

SHANNON M. JONES

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OVERVIEW: Dynamic senior thought leader professional possessing a 15+ year proven track record of superior performance in the Sub-Acute healthcare industry, seeks to leverage expertise in Business Operations, Program Leadership, Team Development, Community Engagement, Resource Alignment, Professional Development, and Regulatory Compliance to support key initiatives and goals within a progressive organization.

SUMMARY:

Program Management Highly experienced in assessing true needs and expectations, building lasting professional relationships. Grow and deepen strategic partnerships to achieve mutually beneficial outcomes.

Process Streamlining Effectively manage diverse tasks, with varying degrees of complexity, within a wide range of environments; evaluate situations, assess emergent needs, and implement solutions in a prompt and efficient/effective manner.

Resource Coordination Possess a proven ability to anticipate unique requirements or potential road-blocks in all situations. Continually develop back-up plans to minimize risk and deliver exceptional results; streamline communication and implementation channels to effectively meet patient and organizational needs.

Leadership Have a demonstrated track record of outstanding service; a calm, dependable professional who devotes every effort to achieving the best results.

EXPERTISE:

- Program Management
- Cost Containment
- Recruitment
- Quality Assurance
- Impact Act Management (VBP, QRP, and QMs)
- Strategy Implementation
- Public Relations
- Business Development
- JACHO Compliance
- Brand Development
- Strategic Communications
- Process Improvement
- EMR Management

PROFESSIONAL EXPERIENCE:

MOSAIC OF LAKESHORE 2010 to Present
Chicago, IL

Licensed Nursing Home Administrator (2016 to Present)

- Lead overall operations of a 313 bed-skilled nursing facility, directing 16 department managers and over 230 associates to enhance practices.
- Oversee operations of each department while ensuring compliance with regulatory agencies and budget control.
- Develop processes and templates to ensure compliance, quality reporting, and monitoring.
- Lead QA, Risk Management, Admissions/Marketing, and A/R meetings.
- Oversee CMI, Medicare, Water Management, and Skin and Nutrition Meetings .
- Monitor and enhance Respiratory, Cardiac, and Wound care Program in collaboration with DON and Program Directors.
- Maintain census budget/growth, and renegotiate vendor contracts to drive revenue.
- Cultivate relationships with hospitals, physicians, case managers, and social workers.
- Renegotiate and maintain active manage care contracts, responsible for all POC/IDR and Abuse reporting completion & submission.
- Lead compliance auditing, including: Admissions, Business Office, Activities, Social Services, MDS, and Nursing Departments.
- Manage and interpret financial statements, ensure Quarterly Compliance with CMI Audits/Deadlines, and maintain Survey Readiness throughout the year.
- Develop and maintain clinical programs to improve census and marketability.
- Implement training, education, and processes for PDPM payment system.
- Exceeded CMI budget by 10%, creating templated processes, ongoing training, and related monitoring/reporting.

Assistant Administrator (2014 to 2016)

- Assisted Administrator with overall operation of a 313-bed skilled nursing facility.
- Managed 7 department mangers, including: Admissions, Marketing, Business Office, Housekeeping, and Concierge.
- Managed all referrals and admissions for approval, responsible Concierge/Customer Service Program, and Oversaw Respiratory, Cardiac, and Wound care Program in collaboration with DON and Program Directors.
- Maintained Physician Relationships and Development, as well as conducting Admissions/Marketing/AR meetings.

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~ Professional Experience (Continued) ~

MOSAIC OF LAKESHORE..

- Relied upon as Abuse Coordinator, Grievance, and Compliance Officer.
- Assisted with annual/complaint surveys, plan of correction, and QA compliance.
- Assisted with targeted staffing, scheduling, recruitment and retention.
- Increased Overall Medicare Census, as well as Average Daily Census.
- Streamlined Business Office Process, collaborating Admission Coordinator and Business Office Manager to improve timely submission of applications, deadlines, and collections.

Marketing / Business Development (2010 to 2014)

- Created processes for Admissions/Reception/and Housekeeping departments to ensure a smooth admissions process and best practices.
- Conducted/implemented a customer service program for sub-acute and specialty programs.
- Created marketing material for orthopedic, cardiac and pulmonary programs.
- Responsible for 10+ Chicago land hospitals, recruiting specialty physicians in order to implement new clinical programs drawing upon excellent leadership skills.
- Identified and developed long-term business relationships with hospitals, primary care physicians, specialty physicians, and community leaders.
- Developed and Coordinated Marketing events internally and externally.
- Increased overall average daily census by 32% from YTD, and Medicare census by 19% from YTD.

PROVENA VILLA FRANCISCAN 2006 to 2010

Admissions Coordinator Joliet, IL

- Reviewed Medicare eligibility, verified secondary insurances for co-payment reimbursement, negotiated contracts, pre-certified, verified screening completion, and ordered special equipment to support operations
- Conduct tours as well as pre-admission meetings with appropriate staff members.
- Ensure that contracts/appropriate documents were signed upon admission and re-admission.
- Communicate with pharmacy for appropriate payment of medications.
- Coordinated internal room changes, assist social services when necessary, and responsible for pager and on call phone calls after hours.
- Designated as Member of the S.E.T team (Service Excellence Team), ensuring customer satisfaction, reporting to each department on improving responses rates from surveys.

ADDUS HEALTHCARE (HOME HEALTH) 2001 to 2004

Lead Services Coordinator Joliet, IL

- Accepted and evaluated leads from outside sources, screening key talent for hire.
- Maintained contact with staff regarding service, and continually conducted telephone surveys for Client Satisfaction.
- Recommended changes in client care plans to reflect changing needs, as well as evaluating staff performance to assure quality care
- Reported to Branch Manager as required, delivering strategic information.

EDUCATION: **PHOENIX UNIVERSITY** Conferred 2010
Bachelor's in Business Management Warrenville, IL

JOLIET JUNIOR COLLEGE Joliet, IL
Coursework in Business Administration

TECHNOLOGY: • Windows • Microsoft Word • Outlook, • PowerPoint
• Excel • AHT • Vision • Proprietary Software