

# JENNIFER M. SEE

CANFIELD, OH

JENSEE73@YAHOO.COM

## OBJECTIVE OR SUMMARY OF QUALIFICATIONS

To obtain an executive position that utilizes my education, initiative and outstanding work experience and provides an opportunity for growth and career development.

### Skills and Accomplishments:

- Census Building & Management; community marketing and recruitment of Vascular Physician and Orthopedic Surgeon to the medical staff
- Staff Development and stabilization of management team and direct care staff
- Improved facility's overall star rating by revamping clinical operations to address key areas
- Improved Health Care Surveys with comprehensive plans starting with a re-education initiative on each staff level to increase staff confidence and performance.
- Serve as CHCC Companies Corporate Compliance Officer & Risk Management Official
- Interviewed and selected new Medical Directors for multiple facilities
- Re-established the facility's Respiratory Programs adding full-time Respiratory Therapist. Successful recruitment of Pulmonologist added to the physician staff which improved overall patient care and improved continuity and outcomes.
- Introduced and implemented new clinical programs such as General In-Patient Hospice, CAPD
- Created Hospice & Vascular care in-house services to enrich patient care choices and experiences.
- Lead the facility's Utilization Review Committee increasing the facility's overall PPS & PDPM (Perspective Payment System & PDPM Patient Driven Payment Model) rates and Residents' length of stay, while managing high acuity/skilled resident mix
  - Advanced the facility's EHR process to become the company's first facility to be fully EHR

## PROFESSIONAL EXPERIENCE

### **Board Administrator: February 2022 – Present**

#### **Ohio Board of Executives of Long-Term Services & Supports (BELTSS)**

- Supports, assists, and provides back-up for the Executive Director
- Responds to programmatic issues/needs of staff, plans, writes, implements departmental goals

- Formulate and implement program policy; supervises assigned staff
- Participates in meetings with the Board and ED to discuss, explain, and evaluate implementation of new administrative policies, procedures or requirements
- Performs public relation functions as needed
- Process all nursing home administrator examination applications, reviews applications to ensure pre-licensure requirements have been met
- Functions as intake person for all out-of-state applications for reciprocity or endorsement and temporary licenses
- Develops and implements training programs, serve on BELTSS Education Committee

**Regional Director of Operations – Northern Region: September 2021-December 2021**  
**Aspire Regional Partners**

- Oversee facility operations of Independent Living, Assisted Living and Skilled Nursing Facilities located in the Northern Region of Ohio
- Ensure compliance with all State and Federal regulations
- Monitor financial, clinical, quality assurance operations of the facilities
- Assist with recruitment and training of facility administrators, executive directors and regional team staff
- Assist in the development and implementation of policies and procedures to better the organization

**Regional Administrator -Operations: November 2018-August 2021**  
**JCTH Holdings / CHCC Companies**

- Oversee operations for SNF's and RCF's the company owns and manages
- Orient new administrators to the company's policies/procedures
- Develop corporate policies and procedures and implement to standardize operations
- Manage State surveys and assist with required plans of correction
- Develop QAPI programs, team guidelines, policies and procedures for corporation as well as individual facilities as needed
- Prepare agendas, and set up monthly corporate QAPI meetings as well as Administrator/DON meetings recording meeting minutes for all meetings
- Work with Corporate MDS nurse to oversee and manage Quality Measures, identifying areas of improvement
- Visits facilities weekly as able, meet with key facility staff to resolve facility issues, prepare performance improvement plans if needed
- Led the company's effort in facilities renovation projects, coordinating the design for several facilities to improve resident function and enhance quality of life
- Took on miscellaneous projects as requested by ownership such as Corporate Compliance Office and Risk Management Official

**Administrator: October 2015 – August 2021**  
**JCTH Holdings / CHCC Companies**  
**Caprice Health Care Center – North Lima, OH**  
**Countryside at the Elmwood – Hubbard, OH**

- Responsible for overall operations of 99-bed SNF and 68 Suite RCF, including 8-suite memory care unit
- Actively participate in SNF forum meetings with Mercy Hospital systems and sit on various committees as requested
- Improved the facility's overall census, leading the business development team
- Improved the facilities quality measure star rating
- Recruit and select new Medical Director for the SNF
- Work with managed care companies to re-credential the facilities and obtain new contracts
- Lead the facilities efforts for staff recruitment and retention for both the SNF and RCF

- Improved and expanded the SNF's Quality Assurance program
- Improved the census of the RCF as well as newly added suites in 2017
- Deficiency-Free ODH annual survey at the RCF since 2016
- Positive outcome for SNF 2019 annual ODH survey
- Helped to improve the facility's case mix scores

**Administrator:** April 2015 – October 2015  
**Danridge's Burgundi Manor** – Youngstown, OH

- Responsible for overall operations of 62 bed SNF
- Actively participate in SNF forum meetings with Mercy Hospital systems and sit on various committees as requested
- Improved the facility's overall census, leading the business development team
- Worked to improved the facilities quality measure star rating which now trends as a 5 star
- Recruit and select new Medical Director for the facility

**Executive Director:** August 2014 to February 2015  
**Greenbriar Health Care & The Commons at the Greenbriar** - Boardman, OH

- Responsible for overall operations of 120 bed SNF and 50 bed assisted living facility
- Successfully corrected harm and immediate jeopardy tags for the facility to bring facility back in substantial compliance
- Successfully recruited additional marketing staff as well as department managers
- Actively participated in SNF forum committee meetings to grow the community's awareness of the facility and its services
- Improved Medicare and Managed care Length of stay through effective utilization review processes

