

# Rudy Santacroce, PE, PMP, DSHS

Find Rudy on  
LinkedIn [here](#).

**Current Position and Company.** Rudy is the Performance Effectiveness System Director for CHRISTUS Health in Dallas, Texas.



**Education History.** Rudy has a bachelor's degree in Industrial and Systems Engineering and a master's degree from the University of Florida.

**Experience as an Intern.** Rudy did a

one year internship during his senior year in undergraduate studies. This was an excellent opportunity to apply IE tools taught in the classroom to real-world problems in healthcare. The experience gained working in a corporate setting developed his confidence in professional presentation skills and building peer relationships.

**Experience in Healthcare Industry and SHS.**

Rudy has over 20 years in healthcare and he has been a Society for Health Systems (SHS) member for over 10 years. Rudy is also active in IIE, IHI, ACHE, PMP.

**Daily Work Activities.** Rudy serves as the system subject matter expert in process improvement for an international health care organization comprised of 60 hospitals, 175 outpatient clinics, and 350 service facilities throughout the United States, Chile and Mexico. He drives organizational change at the corporate and regional levels through strategic process improvement initiatives using Industrial Engineering, Lean, and Six-Sigma methodologies. He regularly provides CHRISTUS corporate executives and regional leadership with key performance excellence metrics and parameters

designed to move organizational performance to a targeted annual end state as part of a 10-year strategic plan.

**Useful Industrial Engineering Tools.** In Rudy's tool box, he uses value-stream mapping, Lean tools, extensive data and statistical analytics, simulation, A3 methodology to problem solving, and engineering economic analysis.

**SHS Involvement.** Rudy currently serves as a Director on the SHS Board of Directors. He has been a presenter at the National SHS Healthcare Systems Process Improvement Conference and helped sponsor students. He finds value in SHS because of the conference where presenters and attendees share lessons learned in the healthcare industrial engineering industry and allows for networking opportunities with peers.

**Favorite Memory of SHS.** At the 2013 Healthcare Systems Process Improvement Conference in New Orleans, SHS hosted their 25 year anniversary dinner recognizing pioneers in the society. Rudy felt it was a great experience meeting these individuals who have done so much to improve healthcare operations and create a career path for new Industrial Engineering graduates to make a difference in healthcare.

