

## SONDRA EPPARD, N.H.A.

303-988-8656

seppard@msn.com

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### Objective;

Seeking an Administrator position in a Skilled Nursing Facility – Executive Director in Assisted Living. With an organization with a good reputation, in providing quality services.

### Professional Skills:

#### Administrator

Aspen Siesta

Denver, Colorado

2008

- **Responsible for day-to-day operations**, open door management in supervision Directing, overseeing, evaluation of a **34 bed private SNF Long Term Care Facility**.
- **Elimination of agency usage** within sixty days by close monitoring of personnel policies In result of call in of nursing staff. Utilizing action plans, or corrective action process, hiring of permanent staff, resulted stability in department, insuring quality care.
- **Oversee the marketing program**, and aggressively marketed our reputation in quality care, which resulted in a **full census, within 90 days to achieve goals**.
- **Responsible** for ensuring maximum quality of care of life for the residents..
- **Updated, Developed new** policy–procedure programs to **meet regulatory**.
- **Promoted completion** of park adjacent to facility in Culture Change activities.

#### Consultant

Veterans Village

Denver, Colorado

1993-2007

- Non-profit, faith based organization serving **Veterans**, families in obtaining facilities for SNF, Assisted Living. **Program Development** including “PTSD”.
- **Facilitate** meetings community groups, other officials. Case management. Ombudsman.

#### Administrator

Autumn Heights Health Center

Denver, Colorado

2007

- **Direct, Lead overall operations**, of the day-to-day management of **176 bed** SNF Long Term Care facility offering Medicare, Medicaid, Private, HMO programs.
- **Interview**, hire, new team members. Budget compliance.
- **Authored** POC complaint survey prior to arrival. Health Department approval.
- Assist in marketing programs for facility census.

#### Administrator

Dayspring Villa

Denver, Colorado

2006

- **Communicate** mission, vision, values of non-profit, faith based, Assisted Living facility. Serving Private Pay, HMO, Medicaid. Hands on management of **76** single apartment housing adjacent to **383 CCRC** Independent, HUD qualified campus.
- **Oversight of all staff** including Department Managers, interview, hire, supervise and coordinate in house training programs, included **establishment of individual job duties**, for each position within facility.
- **Developed Marketing plan** for census. Budget oversight. Implemented renovation.

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### Assistant Administrator

Manor Care of Boulder

Boulder, Colorado

2005

- **Perform** duties in managing business related activities in a **160 bed** SNF facility Providing services to Medicare, Medicaid, Private Pay, and HMO to achieve vision.
- **Launch and performed as the in house Marketing Director.** Completed action plans, on admissions, to quantify customer service being provided. **Implemented training.**
- **Facility ombudsman**, families, residents, staff.
- Coordinate Customer Service surveys for families, residents, and staff.

### Administrator

Choices Weight Loss Centers

Denver-Aurora, Colorado

2003-2004

- Case management programs for clients seeking healthier life style.
- Program Development in Quality Assurance with single propriety owner, that provided one-to-one counseling, health services for all participants, valued employees.

### Customer Service Representative

Dr's Courtney, Bishop, Siebert

Swedish Hospital, Englewood Colorado

2002

- **Primary** contact in fast paced Internal Medicine Clinic. **Computerized** scheduling, Insurance representative, daily bank deposits, reconciliations. Referral process.

### Administrator

Evergreen Terrace Care Center

Lakewood, Colorado

2001

- **Plan, organize, direct** operations of day-to-day management of **57** bed Long Term Care Facility servicing Medicare, Medicaid, Private Pay, for Alzheimer's, related diagnosis.
- **Survey process within three days of arrival.** As result of POC process hiring of 50% **New** staff based upon qualifications, acceptable background checks per regulatory.
- **Marketing representative** to coincide with budget compliance.
- **"Team" goal orientated - QARM measurement tools.**

### Multi Task – Referrals

Western Skies Healthcare

Denver, Colorado

1998-2001

- **Assist** in various Physician offices: Computer Accounting, Hospitals, Rehab. Centers: Front desk, Customer Service, Insurance. ICD-9, computerized billing software. Computer Scheduling, **Electronic Medical Records** and Credentialing.

