Kathleen Martin, RN, MSN, MPA, LNHA, CPHQ, WCC

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EXPERIENCE

Hospicomm Management; Corp Headquarters; Phila., PA

Chief Clinical Executive

January 2010-Present.

Responsible for the clinical quality service delivery and financial operations of 6 SNF and 2 ALF facilities with 2 Adult Day Care Programs; performance improvement, survey readiness, enhancing standards of Nursing practice, ensuring continuity among facilities; Wound Care & Fall Programs; wound rounds; Responsible for clinical/nursing programs/operations.

- Reduced survey deficiencies by 30-60%
- Maintained census and occupancy in 80% of facilities at or above 92%.
- Implemented programs for Case Mix Index, and MDS 3.0 RUG IV.
- Designed clinical programs for: Heart Failure, Post-Stroke, Palliative Care.
- Developed Customer Service and data outcome programs.

Bayonne Medical Center, Bayonne, NJ.

Asst. Vice President, Quality, Case & Risk Management,

Sept ’08 to November ‘09.

Responsible for maintaining all regulatory and JCAHO standards for: Med Surg, TCU, Renal dialysis, Surgical/PACU/Recovery, Critical Care, ER; lead surveys and regulatory visits; report to board; patient safety; chair committees for performance improvement, etc; ensure financial viability through supervision of case managers; supervision and responsibility for infection control; and Administrator for 20 bed Transitional Care Unit; wound care-rounds; customer service, risk management, staff education, rehab svcs.; chart reviews for compliance, potential RM issues.

- **Joint Commission Survey**-Full Accreditation {March ‘09}, Chaired prep & survey.
- Core Measure scores increased by 20% {to 100%} in 95% of areas.
- Established Performance Improvement/Quality & Patient Safety Programs, and Customer Service Survey process.
- Falls reduced by 30% 2nd, 3rd Q ’09.
- Staff productivity {in areas of responsibility} brought to 98-100% productivity to TCU, Rehab, Case Mgt.
- Deficiency DOH survey, TCU, ’08. **5-Star Quality rating**-CMS, 2009.

Care One, Corp Headquarters; Fort Lee, NJ. {Feb ’06-July ‘08}.

Administrator/Executive Director Campus, Care One-Livingston-SNF & ALF. July, 2007-August ’08.

24/7 operations of 136 bed Sub-acute/Rehab/LTC facility {Private pay/Medicare}; oversight of 200 employees; financial {$16M+ budget}, marketing, regulatory compliance; Quality Management Director; Oversight of Assisted Living, as Director-customers/clinical services, financial management; risk management.

- Decreased ‘Caid #s from 65 to 32.
- Enhanced the ‘Care, insur payor population by 30%.
- Decreased expenses/increased revenue so that EBITDARM was 15-22%/month.
- Increased private pay by 20%, 2 quarters.
- Collections brought to 98-105% by 2/08.
- Decreased workforce turnover to <3% with employee satisfaction programs.
- Increased Press-Ganey scores to 82-86%; 98% in Rehab.
- Deficiency Free Survey, ’07; established Performance/Quality Initiative Programs.-**5-STAR Quality Rating-CMS.**

Administrator, Care One-Dunroven, Cresskill, NJ. February 2006-July 2007**.**

24/7 operations of 100 bed Sub-acute/Rehab/LTC facility {Private pay/Medicare}; oversight of 200 employees; financial {$16M+ budget}, marketing, regulatory compliance.

- Won ***Best Financial Operations Award*** for ’06.
- EBITDARM monthly from 15-20% prior to ’06, to 28-35%/month in ‘06/’07, through increase in private pay census.
- Only facility in company at 110% of collections/monthly.
- One of 5 Highest Press-Ganey, Customer Satisfaction scores and Staff Satisfaction Scores in the company.
- Clinically Deficiency Free {1 Activities}, ’06. {contributed to **5 STAR Quality Rating**-CMS in ’08 & ’09.}.

Hospicomm Management; Corp Headquarters; Phila., PA: {April 1999-Jan ’06.}

Administrator, Plaza Regency at Park Ridge, NJ. Sept 2004-January 2006.

Responsible for the 24 hour operations of 210 bed LTC/Sub-Acute care rehabilitation facility, with over 200 employees; regulatory standards, Quality Management; financial management {$22M budget}; quality of clinical services, marketing.

- Enhanced/increased revenue by 15%/month.
- Decreased expenses by 15-20%, ’05.
- Nominated DON for Governor’s Merit Award-Received.
- Orthopedic program/wing to enhance sub-acute revenue.
- Turnover to <2% annually.
- Established Performance Improvement/Quality initiative program.

Corp. Executive Clinical Services Executive, NJ Facilities.
June 2003-Sept 2004.
Direct and supervise the clinical services being delivered at each of the 8 statewide facilities for Philadelphia based LTC operations organization; Teach nurses and C.N.A.s policies and standards of care; wound rounds-policy/protocol development; regulatory standards and preparation; mock surveys; financial assistance; risk management. {asked to be Administrator at Plaza Regency}.

