

# Jason Richter

## SUMMARY

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A leader and innovator of 24 years, with past 14 at the executive level in healthcare, academia, and information technology. Has extensive experience designing and teaching courses successfully over all types of online learning platforms. Enjoys instructing students and observing their growth. A 3-time national healthcare leader of the year awardee.

## SKILLS

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- Project management
- Leadership
- Innovation
- Accounting
- Strategic planning
- Operations management
- Online teaching
- Financial management
- Process improvement

## EDUCATION

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Ohio State University. Ph.D. Health Services Management and Policy--Operations Management (2013)  
Ohio State University. M.S. (2013)  
Baylor University. M.H.A. (2007)  
Baylor University. M.B.A. (2007)  
University of Wisconsin-Madison. M.Acc. (2002)  
University of Wisconsin-Madison. B.B.A. in Accounting (2001)

## ACADEMIC POSITIONS (PART-TIME)

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Adjunct professor positions held at various points in Bachelors and Masters programs from 2013 to present online across LMS systems including Blackboard, Canvas, Sakia, and D2L at Baylor University, Army-Baylor University, George Mason University, High Point University, MGH Institute of Health Professions, New York University, Rider University, Texas Tech University, Trinity University, and University of Maryland Global Campus:

Managerial Economics, Operations Management, Healthcare Economics, Quantitative Methods, Quality Improvement, Healthcare Finance, Managerial Accounting, Healthcare Marketing, Strategy, Health Insurance, Capstone, and U.S. Healthcare Systems.

## EMPLOYMENT HISTORY (FULL-TIME)

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- Senior Director, Advanced Data Solutions (ADS), NORC, Chicago, IL Oct 2024-Present
- Oversees delivery excellence of the ADS portfolio of projects; revenue has increased 38% in 2 yrs
  - Manages \$33M department budget, including budget generation and contract proposal pricing
  - Provides strategic direction toward growth and goal setting of the department
- United States Air Force, Various Locations Jul 2002 – Sep 2024
- Chief Operating Officer, Medical Clinic, Scott AFB, IL Jul 2021 – Jun 2024
- Directed operations of medical clinic with 588 employees, 8 buildings, and \$86M budget that served 60K patient population
  - Translated strategy into 12 priority projects and defines success criteria
  - Overhauled acute care access, boosting the clinic to revenue growth and access from #36/37 clinics to #1/37 in the region

- Appointed senior Air Force consultant for 190 health plans leaders across all 75 bases. Created first learning symposium and virtual practice manager course

Chief Operating Officer, Ambulatory Surgery Center , Aviano, Italy Jul 2018 – Jul 2021

- Drove operations of ambulatory surgery center with 360 employees and a \$39M budget across a \$56M campus serving 8.4K patients. Also, led clinic's largest unit of 143 personnel across 8 departments.
- Created operational medicine clinic with staffing and facilities design that blended traditional and sports medicine. Sustained fewest injury rate at the best in the Air Force
- Awarded American Hospital Association Federal Healthcare Executive of the Year, 2020
- Earned Air Force Senior Healthcare Administrator of the Year, Europe, 2019

Chief Operating Officer, Medical Clinic, Seymour Johnson AFB, NC Jun 2016 – Jul 2018

- Guided operations as administrator of medical clinic with 205 employees, a \$23M budget across 6 buildings, that served 36K patients Also, led clinic's largest unit of 105 personnel across 6 departments
- Steered construction of \$55M medical clinic that opened in 2018
- Clinic was awarded Air Force's Clinic of the Year in 2018 (#1/64 clinics)
- Awarded American College of Healthcare Executives (ACHE) Senior Administrator of the Year, 2018
- Named ACHE Military Manager of the Year, 2017

Associate Professor, Army-Baylor MHA & MBA, San Antonio, TX Aug 2013 – Jun 2016

- MBA Deputy Program Director
- Taught five courses per year at nation's #7 ranked MHA program
- Created curriculum for new one-year MHA program
- Published more peer-reviewed journal articles than any faculty in graduate school
- Awarded Distinguished Faculty Service of the Year, Baylor University, 2016
- Awarded Researcher of the Year, Baylor University, 2016, 2014

#### CERTIFICATIONS

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Project Management Professional (PMP)  
 Certified Public Accountant (CPA) (Wisconsin: 22324-1)  
 Lean Six Sigma Green Belt  
 Fellow, American College of Healthcare Executives (FACHE)

#### PUBLICATIONS

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Published 23 articles in peer-reviewed journals with 900+ citations. A Full list is here:  
[https://scholar.google.com/citations?user=pX\\_rBbQAAAAJ&hl=en](https://scholar.google.com/citations?user=pX_rBbQAAAAJ&hl=en)