

LNHA | MBA | CDP | Experienced Nursing Home Executive & Expert

PROFESSIONAL SUMMARY

Highly experienced consultant in senior and elder healthcare, specializing in compliance with CMS nursing home regulations and survey operations. Proven track record of leading large-scale healthcare operations, managing cross-functional teams of over 300 professionals, and ensuring regulatory excellence. Expertise in navigating federal and state survey processes, implementing quality improvement initiatives, and driving person-centered care outcomes. Recognized for fostering collaborative workplace cultures, enhancing customer satisfaction, and achieving top-tier compliance in skilled nursing and long-term care settings.

EDUCATION

Executive M.B.A., 2019
Southern New Hampshire University
Manchester, NH

B.A. Business & Management, 2006
Wheaton College
Norton, MA

LICENSURE

- Licensed Nursing Home Administrator, L.N.H.A. #5276
- Level I & II Advanced Certificate – Dementia Care Provider
- Certified Dementia Practitioner, C.D.P. #269026

PROFESSIONAL EXPERIENCE

ECS, LLC (formerly, TRUE REVIEW, LLC), (Marblehead, MA) 2020 – Present

Founded Expert Consulting Services, LLC (ECS), a leading consultancy specializing in healthcare, legal, and senior/elder care advisory services, embodying the mission of bridging professional knowledge with compassionate service.

- Directly responsible for setting the strategic direction, vision, and values of the company, ensuring alignment with the core principles.
- Spearheaded the development and delivery of comprehensive healthcare consulting services, assisting medical professionals, healthcare organizations, and legal professionals with expert witness and consulting reviews.

- Established a trusted network of professionals offering legal expertise and witness services, supporting legal teams with authoritative insights, healthcare-related legal advice, and expert witness testimonies for litigation.
- Advocated for continuous learning and professional development within ECS, offering subscription-based access to expertise, industry trend updates, and exclusive discounts.
- Developed and personalized reports and data analysis services, offering tailored insights for informed decision-making in legal proceedings and healthcare strategy development.
- Maintained hands-on involvement in all aspects of the business, including development, budgeting, and client relations, to ensure the highest standards of service and client satisfaction.
- Cultivated a culture of understanding and precision within the team, dedicated to addressing the unique challenges faced by clients with knowledgeable and evidence backed support.
- Acquired and merged expert witness legal services, True Review, into ECS in January 2024.
- Founder and Principal of True Review from 2020 until January 2024's merge with ECS.

EXECUTIVE DIRECTOR, Operations

THE RESIDENCE AT VINNIN SQUARE, (Swampscott MA)

2022 – Oct. 2023

The Residence at Vinnin Square is a distinguished 88-apartment community offering assisted, independent, and memory care services known for exceptional care and hospitality.

- Achieved a financial turnaround within a single quarter by boosting community occupancy, focusing keenly on meticulous front-line documentation, and enhancing team efficiency.
- Markedly improved customer satisfaction scores, demonstrating a substantial enhancement in the quality and delivery of community services.
- Maintained a consistent 100% compliance with the Executive Office of Elder Affairs, reflecting an enhanced culture and steadfast commitment to quality assurance, operational efficiency, and accountability.
- Spearheaded the implementation of a comprehensive staff training program, focusing on empathy, communication, and service excellence, which resulted in a marked improvement in team performance and resident engagement.
- Leveraged data analysis and key performance metrics to drive quality assurance initiatives, ensuring optimal operational performance and significantly enhancing the resident experience.

EXECUTIVE DIRECTOR, Operations

J & S BRUDNICK CENTER FOR LIVING, (Peabody MA)

2019 – 2022

The Brudnick Center for Living, a 5-star CMS-rated facility, is recognized for excellence with numerous accolades, including the Silver Quality Award from the American Health Care Association.

- Held comprehensive responsibility for the strategic vision, execution, operational efficiency, and management of a 144-bed facility generating \$19 million in revenue.
- Led the development and management of COVID-19 recovery units, facilitating the community-based admission of COVID-19 patients and ensuring a robust response to the pandemic.
- Achieved a perfect score of 28 out of 28 during the COVID-19 DPH Infection Control Audit, demonstrating exceptional adherence to infection control standards.
- Engineered a financial and operational revival of a previously underperforming operation within 8 months. Guided over 300 employees towards fostering a family-like work environment, deeply aligned with the organization's mission and vision, leading to a 12% improvement in annual EBITDA over 2018 and a 21% rise in customer satisfaction scores.
- Enhanced employee satisfaction and retention by 13%, simultaneously improving the efficiency of the short-term rehabilitation department. This resulted in a notable decrease in the average length of stay from 14.3 days to 11.2 days, optimizing patient throughput and care.

EXECUTIVE DIRECTOR, Operations

Life Care Center of the North Shore (Lynn, MA)

2014 – 2019

Life Care Center of the North Shore, a 123-bed healthcare facility, has earned a spot on US News & World Report's "Top Nursing Homes" list and consistently received 4 & 5-star ratings with CMS.

- Orchestrated a multi-year, \$5 million renovation of the healthcare facility, ensuring no disruption to daily operations.
- Created a 41-bed sub-acute unit and established a leading pulmonary rehabilitation program, enhancing the facility's service offerings.
- Successfully achieved and upheld Joint Commission Accreditation, became a Quality Assurance Performance Improvement certified facility, and received the American Healthcare Association Bronze Quality Award.
- Led the development of a comprehensive pulmonary rehabilitation program, integrating services from a respiratory therapist and consulting pulmonologist to meet the specific needs of patients.

- Significantly increased the operating margin by \$300,000 in 2015, and by \$200,000 in both 2016 and 2017, demonstrating effective financial and operational management.

EXECUTIVE DIRECTOR, Operations

Kindred Healthcare (Andover, MA)

2011 – 2014

Operated various for-profit health care facilities throughout Massachusetts.

Blue Hills Alzheimer's, Stoughton, MA

- Lowered facility overtime utilization from 10% to under 3%.

Harborlights, South Boston, MA

- Achieved and maintained financial benchmarks while providing excellence in care at a diverse and urban facility.

Hammersmith, Saugus, MA

- End-to-end responsibility for operations including transitioning facility and licenses to new ownership.

SKILLS

- Strategic Leadership
- Commitment to Mission & Values
- Expertise in Dementia Care & Services
- Regulatory Compliance Mastery
- Proficiency in Organizational Turnarounds
- Change Management & Adaptation
- Fostering Positive Organizational Culture
- Assembling and Leading High-Performing Teams
- Utilization of Effective KPIs and Metrics
- Advanced Healthcare Information Technology skills

AWARDS

ELI PICK LEADERSHIP AWARD

2X Recipient of the American College of Administrators leadership award for outstanding administration of a skilled nursing facility

US News & World Report

Led 3rd best skilled nursing in Commonwealth of Massachusetts

References & Case Work Available Upon Request