



Suzanne Jackson, FACHE

Chief Operating Officer

HCA Healthcare Urgent Care/CareNow and MD Now
Texas

Organization Description:

As one of the nation's leading providers of healthcare services, HCA Healthcare is comprised of 182 hospitals and 2,300+ sites of care in 20 states and the United Kingdom. CareNow and MD Now, HCA's national Urgent Care brands, comprise over 270 clinics across 12 states.

Education:

University of South Florida, Muma College of Business

- Diversity, Equity and Inclusion in the Workplace Certificate, May 2021

University of Michigan Ann Arbor

- Master's of Health Services Administration

University of Illinois Champaign

- Bachelor's in Community Health Planning with Honors

Previous Involvement with Boards:

Urgent Care Foundation (UCF) Board

UCA Commission on Diversity

American Hospital Association Institute for Diversity and Health Equity

Jack and Jill of America Inc., North Texas Chapter

Crisis Link (served as president)

Virginia State University Industry Council

Northern Virginia Area Health Education Center

Contributions to UCA and Urgent Care Industry:

Over this past year, I have served and actively participated on the Board Strategic Task Force. I have also been integrally involved in the development of and work products of UCA's Commission on Diversity. Lastly, in my role with CareNow I have played a pivotal role in the expansion of Urgent Care services in various communities over the past 5 years.

Awards, Honors, Community Involvement:

Community Involvement

- American College of Healthcare Executives' (ACHE) Thomas Dolan National Scholar Mentor
- North Texas ACHE Chapter Local Mentor
- Various leadership roles with American College of Healthcare Executives (ACHE)
- American Hospital Association, Equity of Care Award Committee
- Delta Sigma Theta Public Service Sorority Inc.
- The James House (domestic violence organization)
- Virginia Gateway Region's 5-year strategic economic development planning task force & capital campaign

Awards/Honors:

- College of Applied Life Sciences 2016 Distinguished Alumni Award, University of Illinois Champaign
- Washington Metropolitan Area NASHE Chapter 2014 Distinguished Female Healthcare Leader
- Appointed by Governor McAuliffe to the Commonwealth of Virginia's Council on Women

Vision for the Future of Urgent Care and Core Purpose for UCA for the next 3-5 Years:

As I think about the next five years, the demand on our Urgent Care centers to serve as the front door or the gateway into the healthcare ecosystem will only increase, regardless organizational size. Urgent Care organizations will be forced to remain nimble and innovative in facing the numerous challenges with reimbursement, workforce development and growth. As a result, it will be imperative for UCA to elevate its impact with payors, legislators and businesses to support Urgent Care operators/organizations. UCA will remain a vital mechanism for Urgent Care organizations, providers, leaders and vendors to rally together in addressing and ensuring we are able to deliver high quality, cost effective, and convenient care where people live, play and work. While there is a lot of uncertainty ahead what I know for sure is that the need for and the importance of UCA will only increase and become even more critical over the next five years.

Brief Biography:

Suzanne, an accomplished, multifaceted senior healthcare executive, is known for cultivating talent, achieving organizational excellence, scaling enterprise solutions, and creating integrated work systems that yield results.

As a result of her authentic, action-oriented leadership approach, Suzanne has successfully held progressive leadership roles over the past 25 years: Chief Executive Officer, Chief Operating Officer, Associate Administrator, and Healthcare Consultant. Currently Suzanne is the Chief Operating Officer for CareNow East, HCA Healthcare's Urgent Care service line, the leading hospital-owned Urgent Care operator with over 270 Urgent Care centers across 19-plus markets and 12 states.

Suzanne's expertise and strategic mindset is pivotal to the organization's national growth agenda, increasing from 71 Urgent Care clinics to over 250 centers, while also leading the organization in earning national quality and patient safety accreditation through the Urgent Care Association (UCA).

Mrs. Jackson is a UCA Board Member, North Texas Chapter of Jack and Jill of America, Inc. Board Member, and committee member of UCA's Commission on Diversity. Additional accolades consist of past Gubernatorial Appointment to the Commonwealth of Virginia Governor's Council for Women, ACHE District 2's Regent-At-Large, Board Member for the American Hospital Association's (AHA) Institute for Diversity & Health Equity, AHA's Equity of Care Awards Committee, ACHE's Programs, Products, and Services Committee, and a Board Member of the UCA Foundation.

Suzanne earned a certificate in Diversity, Equity and Inclusion in the Workplace from the University of South Florida Muma College of Business, is a Fellow in the American College of

Healthcare Executives (ACHE), and holds a master's degree in Health Services Administration from the University of Michigan and bachelor's degree from the University of Illinois Champaign.

Disclosures:

none