
QUALITY REFERENCES AND RECOMMENDATIONS ARE AVAILABLE

LISA A. VICTORY, RN - BC

412 Seitz Drive, Salina, Kansas 67401

Telephone: 785-342-1186 • Email: lisa.victory@outlook.com

HEALTHCARE: CONSULTANT, MANAGEMENT & QUALITY SYSTEMS SPECIALIST

**EXPERIENCED, QUALIFIED LEADER-MANAGER
AVAILABLE TO ACCEPT SIGNIFICANT NEW RESPONSIBILITIES**

- **VICE PRESIDENT CLINICAL OPERATIONS**
- **ELECTRONIC MEDICAL RECORDS MANAGEMENT**
- **PROJECT MANAGEMENT OR ANOTHER KEY HEALTHCARE ASSIGNMENT**

As an experienced management professional, I have decided to return to Executive Operations career opportunities in the Senior Living market. As a result, I would be pleased to meet with you to discuss the mutual advantage of employment relationship. I enclose a copy of my employment credentials for your review.

During my years in healthcare management, I carefully managed various projects and programs, and successfully interacted with supervisors, colleagues and patients. With all assignment, I enjoyed a reputation for exercising sound judgment and meeting objectives.

I offer significant experience developing short-range and long-term goals and coordinating, as well as performing the implementation of all projects. I readily accept and effectively fulfill challenging assignments.

Confidence and Competence: I am confident in my ability to effectively interact at all levels and new assignments and can deliver and properly execute substantial and highly complex projects. I have the versatility, the ability, the desire...and the experience.

Beyond my operational and management skills, I believe in leading my employees by example, while upholding my personal integrity and proper values with everyone. Equally, I listen and effectively communicate. Attitude and performance help to build high levels of overall excellence.

I am available to meet at your convenience to discuss a potential assignment. Please contact me to arrange for an interview. I appreciate your time and your consideration of my candidacy.

LISA A. VICTORY

LISA A. VICTORY, RN - BC

412 Seitz Drive, Salina, Kansas 67401

Telephone: 785-342-1186 • Email: lisa.victory@outlook.com

HEALTHCARE: CONSULTANT, MANAGEMENT & QUALITY SYSTEMS SPECIALIST

QUALIFICATIONS SUMMARY

Senior Level Executive possessing over 18 years of comprehensive healthcare management, system development, quality improvement and process enhancement experience within healthcare firms. Results-oriented leader with a consistent and successful record in strategic business planning, productivity and efficiency improvements, policy and systems design & implementation and employee collaboration. Highly respected healthcare representative with strong communication skills who has demonstrated an ability to maintain confidentiality, provide leadership and adapt to increasing levels of responsibility. Broad based competencies include but not limited to:

MERGERS & ACQUISITIONS
STRATEGIC PLANNING
ELECTRONIC MEDICAL RECORDS
TRAINING DEVELOPMENT
FORECASTING & BUDGETING
FEDERAL & STATE REGULATIONS
QUALITY IMPROVEMENT EXPERTISE

KEY PROJECT MANAGEMENT
BUSINESS & FINANCIAL CONTROLS
PROCESS IMPROVEMENT
RISK MANAGEMENT KNOWLEDGE
CHANGE MANAGEMENT
PRIOR BEDSIDE DIRECT R.N. CARE
OPERATIONS & SALES

Achievements: As a result of implementing a broad range of operational and management tasks throughout my career, I have enjoyed many project successes. A COMPLETE LIST OF CAREER ACCOMPLISHMENTS AND PROJECT ACHIEVEMENTS IS AVAILABLE.

STRENGTHS AND PERSONAL ATTRIBUTES

- PROVEN PROBLEM SOLVING AND DECISION-MAKING SKILLS
- TECHNOLOGY: FOCUSED ON HEALTHCARE OPERATIONAL SOLUTIONS
- SKILLED IN ELECTRONIC MEDICAL RECORDS OVERSIGHT
- CREATIVE IN DEVELOPING AND SUCCESSFULLY EXECUTING NEW PROJECTS
- A PERSON OF HIGH INTEGRITY AND PURPOSE
- SUPERIOR COMMUNICATION SKILLS, AT ALL LEVELS
- ANALYTICAL, WELL ORGANIZED AND STRUCTURED
- SUCCESS DRIVEN: A FINELY-TUNED WORK ETHIC

CERTIFICATIONS AND LICENSING

Registered Nurse licensed in Kansas
Certified Professional in Health Informatics Technology
Board Certified Gerontological Nursing
CompTIA A+ Certified
Certified CIW Database Design Specialist
Certified Information Systems Risk and Compliance Professional

COLLEGE EDUCATION AND OTHER INFORMATION

Bachelor's Degree, Health Informatics
Associate in Applied Science, Nursing RN

Western Governors University
Mary Grimes School of Nursing

Additional education includes a very wide array of in-services, seminars, workshops and short courses appropriate to leadership, healthcare, information technology and management.

