**Robert McDonald, N.H. A.**

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**Executive Director of Operations**

Dedicated professional with vast leadership and administrative experience in healthcare markets. Determined to provide high quality, business strategies to improve the overall process within an organization. Proven success in fostering long-term relationships and advocating for community involvement. Skilled in directing multiple projects simultaneously, with the ability to prioritize and meet deadlines. Motivated in establishing a positive working environment, building teams that can easily adapt to organizational changes with ease.

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| * Organizational Operations
 | * Staff Training & Leadership
 | * Project Administration
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| * Community Based Programs
 | * New Process Implementation
 | * Relationship Building
 |
| * Comprehensive Healthcare
 | * Strategic Planning & Growth
 | * Facility Improvements
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# Professional Experience

The Neighborhood in Rio Rancho, Rio Rancho, NM

**Executive Director**, 2016-May 2018

Controls the development of new orientation programs, policies, and procedures. Collaborates effectively with the CEO and leadership teams regarding marketing programs. Oversees that Resident Reviews, QAPI, and Safety Committees are active and relevant. Guarantees a steady growth in census by following relevant parameters as determined by bond holders and the board of directors. Continuously enhances resident committee structures to promptly responds to occupant inquiries, service improvements, tenant health advisory, and building and ground augmentations.

* Independently orchestrated the opening of a new Continued Care Retirement Community (CCRC). In addition, chose qualified leadership and staff for the Life Plan Community holding 90 Independent Living Units, 48 Assisted Living beds, 24 Memory Care beds and 48 Skilled Care beds.
* Earned the recognition of “Best of Construction” for the campus in 2016.
* Praised for generating a compliance program ensuring positive QI and survey results.
* Secured a 5-Star Quality Rating for the first two years of operation per CMS website.
* Protected staffing levels with under 4% overtime for two years.
* Acknowledged for diminishing deficits in both health and facilities for two consecutive years during annual inspections.
* Constructed policies and procedures for the Skilled and Assisted Living licensed units.
* In only six months, gained the necessary licensing and certification to ensure compliance.
* Boosted census by 80% occupancy in Independent Living, 70% in Assisted Living, and 80% in the Skilled Nursing Unit.
* Preserved a total of 80% Medicare / Managed Care census in the Skilled Nursing Unit.

*Professional Experience Continued*

LOS ALAMOS RETIREMENT COMMUNITY, Los Alamos, NM

**EXECUTIVE DIRECTOR**, 2013-2016

Organized the processes to ensure the positive workflow for a 66-bed skilled facility and 64-bed assisted living facility. Conducted research to provide relevant resources and outreach programs for caregivers, information regarding Alzheimer’s support, and promote awareness for clients suffering from dementia. Implemented structural enhancements including HVAC repair, roofing, plumbing, parking, and resident housing.

* Acknowledged by the United Way Grants for Dementia Care Unit programs for becoming the first facility in New Mexico to execute the “Music and Memories” program for Alzheimer’s and Dementia residents and resulting in the reduction of Alzheimer’s episodes by 75%.
* Recognized for boosting public involvement through the construction of hospital and community programs.
* Maximized the facility rating from one to three stars targeting areas such as Clinical Indicators and Staffing.
* Minimized overtimes costs by less than 2% in the nursing and dietary departments and securing a zero standard for overtime in the remaining departments.
* Amplified Medicare census from seven to 15 residents daily.
* Elevated the average RUG reimbursement from 32% equating to $410 each day.

PRESBYTERIAN KASEMAN HOSPITAL, Albuquerque, NM

**DIRECTOR OF THE KASEMAN SUB ACUTE AND REHABILITATION UNIT**, 2011-2013

Applied updated protocols to improve admissions and discharge measures for the 55-bed facility. Established new lines of communication by coordinating meetings for providers, nurses, therapists, and case managers increasing hospital productive. Reviewed workload demands to schedule staff and appropriately distribute workload.

**KEY ACCOMPLISHMENTS**:

* Successfully advanced the facility from a Four-Star to a Five-Star Quality Rating on the CMS Nursing Home Compare.
* Introduced innovative software created to retain revenues for residents with Medicare A.
* For two straight years, obtained zero deficiency surveys.
* Diminished Nursing hours by securing a float schedule for Registered Nurses.
* Flawlessly directed physician staff productivity, reaching 95% of all goals.
* Utilizing long-term data restructured the UR system with an emphasis on provider support.
* In the final six months of 2012, grew ADC on SNF to 52.

*Additional Professional Experience*

ESPANOLA VALLEY NURSING & REHABILITATION CENTER, Espanola, NM

**ADMINISTRATOR**, 2010-2011

Monitored the census development and Medicare A census enhancement for a skilled nursing and rehabilitation center containing 120-beds. Abided by budget limitations when managing supply line expenses. In addition, increased the bottom-line to surpass budget levels by +$140K.

**KEY ACCOMPLISHMENTS:**

* Matured the overall occupancy of the facility from 76 to 94 ADC while enhancing Medicare A from 7 to 18 ADC, obtaining a daily reimbursement of $85 and 12-day LOS.
* Modernized a wing of private rooms for recovering patients with short-term rehabilitation, advancing an average Medicare daily census of 12 residents.
* Grew Medicare revenues and bottom line net by $100K in the second year.
* Known for initiating a formal QAPI program producing the first zero deficiency survey.
* Significantly lowered operational costs by eliminating overtime to less than 2% of labor costs.

*\*Has extensive Interim Administrator experience at Redlands Community Hospital, Healthcare Management Associates, Beverly Enterprises, Sunbridge Healthcare, Highland Health Care Center, Christian Homes Inc., Lincoln Home, Green Park Residential Center, Atrium Living Centers, RET Enterprises, and Beverly Enterprises. Also as a Comprehensive Hospital Planner for the State of Illinois.*

# Education

**BACHELOR OF SCIENCE in PSYCHOLOGY**

University of Illinois, Springfield, Illinois

**Master of Psychology**

University of Illinois, Springfield, Illinois

## Licensure

**Licensed Nursing Home Administrator**

*Illinois License # 044-003217*

**Licensed Nursing Home Administrator**

*New Mexico License # 1153*

## Training & Development

FEMA / CMS Emergency Disaster Training for Healthcare Provider, 2017

# Professional Associations & Affiliations

Certified American College of Healthcare Administrators for 19 years

**Chair Member,** Kaseman Hospital Compliance Committee, 2 years