


# Margarita Khachatryan



NHA, MASM | CALIFORNIA NURSING HOME EXPERT

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 Morgan Hills, TX

## PROFESSIONAL EXPERIENCE

### Ararat Nursing Facility

September 2013 - present

Mission Hills, CA

#### Executive Director

- Responsible for the operation of a 254-bed non-profit skilled nursing facility, with a team of over 340 employees
- Facility ranked #1 by Newsweek in 2021-2022 and 2022-2023 (#4 in 20-21, 19-20, #14 in 18-19) and #2 in 2023-2024 and 2024-2025
- Oversaw the facility through the Covid-19 pandemic, ensuring a consistent supply of PPE, emergency procedures, communication, and excellent clinical and operational outcomes
- Participated in litigation as individual "Most Knowledgeable," for the organization, successfully completing several depositions
- Wrote application and prepared team and results for AHCA/NCAL National Quality Gold Award, receiving a site visit
- Recipient of the AHCA/NCAL National Quality Silver Award in 2018 and National Quality Bronze Award in 2017
- Oversaw completion of construction and licensing of facility expansion of 66 additional beds
- Oversaw the implementation of rehabilitation services and systems for care, documentation, and billing
- Precepted and trained 8 new administrators; three of whom have become licensed Nursing Home Administrators

### Orange Healthcare & Wellness Centre

June 2013-August 2013

Orange, CA

#### Administrator

- Responsible for operation of a 102-bed for-profit skilled nursing facility
- Implemented systems for cost controls, maintained a solid census and profitability, provided support and training to department managers and direct care staff
- Improved customer satisfaction through staff training and rounding

### Alta Vista Healthcare & Wellness Centre

February 2013-June 2013

Riverside, CA

#### Associate (Temporary) Administrator

- Provided interim oversight as Administrator of a 99-bed for-profit skilled nursing facility
- Maintained solid facility operation and provided support and training to facility departments as needed
- Improved customer satisfaction and employee retention, managed costs, and improved operational performance



**Skylight Healthcare & Wellness Centre, 04/2011-02/2013**

April 2011-February 2011

Los Angeles, CA

**Administrator**

- Responsible for oversight of all departments and operations of a 99-bed for-profit skilled nursing facility
- Improved facility rating from 1 star to 4 stars and decreased annual survey deficiencies from 16 to 8
- Oversaw full renovation of facility- worked in collaboration with engineering team, remodeling company, and OSHPD
- Assisted in marketing, participated actively in admissions process, and improved overall morale of facility

**Rockport Healthcare Services, 01/2011-04/2011**

January 2011-April 2011

Los Angeles, CA

**Associate Administrator**

- Assisted COO of organization with operational support and special projects in various facilities in Southern and Central California with specific focus on culture improvement and customer satisfaction

**Leisure Glen Care Center, 06/2010-01/2011**

June 2010-January 2011

Glendale, CA

**Assistant Administrator**

- In collaboration with the Administrator, oversaw the operations of a 94-bed for-profit skilled nursing facility
- Participated and led marketing events, community outreach, and admissions
- Responsible for customer service and resident satisfaction, problem resolution, and quality assurance
- Participated in labor management, profit & loss reviews, billing, and other meetings

**Alexandria Care Center, 08/2009-06/2010**

August 2009-June 2010

Los Angeles, CA

**Administrator in Training**

- Completed over 1000 hours of training in this 177-bed skilled nursing facility to fully understand day-to-day operations of a skilled nursing facility
- Provided direct assistance to department managers and interdisciplinary team and problem solved issues
- Attended and participated in routine meetings to better understand facility operations

**E D U C A T I O N , A C H I E V E M E N T S , & C E R T I F I C A T I O N S**

**EDUCATION:**

**2009-2010**                      **University of Southern California**  
**Los Angeles, CA**

- Master of Aging Services Management
- Cumulative GPA: 3.79

**2003-2007**                      **University of Southern California**  
**Los Angeles, CA**

Bachelor of Science degree in Gerontology, minor in Sociology

M. KHACHATRYAN

## ACHIEVEMENTS & CERTIFICATIONS:

- Nursing Home Administrator License #7467
- Preceptor License #5128
- RCFE (Residential Care Facility for Elderly) Certification in progress
- California Association of Healthcare Facilities (CAHF) – Board Member of Political Action Committee (2023-present)
- Featured in Emmy Award winning documentary, “Closed Doors, Open Hearts” about the Covid-19 pandemic in nursing homes
- Speak fluent Armenian, Russian and conversational Spanish
- Boys Scouts of America – Chair of Troop Committee for Troop 127
- Distinguished Service Award – California Association of Health Care Facilities 2022
- Humanitarian of the Year - Textile Association of Los Angeles - 2008

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## REFERENCES

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Available on request.