

JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105

Home: (555) 432-1000 - Cell: - resumesample@example.com - -

CAREER OVERVIEW

Career Goal:

Transition from post-acute healthcare operations into HIT innovation and project development, with sights set on improving our healthcare delivery system, outcomes, and customer service.

Experienced, detail-oriented, and results-focused Nursing Home Administrator with extensive knowledge of healthcare, including post-acute, EMR, Medicare, physician management, nursing care, care coordination, financial management and billing, hospitality in healthcare, regulatory compliance, and healthcare operations and management.

Highly skilled in leadership, managing teams, problem-solving, and customer service.

'STRENGTHS FINDER' TOP 5 STRENGTHS

1) Restorative 2) Discipline 3) Competition 4) Consistency 5) Relator

QUALIFICATIONS

- Guest services
- Inventory control procedures
- Merchandising expertise
- Loss prevention
- Cash register operations
- Product promotions

TECHNICAL SKILLS

ACCOMPLISHMENTS

- Built a strong positive reputation for our healthcare services, such that occupancy was record-setting, referrals became primarily 'word of mouth', and denials due to lack of availability reached an all-time high;
- Implemented Electronic Medical Records transition from 100% paper charts to 100% EMR - 2011;
- Regulatory survey history demonstrates a strong and consistent adherence to state and federal regulatory requirements as well as a commitment to excellence in post-acute and long-term care, details available upon request;
- 1 of only 10 Nursing Homes in Texas to achieve across the board '5 Star Rating' on Nursing Home Compare by CMS - 2015;
- "Best Nursing Homes in America" US News & World Report - 2014, 2015;
- "Master's Award for Academic Excellence" from Department of Applied Gerontology at the University of North Texas - 2008
- Implemented Successful Aging culture change initiative, contributing to the Organization earning national award as a "Center for Successful Aging"

WORK EXPERIENCE

10/2009 to 10/2015 **Healthcare Administrator**

St Therese Home Of New Hope â€” Woodbury, MN,

- Six years as licensed nursing home administrator for a 42 bed nursing home, 40 apartment assisted living and 23 bed AL memory support, totaling 105 licensed beds/apartments located within a Life Care Continuing Care Retirement Community (CCRC)
- Managed team of clinical professionals and coordinated care with external providers
- Developed department heads' knowledge of healthcare through strategic and persistent relationship building, ensuring cross-departmental compliance with regulations, creating operational efficiencies, improving inter-departmental communication and teamwork;
- Successfully turned a divisive management team into a well-coordinated team of professionals with a common goal of providing excellent hospitality-focused healthcare;

04/2008 to 05/2009 **Administrator In Training (AIT)**

Life Care Centers Of America â€” Denver, CO,

- Full time year-long internship at a 285 bed skilled nursing facility in a 1,400 resident CCRC; rotated in all departments, active participant in nursing facility and throughout CCRC campus, preceptor was Associate Executive Director
- Facilitated teams on culture change and process improvement.
- Completed various projects on financial management and oversight

08/2006 to 04/2008 **Marketing Assistant to Chair, Department of Applied Gerontology**

Erickson Living â€” Ashburn, VA,

- Designed comprehensive marketing plan;

- Coordinated with Development staff on Alumni relations, including updating alumni database, Designed and wrote newsletters, Produced CD Alumni directory and coordinated distribution;
 - Represented department at booth of national industry conferences
- 2005 to 2006 **Director of Activities & Certified Nursing Assistant (CNA)**
Three Links Cottages â€“ City, STATE,
- Planned and implemented activity programming for 20 elders with memory-loss;
 - Cared for elders with memory-loss in a residential setting as CNA
- 2002 to 2003 **Programs Assistant**
ElderHealth Northwest/FullLife Care â€“ City, STATE,
- Developed and led activities, fed, and toileted elderly/mentally ill clients at non-profit adult day-health center

EDUCATION AND TRAINING

Professional Continuing Education:

-,

GPA:

- National Association & Society for Risk Management Annual Conference - 2015
- LeadingAgeTX Annual Conference 2009-2013, 2015 (Aging Services Providers State Association)
- LeadingAge National Association Annual Conference 2006-2007, 2013 (Aging Services Providers National Association)
- LeadingAgeTX 'Leadership Institute', Class of '14
- *LeadingAge CE Topics Included:* ACOs, Post-Acute Healthcare Updates, Care Coordination: Working with Acute Care, Health Information Exchange in TX, Applying LEAN to Healthcare, Accountable Care Act, Quality Assurance & Performance Improvement, Legal Updates, Defensive Documentation, In-House Rehabilitation, Continuing Care at Home, Crisis Communication, Hospitality, Expanding the Continuum of Care, HIPAA
- Nurse Scope of Practice' Seminar, TX Board of Nursing - 2012
- TX Culture Change Coalition Symposium - 2012 (Association Promoting Nursing Home Improvement)
- Certified Assisted Living Administrator, CHSER - 2011
- 'Resilient Leadership' Training - 2008
- Pioneer Network Annual Meeting - 2008 (Association Promoting Resident-Centered Care in Nursing Homes)
- LeadingAge Minnesota Annual Meeting - 2006
- Convening on Aging' Conference - 2005

2008 **MS: Applied Gerontology**
University of North Texas - Denton, TX

GPA:

- *Track:* Long-Term Care, Senior Housing & Aging Services with a Minor in Business Administration
- *GPA:* 3.92
- *Coursework included:* Social/Psychological Gerontology, Physician Practice Management, U.S. Health Care System, Biology of Aging, Caregiving, Government Programs for the Aging, Program Planning, Accounting, Finance, Information Systems, Marketing, & Management of Long-Term Care and Senior Housing
- Active member of and leader in Gerontology Student Association

2005 **BA: Liberal Arts; Major: Sociology & Anthropology**
Carleton College - Northfield, MN

GPA:

- *GPA:* 3.58; graduated 'Magna Cum Laude'
- *Significant coursework in the following areas:* Sociology, Anthropology, Aging Studies, Indigenous Issues, Spanish Language, Religion
- *Senior thesis:* "The Third Stage of Life: Retirement and Work?"
- *Study Abroad:* School for International Training in Ecuador - Culture & Development, extensive conversational Spanish achieved, Fall Semester 2003

PROFESSIONAL AFFILIATIONS

- Texas Culture Change Coalition, 2012-present (Association Promoting Nursing Home Improvement)
- LeadingAgeTX, 2009-present
- SAGE Texas, 2009-2011, Texas Society for Advancement of Gerontological Environments, judged 2010 national SAGE competition to determine award-winning designs for the aging

COMMUNITY INVOLVEMENT/VOLUNTEER WORK

- Coming of Age - Travis County, Advisory Council Member, 2014-present, attend bi-monthly board meetings and support this organization in promoting volunteerism of older adults in support of non-profits in the area
- Walk to End Alzheimer's, Austin, TX, participant 2010-2012, fundraised nearly \$1,000 in 2012 supporting the Querencia/DKR team

- Volunteer at Northfield Retirement Center, Northfield, MN 2004 to 2005
- Northfield Companions, Carleton College, Northfield, MN 2004 to 2005, initiated and directed a volunteer program, in which college students serve as 'companions' to the residents of a state-run adult home for mentally or physically disabled

INTERESTS

- Recreational Sports including CrossFit, Hiking & Backpacking, Hunting, Baseball, Racquetball, and Waterskiing