinois, Chicago, Illinois

2001

M.B.A. Marketing and Finance

- Member of the Beta Gamma Sigma honor society.

Marquette University, Milwaukee, Wisconsin

1988

B.A. Political Science

- Recipient of the Chick Evans Scholarship. Scholarship paid 100% of tuition expenses.