### Consultant

Perfectacare Assisted Living

Denver, Colorado arena

1997-2001

- **Sole Entrepreneurial endeavor.** Identified, implemented corrective action programs offered exceeded compliance with established standards. POC for Assisted Living communities. Training, Business and marketing plans. Medical record auditing, training, to ensure quality care.

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### State Director

Ashley Manor/Aaron Brook Place      Colorado Springs Colorado      Six months

- **Coordinate** all meetings with government, county level officials in obtaining authorization for home like facilities located within the community.
- **Collaborate** all business activities for establishing new **PCBH** Assisted Living facilities for Alzheimer and related diagnosis residents. **Authored Program Development**, Licensure approval. Recruit, train, staff scheduling, marketing. Four additional facilities in front range, Colorado.

### Project Coordinator

Qwest      Denver, Colorado      Three years

- **Consulted** with engineers, cartographers in special project in preparation of "wireless".

### Administrator

Willow Brook Care Center      Wheat Ridge, Colorado      Three years

- **Management** of 57 beds Medicare, Medicaid, and Private Pay. SNF.
- Established program development process for **Medicare Part B Restorative Programs**.
- **Eliminated agency with** five-figure expenditure within 90 days. Saving company 35% nursing costs monthly, for three years. Recruit, Hire, QARM all staff involvement.
- **Implemented comprehensive risk management training programs** which focus on resident/provider, which reduced to no further claims in facility, which saved company **30% yearly in direct insurance costs.**

### Administrator

Elms Haven Care Center      Thornton, Colorado      Five years

- **Co-designer of first 180 bed** Skilled Nursing facility. Medicare, Medicaid, Private Pay.
- **Responsible for recruiting**, hiring, training, mentoring staff to ensure quality care.
- **Authored all program development, special events (now part of Culture Change).**
- **Marketing programs full capacity six months, encouraged additional sixty beds Within one year. Featured in Long Term Care magazine as one of the best SNF Rehabilitation Programs in Colorado.**

### Administrator

Castle Garden Care Center      Northglenn, Colorado      Five years

- **Responsible** for ensuring maximum quality of life for the residents of a **180 bed** Long Term Care Facility with Medicare, Medicaid, VA contract, Private Pay.
- Facility under **union representation** prior to employment. Introduced new employee benefit program, goal setting with disciplines within organization. **Union activity ceased.**
- **Authored all program development**, policies-procedures to **exceed** regulatory. .
- **Implemented computerized facility** including Mars, Tars, Care Plans, Restorative.
- Established full in house Rehab. With Physical, Occupational therapy, EKG, X-Ray, Lab.
- **Authored marketing programs ensured 100% census, with six-month waiting list.**
- **Applauded by State of Colorado, Health Department as model home in Colorado. Sustained 100% State, Federal, VA, JCAHO accreditation surveys.**

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**Additional Accomplishments:**

- **Program Development** Father Paul - **Hospice** of St. John Lakewood, Colorado.
- **Program Development** Veterans Contract **Sub Acute Programs** in LTC, Approved Directly from the **Veterans Administration, Washington DC.**

**Licenses, Education, Certifications:**

**Long Term Care Administrator, State of Colorado.**  
**Assisted Living Administrator Certification, State of Colorado.**  
**Alternate Care Facility Training Certification. State of Colorado**  
**QMAP re-certification August 2009, State of Colorado.**  
**Notary Public, State of Colorado.**

- **Honorary Doctorate of Humanities. Bishop George Evans Memorial Award - 1999.**
- **Red Rocks Community College, Continuing Education – Health Care 1999-2001.**
- **Continued Education courses provided by CHCA, Medical Facilities – 10 hour Required classes in SNF- 15 years.**
  
- **Participant 1<sup>st</sup> Colorado Accord in Culture Change. December 2008.**
- **The Essentials of Nursing Home Administration. 36 hour classroom course Colorado Health Care Association. January – March 2009**
  
- **Board of Directors, Colorado Assisted Living Association 1997-2000.**
- **Northwest Coalition on Aging, 2007. East 2008. Southwest Coalition 2009.**

**Computer Experience:**

- **Quick Books, Peachtree, Excel, Electronic Medical Records, “Care” software program in Long Term Care, Physician, Rehabilitation Centers, Hospitals software, Word for Windows XP.**

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