

Lisa Maria Luper, NHA, MS
San Francisco, California – 8189238146 – lisamluper@gmail.com

Community Relations / Marketing/Admissions

- Conducted census trend analysis for continual quality improvement
- Developed marketing plan according to companies' goals and objective and community needs
- Developed effective relationships between the company and groups effecting operational outcomes including: IPA groups, physicians, contractors, governmental regulators, patients and their families
- Oversee and perform admissions, discharge planning and contractual reimbursement agreements

EDUCATION

- 2003 **Master of Science in Leadership and Management**, University of La Verne
Thesis: Coping with Stress in Long Term Care, Voices of the Unspoken
- 1999 **Bachelor of Arts in Child Growth and Development**, California State University Northridge
- 1993 **Associates of Arts in Education**, Ventura College
- 1993 **Diploma in Nutrition and Fitness**, International Correspondence Schools

LICENSES and CERTIFICATIONS

- 2015 Efood Handlers Certification, State of California
- 2014 First Aid, Adult/ Child/ Infant CPR
- 2013 Class "B" CDL
- 2003 State and Federal License Nursing Home Administrator (NHA)
- 2000 California State Recreational Director (RSD)
- 1998 California Basic Educational Scholastic Test, Emergency Teaching Credential (CBEST)
- 1997 Physical Assault Report Training (PART)
- 1996 California Youth Soccer Association (CYSA), (F and G certifications)
- 1995 Exercise Physiology ,Aerobics Fitness Association of America (AFAA)

WORK EXPERIENCE

- 2013 – present, **Job Skills Coach**, self-employed, various locations, CA
- 2014, **Fundraising/Marketing Coordinator**, Women in Need Foundation, 501 (c) (3,) Newport Beach, CA
- 2011-2013, **Healthcare and Financial Representative**, self-employed, Ventura, CA
- 2008-2011, **Healthcare Compliance Consultant**, Private Practice (Internal Medicine), Willits, CA
- 2005-2007, **Interim Administrator/ Executive Director Consultant** (six various facilities in CA and WA)
(Cleared 100% of Six-Months CMS Survey Cycles)
- 2004-2005, **Administrator/ Executive Director**, Skilled Healthcare LLC, Santa Maria, CA
(Voted #1 in region on turnaround, Census, Culture, Clinical and Cash)
- 2000-2004, **Executive Director, Intern and Assistant Executive Director, Director of Admissions/ Marketing, Director of Public Relations, Director of Recreation**, Beverly Healthcare Enterprises INC, Ventura, Oxnard and Santa Barbara, Ca

INTERN / VOLUNTEER WORK

- Fundraiser, New York Mets, Leukemia Foundation (Health and Wellness)
- Adoption and Hands on Care Services, Humane Society, various locations (Animal Welfare)
- Campaign Assistant, Fundraiser, Jim Monohan City Councilman (Politics and Community Relations)
- Addiction Intern Counselor and Family Educator, Salvation Army (Health, Welfare, Education)
- Mental Health, AOD and ED Intern Counselor/ Family Educator, Chapman Medical Center, Alt. Options (Health, Education)
- Fundraiser, Women in Need Foundation, domestic violence prevention and protection (Health, Education)

SPECIAL SKILLS

Patient/ employee safety, mandated abuse reporter, HIPPA compliance office, public speaking, various internet applications, social media, Microsoft office, cultural diversity, customer service, continuous quality / performance improvement, mentoring, strategic management, conflict management and organizational change, case management, wellness, developing leaders and managers, public relations, willingness, open-mindedness and teachable

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OBJECTIVE: My objective is to acquire a position that utilizes my leadership skills by focusing on 1) quality client/ patient care, 2) program execution, 3) employee performance, education and satisfaction, and on 4) operational efficiency and compliancy in all domains. I am deadline driven, motivated and a team player with a passion for excellence

PROFILE: I bring over 14 years of experience in the health care industry and other various positions with diverse populations in developing expertise in the areas of: financial management, team building, customer service, education, empowerment, patient, family and employee relations, case management ,strategic planning, marketing and regulatory state and federal compliance. I am a compassionate and professional Licensed Nursing Home Administrator who holds a Masters Degree in Leadership and Management and a Bachelor's Degree in Child Growth and Development. I am motivated and driven by improving quality of services, while supporting strategic growth initiatives, increasing overall profits, dedication to teamwork and maintaining a safe workplace environment.

PROFESSIONAL ACCOMPLISHMENTS

Financial Management

- Improved net income by reducing litigation/risk cost and budget targets for Past Due Days Outstanding (PDDOS), by accelerating cash collections, and by exceeding revenue targets for payer source census mix reimbursements, contractual agreements
- Strengthened internal cost controls relating to labor, census, central supplies, etc...

Environmental/ Physical Plant

- Ensured compliance with OSHA, OSHPD, DHHS, DOJ and other regulatory agencies
- Effectively maintained property through ongoing and scheduled routine inspections and timely repairs
- Maintained contracts, records and reports according to company policies and procedure and regulatory agencies for completeness and accuracy, disaster planning and oversight of drills
- Maintained a clean and safe environment for the workplace, patients and community

Training and Education

- Provided departmental initial and ongoing training and education concerning compliance, general supervision and job skills to increase knowledge base
- Ensured all employees recognized and understood their responsibility to improve the workplace setting
- Cross trained departmental management staff on 24 hour referral system
- Cross trained departmental management staff on PPD (Per Patient Day) labor/ staffing ratios and cost controls
- Informed and educated all staff on new policies and procedures and regulations on compliance, customer service, safety and infection control

Human Resource Management

- Increased employee retention above benchmarks while decreasing open positions, hire and supervise management staff
- Increased employee satisfaction while decreasing employee turnover by creating a safe workplace environment
- Enhanced employee moral by creating an "open door" management philosophy
- Ensured compliance on personnel documentation and Department of Labor regulations and Unions
- Performed other training and education required to increase staff productivity, conducted performance evaluations

Risk Management

- Reduced workers compensation costs below budget, no lost time in 365 consecutive days
- Received 100% success rate on Survey compliance
- Implemented a 24 hour grievance procedure (patient, families, employees, and regulatory agencies)
- Executed Continuous Quality Improvement program as promulgated
- Monitored actions taken by internal compliance audits and developed and maintained action plan of corrections

Clinical/ Case Management

- Directly participated in all meetings regarding Clinical Indicators, monitoring agreed upon action plans and the execution of those plans -- which resulted in receiving an above state average on the clinical indicators.
- Constantly participated in the Infection Control program, following up with the inter disciplinary team (IDT), facilitated individual, small and large group settings, harm reduction and prevention and crises intervention
- Initial and ongoing documentation, internal and external referrals, assessments, patient advocate, abuse reporting