

Nicole Fulton



Expert Consulting Services, LLC

LNHA | SNF ADMINISTRATOR & COMPLIANCE EXPERT



617.870.1225



Info@ExpertConsultingServices.com



Winter Park, FL

SKILLS

- Windows 10
- Microsoft Office
- Typing 62 WPM
- Medical Software Skills
- Availity
- Navinet
- Curaspan
- Point Click Care
- KEPRO
- Data Analysis
- Critical Thinking
- Policy and Program Development
- Expenditure Authorization
- Financial Operations Oversight
- Employee Recruitment and Hiring
- Risk Management
- Budget Planning
- In-service Programs
- Risk Analysis
- Profitability Strategies
- Emergency Readiness
- JCAHO Accreditation

PROFESSIONAL SUMMARY

An enthusiastic and hardworking individual who is eager to find a position in a major company with a fast-paced environment. Trustworthy, reliable, and meticulous. Consistently works to exceed expectations and fulfill the goals of the company. Skilled at improving processes, maximizing team productivity and reducing costs to achieve sustainable nursing home operations. Familiar with employee motivation and retention strategies, resident relations and accreditation requirements. Plan and implement strategies for developing improved health care management. Proven problem solver and excellent communicator. Strong organizational skills, superb understanding of data collection and performance metrics. Successfully oversee human resources, budgeting, supply management and patient services. Develop and lead productive and efficient management staff. Highly organized and hardworking with excellent planning and program management skills.

EXPERIENCE

NURSING HOME ADMINISTRATOR - Southern Healthcare Management Group

Parkview Rehab Center at Winter Park, (Winter Park, FL) '22 – Present

- Managed daily operations of a 138-bed skilled nursing facility.
- Spearheaded new projects to expand facility scope.
- Recruited, hired, and supervised staff, ensuring high-quality care.
- Conducted facility inspections to ensure compliance and safety.

NURSING HOME ADMINISTRATOR – Signature Healthcare / Lilac Health Group

Winter Park Care and Rehab, (Winter Park, FL) '19 – '22

- Led facility from a 0-star rating to 4 stars in CMS ratings.
- Reduced hospital return rate from 52% to 13%.
- Maintained census above 95% and improved survey outcomes.
- Developed and implemented process improvements for customer care.

NURSING HOME ADMINISTRATOR – Gulf Coast Healthcare

Lake Eustis Health and Rehab, (Eustis, FL) '18 – '19

- Increased facility rating from 3-star to 4-star and maintained performance.
- Boosted facility census and maintained positive income levels.
- Achieved successful regulatory compliance with zero life safety tags.



PROFESSIONAL ORGANIZATIONS

- Active Member of Florida Healthcare Association
 - VP for District 2 2022-2023
 - President for District 2 2023 - Current
- Active Member of Purdue Healthcare Administration Advisory Board
- Active Member of Florida Atlantic University Student Alumni Association

EXPERIENCE

NURSING HOME ADMINISTRATOR – Gulf Coast Healthcare

The Oaks of Kissimmee, (Kissimmee, FL)

'16 – '18

- Managed day to day operations of a 59-bed skilled nursing facility.
- Maintained a 5-star CMS rating for the facility.
- Increased Medicare census, improving net income by \$11,000.
- Developed strong relationships with physicians and case managers.

EDUCATION

Master of Health Administration ('13)

Kaplan/Purdue University
Westville, IL

Bachelor of Health Services, Health Administration ('11)

Florida Atlantic University
Boca Raton, FL

LICENSURE

Nursing Home Administrator License

- NH5916
- Qualified Preceptor

Expert Consulting Services, LLC

REFERENCES

Available Upon Request.