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EXPERIENCE

MOUNT ST. FRANCIS

7.13.09 to 5.7.10

Administrator

Colorado Springs, CO

Administrator for a 108 bed SNF located on a large campus with 6 other entities: Convent, Counseling Center, Parish Church, Campus Administration Building, Retreat Center and Autism School. I was hired to maintain the quality branding of the facility in terms of clinical care, customer service, staff retention, improve cost management and collections, maintain census of 98%, re-establish a friendlier and team oriented interdisciplinary team.

Accomplishments:

- 4STAR Facility maintained
- MyInnerView Excellence Award for the 2nd year in a row; over 90% customer satisfaction
- Staff turn-over under 30%
- Managed cost below estimated budget
- Best collections on record
- Census at 98% or better
- Friendlier, more team oriented interdisciplinary team

QUALITY LIFE MANAGEMENT

11.07 to 6.1.09

Administrator

Pueblo, CO

Administrator for an 81 bed SNF with a Specialty Unit of vent-dependent residents and a resource person for the rest of the Campus consisting of a 40 bed Alzheimer's Unit and 60 bed Assisted Livings. My mandate was to re-establish a team orientation, implement better cost controls, infrastructure and aesthetical improvements plus review and improve various processes. This is in addition to the necessary and daily implementation of superior quality care and life for all residents.

Accomplishments:

- 4.09 annual State Survey with 3 F-Tags with a "D" severity level
- Upgraded electrical system, suctioning system heating and cooling systems
- Significantly reduced bad debt
- Re-engineered admissions, transportation, redeterminations, account receivables and other processes/procedures
- Significantly reduced complaint occurrences and surveys
- Relocated managers for effectiveness, remodeled offices and main shower room
- Eliminated \$300+ K Agency within first year

SAVASENIORCARE

5/05 to 10.07

Administrator

Colorado Springs, CO

Administrator for a 76 bed SNF with an 18 bed Subacute Unit and a 12 bed all female Alzheimer's Unit. My major focus was to transform a solid management group into a highly performing team, reform the culture, improve care and invest scarce resources into the facility infrastructure using increased profitability.

Accomplishments:

- Won the **Blue Ribbon Program** (\$10K award equally divided between FT/PT Staff) within our District due to quality of care, census development, facility appearance and labor management
- Increased profitability each year as Administrator by reducing/eliminating agency, bad debt and turnover
- Increased overall average daily census and q-mix
- Eliminated \$300+ K Agency within first year

EVANGELICAL LUTHERAN GOOD SAMARITAN SOCIETY

4/04 to 5/05

Administrator

Hobart, OK

Completed an 800 hours AIT Program at a 350 bed CCRC facility in Loveland, CO. Afterwards, I was sent to a troubled facility in Oklahoma where the NHA, DNS, QA/SDC and SSD previously resigned due to intra-organizational conflict. I was sent to stabilize a crisis situation. I assisted with establishing communications/cooperation between two sisters' facilities that didn't like each other.

Accomplishments:

- Rehired new managers to replace those that resigned
- Helped transform the culture into something that resembled the Christian ownership
- Addressed the organizational pain and re-established a sense of team in both facilities
- Reduced the "blood flow" of cost overruns
- Significantly reduced Agency
- Prepared the 2 facilities for a merger and closing of an assisted living wing

Heavy Highway Construction:**Estimator, Project and Quality Manager plus Director of TQM**

6/84 to 11.03

For over 18 years I estimated, sold and successfully managed asphalt paving projects in the Commercial Marketplace, especially subdivisions, churches and shopping centers. For 4 years I led the top TQM Program in a \$420MM conglomerate of over 45 companies.

Accomplishments:

- Profitable in all but 1 project with annual sales of \$2MM
- Invited to partake in a meeting with the top 38 Executives in the conglomerate due to the quality of my (our) TQM program
- Selected to get my MBA due to performance and educational interests
- Top TQM Program in conglomerate

EDUCATIONAL AND PROFESSIONAL DEVELOPMENT

CPI Trainer

Denver, CO

LNHA Nursing Home Administrator

CO

CQM American Society for Quality

Milwaukee, WI

MBA Regis University

Colorado Springs, CO

MAT Colorado College

Colorado Springs, CO

BS University of Scranton

Scranton, PA

PERSONAL AFFILIATIONS (within the last five years)

NHA Council and QIS, CHCA

Denver, CO

CHCA District III and V

Colorado Springs, CO

American Society for Quality

Colorado Springs, CO

Excellence in Customer Service Evaluator

Colorado Springs, CO