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Summary

Successfully improving healthcare operations spanning in diverse facilities, stressing top tier-quality standards, and implementing highly effective training programs. Strong leadership, highly motivated, customer service focused, enjoys new communities and challenging situations.

- **Strategic planning**
- **Marketing initiatives**
- **Business liaison**

Experience

Administrator

Aspen Siesta - 34 bed SNF

January 2008 - December 2008

Elimination of agency usage within sixty days and achieved full capacity within 90 days through championing reputation for exceptional quality care, working 1-on-1 with staff to ensure adherence to standards. Authored policy-procedure development to meet current federal, state, local regulatory. Effective continuous monthly QI/QM (TQM) including safety training programs. Completion of adjacent park in culture change activities. Established contracts with outside vendors to enhance services within community. Destruction of business, medical records in accumulation of 42 years.

Administrator

Autumn Heights Health Care Center - 176 bed SNF

January 2007 - April 2007

Lead, direct hands on, open door daily overall operations. Annual \$7M budget compliance, renovation scheduled for \$450,000.00. Interview, hire, training new members of community instilling a "care team attitude". Authored regulatory clearance plan of correction regarding complaint survey prior to arrival. Assist in marketing programs, census goals, financial accountability in maintaining a sound business organization.

Consultant Pro Bono

Veteran Village/Veteran Chamber of Commerce

January 1993 - December, 2007

Faith based non-profit community organization serving Veterans, families in Denver arenas. Meetings with community leadership, government officials, lending organizations in obtaining necessary funding for establishment of skilled nursing facility and assisted living community. Authored program development including PTSD, and other disabilities for US Veterans. Ombudsman individual case management in providing healthcare financial information to Veterans, families.

Administrator

Dayspring Villa Assisted Living - Franciscan Ministries - 76 Assisted Living

March 2006 - August 2006

Faith based non-profit. Communicate company mission, vision, values adjacent to 383 apartment independent living campus in co-utilization of our dining programs within community. Establishment of individual shift job responsibilities, job duties for each department in training programs, regarding continuity of care issues. Marketing, financial responsibilities to meet goal process. Employee relations, evaluations per company policies, procedures.

Assistant Administrator

Manor Care of Boulder - 160 bed SNF

January 2005 - May 2005

Co managed, performed duties in business related activities and launched, performed as the in house marketing liaison. Coordinated customer service survey's, families, seniors, staff which was utilized in developing positive regulatory changes in programs. Facility ombudsman, facilitated guardian angel program, in conjunction with corporate representatives, consultants.

Administrator

Choices Weight Loss Centers

January 2003 - May 2004

Case management programs for clients seeking healthier life style. Program development in quality assurance, TQM with single propriety owner in five clinics in Denver arenas.

Customer Service Representative

Dr's Courtney, Bishop, Siebert

January 2002 - June 2002

Primary resource contact in internal medicine clinic. Telephone switchboard, computerized scheduling, insurance representative, bank deposits, credentialing, medical records, referrals.

Administrator

Evergreen Terrace Care Center - 57 bed SNF

April 2001 - October - 2001

Plan, organize, direct operations of an Alzheimer's, related diagnosis community for seniors. Survey process within three days of arrival as result of POC. Hiring of 50% new staff including department head managers, based upon qualifications, acceptable background checks. Agency elimination. Total facility training process to meet regulatory requirements, QA/RM (TQM), measurement tools. Marketing representative.

Principal Perfectacare

Assisted Living Denver and surrounding arenas

July 1997- January 2001

Identified, implemented corrective action training programs TQM that ensured compliance which exceeded established standards, regulatory requirements for new assisted living communities. Business, marketing analysis, budgetary process to ensure maximum census goals. Medical record review training processes.

State Director

Ashley Manor/Aaron Brooke Assisted Living - 8 bed Assisted Living

January 1997 - June 1997

Collaborate all business activities for establishing PCBH for Alzheimer's and related diagnosis seniors. Authored program development, licensure. Four additional communities established.

Administrator

Willow Brook Care Center - 57 bed SNF

Three years

Responsible for overall management, program development process for Medicare Part B restorative programs. Eliminated agency with five-figure expenditures within 90 days, saving company 35% on labor costs. Implemented comprehensive risk management programs which saved company 30% on insurance costs.

Administrator

Elms Haven Care Center - 180 bed SNF

Five Years

Co-designer of first 180 bed SNF. Overall management responsibility reporting to board of directors monthly. Administered fiscal operations, budgets, coordinated accountability amongst department leaders. Authored all program development including special events now part of Culture Change. Responsible for all operations of new state of the art community, recruiting, hiring, training. Marketing programs full house six months 120 beds, encouraged additional 60 beds in one year. Additional 60 bed addition after my employment, makes this facility the largest SNF in Colorado.

Administrator

Castle Garden Nursing Home 180 bed SNF

Five Years

Facility under union representation prior to employment. Program development to exceed regulatory, union ceased. Budget process established. Implemented community computerized programs. Established full in house rehabilitation programs including: Physical, Occupational, Speech therapies, EKG, Laboratory, X-Ray. Applauded by State of Colorado Health Department as flagship model in Colorado. Obtained 100% perfect State, Federal, JCAHO, VA survey's. Sub acute special contract with Veterans Administration, Washington DC. Featured in LTC magazine as one of the "Best of the Best" restorative programs in Colorado. .

Education, Advanced Training, Licenses, Organizations

Honorary Doctorate in Humanities. Bishop George Evans Memorial Award.

Red Rocks Community College. Health care, computer programming.

Long Term Care Continuing Education 400 hours including: Participant in First Colorado accord in Culture Change. The Essentials of Nursing Home Administration, 2009 and a Certified Eden Alternative Associate, 2009.

Long Term Care Administrator, State of Colorado

Assisted Living Administrator Certification, Gerontological Society. QMAP.

Alternate Care Facility Training, State of Colorado. Notary Public-State of Colorado.

Board of Directors, Colorado Assisted Living Association. Colorado Gerontological Society.

Northwest Coalition on Aging, Northwest, East, Southwest.

