Objective

My objective is to be a leader that will ensure staff are motiviatived to provide compassionate, quality resident-centered care to Bishop Drumm’s residents and families.

Profile

Motivated, personable professional with successful track record of leading profitable hospital affiliated retirement community. Talent for leading a diverse team that achieves outstanding customer service satisfaction and financial results. Flexible and versatile – able to maintain a sense of humor under pressure. Thrive in deadline-driven environments. Excellent team-building skills.

Skills Summary

|  |  |  |
| --- | --- | --- |
| * Leadership Skills
* Creative and Innovative
* Employee Relations
 | * Communication Skills
* Marketing & Sales
* Strategic Planning
 | * Budget Development
* Integrity
* Communication Skills
 |

Professional Experience

June 2008 – Present Bishop Drumm Retirement Center Johnston, IA

Administrator/Director of Operations

* Lead team to effectively implement the mission, values, philosophy and vision of Bishop Drumm Retirement Center, Mercy Medical Center and Catholic Health Initiatives
* Responsible for managing and directing operating budgets
* Oversee the daily operations management of Bishop Drumm Retirement Center including 150 bed Care Center including 22-bed CCDI neighborhood and 15-bed skilled neighborhood, 64 apartment Assisted Living and 75 apartment Independent Living
* Core team leader in corporate safety first initiative to achieve high quality and safety patient outcomes and improve transition of care/readmission rates
* Acts as Risk Manager leading annual incentive programs to improve outcomeseusing by using evidenance based practices

July 2006 – June 2008 Panora Nursing & Rehab Center Panora, IA

Administrator

* Established a resident centered culture by creating training programs that encouraged peer-to-peer coaching and accountability
* Created and implemented monthly marketing plans that engaged the community
* Managed budgets and spending to generate positive monthly revenue
* Developed staffing patterns, established policies and procedures and generated a waiting list for opening of a new Assisted Living building and program

2001 – July 2006 Heather Manor Des Moines, IA

 Assistant Administrator/Marketing Director

* Managed, maintained and implemented facility budget
* Promoted resident center care by encouraging residents and staff to take an active role in the planning of social events, organizing daily activities and participating in developing future goals for the community.
* Functioned as the resident/family liaison for independent and health center residents
* Developed marketing plan by using a S.W.O.T. and competitors analysis

Education

Licensed Nursing Home Administrator

State of Iowa - February 2006

Assisted Living Certification

March 2007

**Bachelor of Business Administration**

2001-2004 Grandview College Des Moines, IA

**Master of Business Administration**

2010-2012 Drake University Des Moines, IA

**Master of Health Care Administration**

In Progress Des Moines University Des Moines, Iowa

Community Service

* Bishop Drumm Retirement Center – Board Secretary
* Children’s Garden Board – Treasurer
* Lutheran Church of Hope – Sunday School and Bible Camp Teacher
* YMCA Sports Programs – volunteer coach
* Bristol Cove Homeowners Committee – member
* LeadingAge Iowa – Serves on Survey Cabinet Committee and active member representing Bishop Drumm Retirement Center.
* Johnston Chamber of Commerce – member representing Bishop Drumm
* Preceptor to students entering Long-term Care Administration