Pope John Paul II Pavilion/St. Mary's Life Care Center,
S. Center St., Orange, NJ.
Administrator, Cathedral Healthcare System facility; October 2001-July 2002. Promotion.
Responsible for all clinical, regulatory, and financial aspects of operations in 187 bed: sub-acute care, ventilator unit, LTC units and Asst. Liv; 250+ employees, 1199 Union; {$21M budget}; JCAHO & SDOH surveys; Chair person, CQI Committee; All facility departments and 3 contracted services reporting; Administrator reports to management company HospiComm,™ Phil., PA and owner, Cathedral Health Care System, Newark, NJ.

- Stabilized financially vulnerable facility.
- Collections brought to 95-110%.
- Grew sub-acute line by 20%.
- Vent unit maintained at 95-100% census.

The Berkeley Heights Convalescent Center/Atlantic Health System,
Cottage St, Berkeley Heights, NJ.
Assistant Administrator, February 2001-October 2001. Promotion.
Responsible for the departments of Nursing, Medical Records, Maintenance and facility upgrade, Housekeeping, Dietary; Regulatory Affairs & Surveys, CQI, with over 125 employees, 2 contracted service departments, one Union in 130 bed bld.; Administrative responsibilities including financial, budgetary, staffing, Human Resource, Risk Management, Admissions procedures, JCAHO, and SDOH compliance; Responsible for all aspects of nursing care 24/7; deficiency free SDOH survey; Fluent in Word, Excel, Power Point, Internet, Graphics programs.

Director of Nursing, April 1999-February 2001.
Responsible for 80 nursing and ancillary staff; staffing, budget of dept., standards compliance, policies and procedures, infection control, education, wound care/rounds, fall prevention programs, MDS-Clinical Reimbursement and Utilization Review.
2 SDOH surveys; 1 JCAHO survey; periodic direct patient care; Responsible for all nursing care 24/7. Some direct patient care;{Worked as Nursing Consultant from June-September 1999.)

- Obtained Joint Commission Accreditation in facility that never had prior.
- Pain Management program established.

- Re-aligned and stabilized staffing to decrease expenses, maintain quality.

Jersey City Medical Center, Jersey City, NJ. March 1990-February 1999.
Director of Nursing: Critical Care-3 units/Intermediate Care/Emergency Dept/Surgical Svc./Endoscopy Unit/Cardiac Cath Lab./PACU/Transport Svc.; Position Titled '95: VP Crit Care/ER Services
Responsible for management of division consisting of 250+ nursing and ancillary personnel, 140 beds, 3 out-patient depts, $28M+ budget; assist in development of dept. capital budget; develop policies and maintain standards within JCAHO and SDOH; 3 JCAHO surveys; **2 ACS (American College of Surgeons) reviews for Trauma designation**; focus on finance and reimbursement issues in Endoscopy and ER; wrote and obtained $200K NIRA grant dealing with work-redesign; implemented CQI and TQM programs in division; participated in mgt team in 1199-UNO contracts in 1992 and 1994; partic in Pt. Focused Care, Inc. -(work re-design) co. implementation; Chair of Pain Management Cmtee; member of Ethics cmtee, IRB cmtee; retain Joint faculty position, Rutgers University, Newark; St. Francis School of Nursing, Jersey City; Some direct patient care.
(Promoted from Asst. Director of Nursing, 1991.

Charter Behavior Health Care, Inc.,
Prospect St., Summit, NJ.
Supervisor/Staff Nurse, Per Diem, April 1994-May 1996.
Psychiatric & medical-nursing services; administration of medications, treatments, counseling with a variety of age groups. Direct patient care.

Franciscan Healthcare, Inc.
Hoboken, NJ.
Staff Nurse, ER, Per Diem, June 1994-February 1997.

Children's Specialized Hospital,
Mountainside, NJ.
Supervisor, Per Diem, August 1992-1994. Direct patient care.

Hoffman-LaRoche, Inc,
Kingsland Ave, Nutley, NJ.
Clinical Research Associate, Anesthesiology group, January 1989-March 1990.
Responsible for designing and implementing drug study protocols; monitoring studies; communicating with investigators; data collection in the field; analysis; and writing final study reports. Assisted in NDA (new drug application) to FDA for Flumazenil (Mazicon) and expanded indications for Midazolam (VERSED) as part of a team.

University Hospital-UMDNJ,
Bergen St., Newark, NJ.
Clinical Nurse Specialist (CNS), Critical Care, July 1986-December 1988.
Medical ICU, Surgical-Trauma ICU, Neuro ICU, PACU, Step-down unit.
Responsible for providing monthly critical care courses (105 hrs); Resource and consultant to staff; assisted in patient care as needed; marketed CC program to other facilities and generated income for dept ($8,000/yr); developed and coordinated Nursing Preceptor program, performed staff work; Mock Code; CCRN Review in conjunction with Rutgers University; self-studies: ABG, ARDS, Shock & Trauma; formulated policies/procedures for division with Director and VP; Chairperson of 14 member CNS Cmtee; Appt Joint Faculty position at Rutgers University, College of Nursing, Newark.

Seton Hall University,
South Orange, NJ.
Adjunct Faculty, September 1983-June 1984. Clinical sites with students.

