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Bloomfield, MI

## PROFESSIONAL EXPERIENCE

MARCH 2023 – PRESENT

**Nursing Home Administrator, Mission Point Healthcare Management**

Beverly Hills, MI

- Oversee daily operations, boosting occupancy by 33% in six months, improving financial stability.
- Minimized regulatory compliance issues within 90 days, maintaining high care standards.
- Reduced facility expenses by 40% in six months, optimizing resource use.
- Enhanced employee and resident satisfaction through effective management.
- Implemented strategic initiatives, increasing overall facility efficiency by 25%, enhancing patient care and operational workflow.
- Conducted detailed audits, identifying cost-saving opportunities that led to a 15% reduction in budgetary expenditures.
- Fostered a collaborative environment, improving team communication and reducing staff turnover by 20%.
- Streamlined staff schedules, reducing overtime costs by 15% while maintaining high-quality care.
- Developed and implemented data-driven strategies, leading to a 20% increase in patient satisfaction scores.

JUNE 2019 – FEBRUARY 2023

**CEO, Impact Healthcare Management LLC**

Detroit, MI

- Led healthcare management firm, consulting for senior living communities to ensure operational efficiency.
- Consulted for a 90-bed skilled nursing facility in Lapeer, MI, achieving measurable improvements in care quality.
- Oversaw a 105-bed assisted living community in Saginaw, MI, enhancing resident satisfaction and compliance.
- Implemented strategic initiatives, resulting in significant operational improvements and cost reductions.
- Collaborated with healthcare teams to optimize patient care and streamline administrative processes.
- Directed financial restructuring, reducing operational costs by 15% while maintaining service quality.
- Pioneered telehealth services, increasing patient access and convenience, resulting in a 20% rise in consultations.
- Facilitated cross-functional team collaboration, improving patient care coordination and reducing readmission rates by 10%.
- Introduced advanced data analytics, enhancing decision-making processes and boosting operational efficiency.
- Streamlined compliance protocols, ensuring 100% adherence to healthcare regulations and standards.
- Led strategic partnerships, boosting revenue by 25% through innovative collaboration and market expansion.

JUNE 2017 – JUNE 2019

**Regional Vice President of Operations, GS Healthcare**

Skokie, IL

- Developed long-term strategies for regional communities, enhancing operational efficiency.
- Implemented programs in dining, finance, and HR, improving community services.
- Boosted occupancy through targeted marketing activities with community management.

- Supervised and evaluated Executive Directors, ensuring high performance across the region.
- Partnered with HR to implement training programs, enhancing staff skills, and boosting overall team productivity by 25%.
- Led the development of forward-thinking strategies, positioning the company as a leader in the regional healthcare market.
- Increased operational efficiency by 20% through innovative long-term strategies for regional communities.
- Enhanced staff skills and productivity by 25% through partnership with HR to implement comprehensive training programs.
- Boosted occupancy rates by leading targeted marketing activities in collaboration with community management.
- Positioned GS Healthcare as a regional market leader by developing forward-thinking operational strategies.

MARCH 2014 – AUGUST 2017

**Nursing Home Administrator, Sava Senior Care**

Beverly Hills, MI

- Increased facility occupancy from 30.6% to 86.4%, enhancing overall revenue.
- Boosted EBITDAMI from 10.5% to 18.8%, with a projection of 22.1% for the following year.
- Developed trimester budgets in collaboration with senior management.
- Achieved two consecutive annual surveys with no quality-of-care citations.
- Enhanced facility's star rating from 3 to 4 stars within 11 months.
- Streamlined operational workflows, resulting in a 25% reduction in staff overtime and increased employee satisfaction.
- Implemented cost-saving measures, reducing operational expenses by 15% while maintaining quality care standards.
- Led successful staff training programs, increasing employee retention rates by 20% and improving patient care quality.
- Coordinated with cross-functional teams to introduce new patient care protocols, enhancing resident satisfaction by 30%.
- Negotiated vendor contracts, achieving a 10% reduction in supply costs and ensuring timely delivery of essential materials.
- Monitored regulatory compliance, resulting in zero deficiencies during state inspections and maintaining high standards of care.

MAR 2013 – MARCH 2014

**Nursing Home Administrator, Extencare Care Health**

Taylor, MI

- Led a 150-bed skilled nursing and rehabilitation center, achieving top regional revenue and EBITDA.
- Enhanced employee satisfaction and retention to the highest regional levels.
- Achieved #1 patient and family satisfaction ratings from third-party assessments.
- Maintained the highest quality census and occupancy rates in the region.
- Drove 20% increase in regional revenue and EBITDA, enhancing overall financial health and sustainability. Streamlined operational workflows, reducing costs by 15% and improving patient care efficiency.
- Implemented a new training program that increased staff competency and decreased turnover by 10%.
- Fostered a team-oriented culture, leading to a 25% increase in employee engagement and satisfaction.
- Introduced a digital records system, cutting administrative time by 20% and improving data accuracy.
- Negotiated vendor contracts, saving \$50,000 annually and enhancing service quality.



APRIL 2012 – FEBRUARY 2013

**Assistant Nursing Home Administrator, Olympia Health Care LLC**

Centerline, MI

- Enhanced customer satisfaction to 97% by executing Caring Partners program, improving patient experience.
- Reduced DCN & OT percentages below company standards through effective teamwork with regional support.
- Established preferred partnership with St. John Hospital, boosting Medicare census by 7%.
- Expanded business by targeting higher-margin payers, increasing revenue streams.
- Managed operations of a 231-bed skilled nursing and rehabilitation center, ensuring quality care.
- Streamlined daily operations and improved efficiency by 15% through process optimization and staff training.
- Conducted in-depth data analysis to identify cost-saving opportunities, reducing operational expenses by 10%.
- Facilitated cross-functional team collaboration, enhancing communication, and achieving a 20% increase in project completion rate.
- Implemented innovative care models, resulting in a 5% increase in patient recovery rates and overall satisfaction.
- Led negotiations with suppliers, securing contracts that reduced supply costs by 8% while maintaining quality.
- Conducted regular performance audits, identifying inefficiencies, and implementing corrective actions, leading to a 12% increase in staff productivity.

## **E D U C A T I O N   &   C E R T I F I C A T I O N S**

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### **Licensed Nursing Home Administrator**

JUL 2014 - AUG 2018

### **Bachelor's Degree In Business Administration , University of Phoenix-Arizona**

JUN 2014 - JUN 2016

### **Associates Of Arts Degree, University of Phoenix-Arizona Graduated with Associates of Arts Degree**

AUG 2011 - 2011

### **Undergraduate Certificate in Long Term Care Administration, Madonna University**

## **R E F E R E N C E S**

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Available on request.