PROFESSIONAL EXPERIENCE

MATRIXCARE

2013-2020

Consultant/ Product Manager & eLearning Developer

- Demo Senior Living software to CEO's, HR, from community to corporate level executives' value in quality, revenue capture, and risk management.
- Develop roadmap to improve senior living software through industry and consumer needs.
- Oversight of Business Analyst and Development to ensure timely rollout of software development.
- Prioritize and translate customer needs, wants into Roadmap.

VICTORY CONSULTING SOLUTIONS

2013-2014

Consultant

- Establish problem identification and resolution to endure safe and efficient environments in accordance with Federal, State and local regulations in post-acute care settings.
- Develop methods to improve Quality through analysis and implementation.
- Policy and Procedure writing for post-acute care settings.
- Provide project management for development and implementation of electronic health records.

LEGEND SENIOR LIVING

2012-2013

Vice President of Health Services

- Provided oversight and support to 22 communities located in 3 states.
- Successfully lead project in the development of an Automated Incident Reporting System.
- Successful improvement of regulatory surveys.
- Oversight of eMar implementation, setup, security and controls.
- Established Quality Improvement program and measurements related to markers of decline.

BROOKDALE SENIOR LIVING

2001-2011

Director of Clinical Systems (2010-2011)

- Successfully led project to implement software solution for 55 Skilled Nursing Facilities.
- Performed due diligence related to selection of software solutions.
- Led team of nurse executives in consolidation and updates of policy and procedures for assisted living communities across 36 states.
- Performed analytics, testing of applications and hardware for quality improvement initiatives.

Divisional Director of Health Service & Quality (2008-2010)

- Managed 9 Regional Nurses and provided oversight to 100+ long term care communities including Independent Living, Assisted Living, Memory Care and Skilled Nursing. QA, Risk Management, operations management, ancillary and assessment revenues.
- Improved cost and workflow through realignment of Clinical teams
- Developed and implemented strategy to improve collection of QI data with reduction in data entry time.
- Served on Integration Committee to align systems and processes with new acquisitions.
- Development of policies, procedures, tools and training to meet survey requirements for personalized living services for licensure.

Regional Director of Operations (2007-2008)

- Successfully managed 18 communities, Direct supervisor of 10 executive directors
- Improved customer satisfaction rates to meet organization's targeted %.
- Met Budgeted financials through occupancy & labor controls.

Regional Healthcare Manager (2003-2007)

- Developed and implemented processes and systems to improve efficiency and results.
- Served on committee to redesign assessment and branding.
- Improved Acuity revenue through assessment accuracy.
- Served on Integration Team
- Deficiency free surveys for 89% of 29 communities and 0 monetary penalties.

Executive Director, (2001-2003) Alterra-SH/CBC Fairdale (subsequently acquired by Brookdale)

- Improvement in overall business operations: Occupancy, Cost control, Associate & Resident satisfaction.
- Successful implementation of Companion Living & Operation Perfection
- Increased occupancy from 59% to 118%

KS DEPARTMENT ON AGING

1998-2001

Supervisor – Home Based Services (2000-2001)

- Direct oversight of federally funded programs
- Assistance in federal grant writing

Contractor – Home Based Services (1998-2000)

- Direct oversight of federally funded programs
- Medical Records consultant

PRIOR NURSING EXPERIENCE:

Earlier in my career, I spent two years as a director of nursing. Prior to that time, I functioned as a charge nurse, MDS Coordinator and as a Registered Professional Nurse in direct care.

STAFF DEVELOPMENT / MDS COORDINATOR / D.O.N.

1993 to 1998

INDEPENDENT CONSULTANT/ EDUCATOR

- CNA, CMA Instructor-Pass rates of 98%
- Improvement of Performance and survey related areas.
- Medical Records Reviews lead to improvement in survey process
- Improved Revenue Capture through MDS and Care Planning Systems and Process

DIRECT RESPONSIBILITIES, COMPETENCIES AND KNOWLEDGE

VALUABLE KNOWLEDGE, TRAINING AND COMPETENCY WITHIN THE SPECIALTY OF HEALTH INFORMATICS. I have the ability to directly assist your organization within this area.