

Tiana Thompson



NHA | MBA | Experienced Nursing Home Executive & Expert

PROFESSIONAL SUMMARY

Experienced Nursing Home Executive and Licensed Administrator with a proven track record in skilled nursing, assisted living, and long-term care leadership. Expertise in achieving CMS Five-Star ratings, regulatory compliance, infection control, and operational efficiency. Skilled in staff training, policy development, and census growth, including navigating facilities through the COVID-19 pandemic. Certified NHA Preceptor with extensive experience in healthcare consulting and litigation support.

EDUCATION

Keller Graduate School of Management

Masters in Business Administration (MBA); June 2012
Concentration: Health Services Management

Eastern Illinois University

Bachelor of Science in Business; 2002
Major: Administrative Information Systems

LICENSURE

Licensed Nursing Home Administrator

- Healthcare Administration; License #NHA 7601
- Assistant Living Administrator RCFE Cert #7008123740
- Licensed NHA Preceptor

PROFESSIONAL EXPERIENCE

"We Care" Psychology Affiliates

2021-

present

VP of Operations

- Provide expert analysis and the overall practice management for Psychology practices in 4 states - CA, TX, FL and IL. Our affiliated practices provide behavioral health programs to skilled nursing facilities, assisted living and other long-term care communities.
- Develops annual operating and capital budgets. Meets and exceeds budget goals for the practices. Continually explores means of revenue enhancement and expense reduction.
- Recruit M.D., Psychologist, Psychiatrist, Mental Health Nurse Practitioners and LCSWs for the practices, in accordance with the physician practices' policies, to provide mental health services and programs to these facilities.



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ECS

Expert Consulting Services, LLC

- Coordinate services with the facility Administrator, ensuring a smooth transition to starting and continuing services.
- Acting as the liaison for all communities, staff, residents, prospects, insurance companies and government agencies.
- Verify residents' insurance for medical benefits. Investigate additional insurance benefits as required.
- Strong understanding of Medicare, PPO, HMO and private pay. Proficient in CPT, and ICD10 coding. Knowledge of the billing claims and appeals process and proper actions for underpayment and collections.
- Coordinate and oversee the payroll process for the Psychology practices.

Generations LLC – San Dimas, CA

2022 – 2022

Interim Senior Executive Director/Consultant

- Provide interim leadership and trained a newly licensed ED to be successful in reaching his highest potential.
- Lead through their vision and values while overseeing the day-to-day operations of the entire CCRC, 90 apartment assisted living, 25 bed memory care and 45 bed skilled nursing facility.
- Ensured the Sales & Marketing process is maximized to its fullest potential.
- Increased SNF census by over 200% in just two months. Census increased from 7 to 35 within two months.
- Team member relations, resident and family services and communication, resident well-being, quality assurance, financial management and regulatory compliance with the highest integrity and ethical standards.

Buena Ventura Post-Acute Care Center – Los Angeles, CA

2019 – 2021

Administrator

- Licensed Nursing Home Administrator for a 99-bed short-term/long-term care skilled nursing facility.
- Increased the facility star rating, to 5 stars and maintained throughout COVID, with favorable state, federal and infection control inspections.
- Combat COVID outbreaks with ensuring superb infection control practices, staff training, state inspections, and responding with the appropriate plans of action.



- Create and manage the annual departmental and facility budgets and implement disbursements according to the established expenditure procedures.
- Fiscal monitoring and cost reporting of cost, revenues, requisitions for maintenance, time and attendance, overtime, ensuring quality of service.
- Plan, develop, organize, and implement the programs, goals and objectives that are necessary for carrying out the mission of HMS, while recommending new services to meet residents and the community's needs and provides additional sources of revenue.
- Promote a positive work environment by maintaining the highest standards of employee development, professionalism, productivity, and compassion.

Newport Subacute Healthcare Center – Costa Mesa, CA

2018 – 2019

Interim Administrator/Consultant

- Licensed Nursing Home Administrator for a 137 bed SNF with 45 bed subacute. Manage the day-to-day operations for this small private company and preceptor for the owner.
- Ensuring operational efficiency and compliance according to all regulatory requirements.
- Plan, develop, organize, and implement the programs, goals and objectives that are necessary for carrying out the company's mission.
- Quickly prepared facility for their annual recertification and staffing surveys. Both surveys were successful, passing the staffing survey and decreasing the number of deficiencies on the recertification survey by 22.

WellQor Health and Wellness

– 2018

2016

Regional Director of Operations - CA/TX

- Oversee the practice operations in several AL, IL, Memory Care and SNF communities that our team of Psychologist and LCSWs provided services to.
- Recruit and hire Psychologist and Licensed Clinical Social Workers that provide psychotherapy and memory training for residents in senior living and LTC communities, within all levels of care.
- Train new Psychologist and LCSWs on CA/TX state regulations for assisted living and nursing homes.
- Provided ongoing reeducation for all staff on state regulations and company protocols.
- Delegate tasks to Area and District Managers in both regions.

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- Maintain relationships with physicians, psychologist, senior living and LTC communities, as we provide services to residents aiding in their overall care and wellness.

Santa Teresita, Inc. – Duarte, CA

2014

– 2016

Executive Director / SNF & RCFE Administrator

- Licensed Administrator for a non-profit 99 bed SNF and 21 suite Assisted Living facility on campus, ensuring operational efficiency and compliance according to all regulatory requirements set forth by the various licensing agencies governing the diverse business activities of the organization (including, but not limited to CMS/OBRA, Title 22, and OSHA), including the employee and safety policies and procedures as established by the company.
- Provided ongoing training and in-services to all levels of staff, including nursing, on the CA state regulations, within all areas of the nursing center, as well as assisted living level of care.
- Decreased overtime by 15%, Improved 6 quality measures and improved results on the annual survey resulting in an increase in the overall star rating; 2 stars to 4 stars.

Desert Manor Care Center—Yucca Valley, CA

2012

– 2014

Santa Fe Assisted Living—Yucca Valley, CA

Executive Director / SNF & RCFE Administrator

- Licensed Administrator for both the 58 bed SNF, specializing in Alzheimer's and Dementia and 82 bed Assisted Living facility; Experienced turn around within 6 months.

SKILLS & EXPERT EXPERIENCE

- 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



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- Serve as a nursing home and assisted living expert in litigation, for medicolegal cases throughout the U.S.
- Provide consultant services for nursing homes and assisted living communities, including troubled facilities.
- Licensed Nursing Home Administrator Preceptor – train aspiring Administrators in a nursing home setting, preparing, and coaching them to pass the state and federal boards in becoming a licensed Administrator.
- Instructor for aspiring RCFE/Assisted Living Administrators, teaching classes on Dementia, Alzheimer's, and other senior living curriculum.
- Provide in-services for nursing home and assisted living employees.

Pending Retention

References & Case Work Available Upon Request



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