**Administrator:** February 2010 to August 2014  
**Autumn Hills Care Center** (Vista Care Centers)–Niles, OH

- ***Oversaw sister facility, Vista Center of Boardman (formerly Briarfield of Boardman) which was an 87 bed SNF in addition to AHCC from September 2011 - May 2012. Transitioned facility with positive outcomes from substandard quality of care survey. Also, actively participation in facility renovation processes. Recruited key management roles, stabilized staffing, transitioned new medical director.***
- Responsible for overall clinical, ancillary and financial operations of 151 bed skilled nursing facility. Improving overall star rating
- Develop and maintain written policies and procedures that govern the operations of AHCC.
- Assume the administrative authority, responsibility and accountability of directing the activities and programs of AHCC.
- Represent the facility at and participate in corporate meeting.
- Represent AHCC in dealings with outside agencies, including governmental agencies and third party payers, or provide an authorized representative of the facility when unable to attend such meetings.
- Make routine inspections of the facility to assure that established policies and procedures are being implemented and followed.
- Participate in facility surveys (inspections) made by authorized government agencies.
- Review and develop a plan of correction for deficiencies noted during survey inspections and provide a written copy of such plan to the governing board.

**Administrator – Interim** January 2010 to February 2010  
**Saber Healthcare** – New Philadelphia, OH  
**Amberwood Manor**

- Oversaw 50-bed SNF Facility for Administrator while on maternity leave. This was an interim position only.
- Participated in the facility's Annual Ohio Department of Health Survey, wrote and implemented the facility's plan of correction
- Census management, employee relations, etc.

**Administrator** January 2008 to August 2009  
**Vrable Healthcare** – Boardman, OH  
**Beeghly Oaks Skilled Nursing & Rehab Center**

- ***Oversaw operations for two sister facilities in addition to Beeghly Oaks throughout tenure of employment which consisted of an additional 227 beds on separate occasions***
- Responsible for overall clinical, ancillary and financial operations of 122 bed skilled nursing facility Recruit, interview and select candidates for key facility roles, oversee training and orientation programs of new hires
- Actively assist in the preparation and implementation of the facility's financial budget, explaining variances to the executive board of the organization on a monthly basis
- Work closely with the Director of Nursing to implement and evaluate Quality Assurance programs for the facility
- Coordinate the facility's survey process and ensure facility maintains compliance with State and Federal Regulations
- Actively participated in Labor negotiations along with NLRB hearings, labor/management meetings, grievances, mediations, etc.

April 2000 to January 2008  
**Generations Healthcare Management** – Berea, OH

**Administrator** – May 2005 – January 2008  
**Ashtabula County Nursing & Rehabilitation Center** – Kingsville, OH

**Director of Nutritional Services** April 2000 to May 2005  
**Ashtabula County Nursing & Rehabilitation Center** – Kingsville, OH

- Responsible for overall clinical, ancillary and financial operations of a 177 bed Skilled Nursing Facility
- Fulfill position requirements for Director of Regulatory Compliance
- Work closely with union officials to prevent grievances, implement strong work ethics & participate in union contract negotiations when scheduled
- Work closely with County Government Officials Work closely and often with the facility's Medical Directors to ensure that quality care is delivered
- Actively participated in union contract negotiations with positive outcomes
- Promote cost efficiency; monitor productivity and recommend change as needed
- Coordinate the facility's survey process Work closely with management consultants to improve facility operations and enhance care to residents
- Meet with Residents and their families as often as necessary to resolve any concerns.
- Write and revise department Policies and Procedures
- Perform all clinical nutritional assessments on all residents, MDS, care plans and RAP's
- Write and revise menu cycles, spreadsheets and recipes
- Work with the facility administrator in the development of annual food & supply budget

**Director of Dietetic Services** July 1999 to March 2000  
**Washington Square Nursing Center** – Warren, OH

- Perform all clinical nutrition assessments on residents, MDS, Care plans and RAP's Revise and implement menu cycles, spreadsheets and recipes
- Work with the administrator in the development of food and supply budgets
- Coordinate and generate reports on department's quality assurance programs
- Coordinate department's survey process
- Recruit, interview, select and train department staff
- Responsible for procurement for department explaining variances in budget.

**Consultant Dietetic Technician** January 1999 to July 1999  
**Ohio Health Ventures** – Andover, OH

- Perform clinical nutrition assessments for three Ashtabula County Nursing facilities
- Work on quality assurance programs and perform department inspections for compliance
- Develop and revise menu cycles, spreadsheets and recipes.

## EDUCATION

**The Ohio State University** - Columbus, OH  
Core of Knowledge - Nursing Home Administration February 2003  
A.I.T. Internship: July 2002-March 2003

**Youngstown State University** - Youngstown, OH  
**Bachelor of Science:** Dietetics August 1996  
**Associate of Applied Science:** Dietetic Technology March 1996

## LICENSES & CERTIFICATIONS

**Health Services Executive, HSE** – National Association of Long-Term Care Administrator Boards, Jan. 2020

**Licensed Nursing Home Administrator –LNHA** Ohio, BELTSS, February 2004

**QAPI Certified Professional, QCP** – AADNS, April 2018

**Certified Executive for Assisted Living, CEAL** – Ohio, Ohio Health Care Association, February 2016

**Certified Dementia Practitioner-CDP:** National Council of Certified Dementia Practitioners, December 2013

**Dietetic Technician, Registered, D.T.R.** – American Dietetic Association, April 1997

## PROFESSIONAL BOARDS

**Ohio Health Care Association** -Assisted Living Board– Appointed August 2021