Julie Thompson, lNHA, MHSA, MBA A person wearing glasses and a black shirt

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**Professional Summary**

Highly accomplished and experienced Nursing Home Administrator and Assisted Living Manager with 20+ years of experience in long term care and assisted living administration. Experience includes operational and risk management, regulatory compliance, development and implementation of policies and procedures, quality assurance and process improvement, contract management, memory care, post-acute/transitional care, and human resource management. Experienced Expert Witness available for medical records, charts and other document review, case disposition, depositions and court testimonies.

**Work History**

*Expert Witness, Juliet Healthcare Services* 2018-Current *Gilbert, AZ*

Experienced Expert Witness in long term care and assisted living administration, leveraging knowledge of healthcare regulations and best practices. Conduct comprehensive case reviews, analyzing medical records, policies and compliance documents to deliver informed opinions on healthcare standards and practices. Collaborate with legal teams to articulate complex health care issues clearly and effectively.

*Quality Improvement Specialist, Health Services Advisory Group* 12/2023-Current *Phoenix, AZ*

Healthcare Quality Improvement Organization. Provide clients with operational assessment and process improvement methods in real time, mentor health care leaders, and develop and implement training sessions on best practices.

*Director of Health Services, Mirabella at ASU* 3/2020 to 8/2023

*Tempe, AZ*

Nursing Home Administrator for 20-bed skilled nursing facility and Assisted Living Manger for 21 bed Assisted Living Facility on campus of a CCRC. Successfully opened new nursing home, assisted living facility and outpatient therapy, overseeing all aspects of operational launch. Obtained necessary federal and state licenses, ensuring full compliance with regulatory standards. Spearheaded appropriate coordination of health services for skilled nursing, assisted living, and outpatient therapy.

*Director of Health Services, Terraces of Phoenix* 3/2019 to 2/2020

*Phoenix, AZ*

Nursing Home Administrator for 63-bed skilled nursing facility on campus of a CCRC. Directed daily operations including patient admissions, hiring and staffing, budgeting, quality assurance and facility maintenance. Implemented and monitored policies and procedures to maintain quality of care and safety standards. Led multidisciplinary team to ensure compliance with state and federal regulations and supervised manager of assisted living facility.

*Care Center Administrator, Presbyterian Homes and Services*  3/2013 to 3/2019

*Roseville, MN*

Nursing Home Administrator for 60-bed skilled nursing facility, then 108-bed skilled nursing facility during tenure at Presbyterian Homes and Services, both on campus of a CCRC: Waverly Gardens and Boutwells Landing. Both facilities achieved CMS Five Star Quality Rating and low deficiency surveys. Attained Zero deficiency at Boutwells Landing. Transitional care unit and memory care unit at Boutwells Landing.

*Administrator, Bethel Care Center* 2012

*St. Paul Minnesota*

Nursing Home Administrator for 120 bed, stand-alone skilled nursing facility, with a 24- bed ventilator unit and memory care unit. Influenced outstanding clinical performance and improved annual survey results, decreasing total number of deficiencies, and lower scope and severity. Assisted in negotiations of union contract.

*Executive Director, Citadel Care Center* 6/2008 to 11/2011

*Mesa, Arizona*

Nursing Home Administrator for 123-bed stand-alone skilled nursing facility that was also Joint Commission Accredited.

*CEO/Executive Director, Highland Manor Care Center* 2003-3/2007

Phoenix, AZ

Nursing Home Administrator for 96- bed stand-alone skilled nursing facility

*Previous Work Experience:*

Ramsey County Attorney’s Office, Child Support Enforcement

Halfway House upon prison release

# Education

Master of Health Services Administration, Arizona State University

Master of Business Administration, Arizona State University

Bachelor of Arts in Criminal Justice, University of Wisconsin -Eau Claire

# Licenses, Certifications, and Trainings

Licensed Nursing Home Administrator – Arizona

Certified Assisted Living Manager- Arizona

QSEP/CMS Certificate of Continuing Education- Long Term Care Basic Training

# Affiliations

# American College of Healthcare Executives