Muhlenberg Hospital School of Nursing,
Plainfield, NJ.
Adjunct Faculty, Evening Program, Critical Care, September 1983- June 1984.

Irvington General Hospital,
Chancellor Ave., NJ.
Nurse Manager, Critical Care Unit, March 1982-Sept 1983.
Responsible for 30 staff in 13 bed unit; 24 hour staffing, education, QA, survey, JCAHO; Operational and capital budget.

Veteran's Administration Medical Center,
Tremont Ave., East Orange, NJ.
Staff Nurse, SICU/Open Heart-Cardiac Surgery, January 1980-March 1982.
Staff Nurse, Oncology, February 1979-January 1980.

Hackensack Medical Center,
Prospect St., Hackensack, NJ.
Staff Nurse, Surgical-Burn Unit, 1977-1980.

EDUCATION

Seton Hall University, South Orange, NJ.
MSN-December 1984.
MPA-June 1996.

Pace University, Pleasantville, NY.
BSN-December 1979.

Bergen Community College, Paramus, NJ.
AAS-June 1977 (Nursing).

PROFESSIONAL ACTIVITIES/AWARDS

- Wound Care Certified, National Alliance of Wound Care, July 2011.
- **Quality Examiner, AHCA**; Review with nationwide team, Gold Applications for Quality Award, 2/10-present.
- **Malcolm Baldrige National Quality Award Board of Examiners**, 5/09-present.
- Certified by Health Care Quality Board as **CPHQ**: Cert Professional in Health Care Quality, Nov, 2007.
- Licensed by State of NJ as Long Term Care Administrator, 2001.
- Won **merit award**, Department of Health and Senior Services for Nursing Excellence; nominated by SR. VP of Pt. Care Services, Jersey City Medical Center, 1996.
- **Won merit award**, 1992, for hospital innovation: Restructuring of Nursing Services, THE AMERICAN COLLEGE OF PHYSICIAN EXECUTIVES.
- CCRN Certified for 12 years.
- ACLS certified, 1982, 1986, 1989, 1993, 1998.
- Listed in Who's Who in American Nursing, 1989, 1990, 1992.
- Inducted into Pi Alpha Alpha, National Honor Society for Public Affairs and Administration, 1993, Seton Hall University.
- Inducted into Sigma Theta Tau, National Nursing Honor Society, June 1982.

PUBLICATIONS

- Article published in **Provider** {national LTC publication}, "Taking Flight With Patient Safety," September 2010.
- **Book Published, 2004, by HCPro, Mass., : "60 Essential Forms for LTC Documentation."** Compendium of various forms and methods for easy documentation for staff management and administration and survey compliance.
- Article published, **Advance for Nurses**, June 2004: "Survey Prep for Long Term Care."
- "Preparing for Electronic Documentation System, Co-Author, **Nursing Management**, July 1996.
- Chapter in **Text of Legal Nurse Consulting**, by AALNC, 1998, 2001, "Setting Up The Business."
- "Holistic Approaches in Psychophysiologic Pain Syndromes", May, 1996, **Journal of Complimentary & Alternative Therapies.**
- "A Bereavement Program for Critical Care", **Crisis, Illness, and Loss,** (Quarterly Journal), June 1995.

- "Oxygen Consumption in Septic Shock," **International Journal of Intensive Care,** December, 1991.
- "Septic Shock," in **Case Studies in Critical Care**, book, Williams and Wilkins pub., Barbara Mims, 1990.
- "Reducing Complications of Thoracic Trauma Due to Gunshot Wounds," **Dimensions of Critical Care**, November, 1989.
- "Budgetary Control for the Nurse Manager," **Nursing Management**, October, 1989.
- "Case Studies in Hemodynamic Monitoring", **Critical Care Nurse**, March 1987.

LECTURES/SPEAKING

- HCANJ-Health Care Assn of NJ, to speak full day on "Patient Safety" 9/11.
- HCANJ-Health Care Assn of NJ, "Nursing Documentation for Success," October 2010, March 2011, Atlantic City, NJ.
- Nursing Documentation Best Practices, National ACHEA Convention, Philadelphia, PA, June, 2010.
- Financial Controls for Clinical Areas/DONs, 2002, 2003, 2004.
- "DON Boot Camp;" 2 day program marketed to NJ DONs, 2004, 2010.
- CQI: Pain Management Program Initiation, Northern NJ Ethics Alliance, February, 2001.
- Management, CQI, & Survey Topics, The Berkeley Heights Nursing Center, 2000-2001; St. Mary's Life Care Ctr, 2002.
- ER Course/Trauma/Neuro; ER Course, JCMC, 1994, '95, '96.
- Performance Improvement: How to For Mgt, 2001, 2002, 2003
- FMEA: Failure Mode Effect Analysis, 2002.

MEMBERSHIPS

- AHAP-Association for Healthcare Accreditation Professionals
- NAHQ-National Association for Healthcare Quality
- American Medical Directors'Association
- American Society for Healthcare Risk Management
- American College of Healthcare Executives
- Association of Infection Control Professionals
- American Association of Wound Care Professionals