



MICHAEL ANDERSON

CHIEF OPERATING OFFICER

PROFILE

Dynamic Elder Care Executive with 15 years of extensive experience in program development and strategic leadership within the elder care sector. Renowned for formulating and implementing policies that enhance service delivery and improve client satisfaction. Proficient in utilizing evidence-based practices to drive improvements in patient care and operational efficiency. Skilled in fostering collaborative environments that empower staff and engage families in the care process.

EXPERIENCE

CHIEF OPERATING OFFICER

Golden Years Health Services

2016 - Present

- Oversaw daily operations of a 200-bed skilled nursing facility, achieving a 92% occupancy rate.
- Implemented a new patient feedback system that increased satisfaction scores by 35%.
- Developed staff recruitment strategies that reduced hiring time by 20%.
- Established a wellness program that improved resident health metrics by 15%.
- Championed the use of technology in care delivery, resulting in a 25% increase in efficiency.
- Managed relationships with regulatory bodies to ensure compliance and quality standards.

PROGRAM DIRECTOR

LifeCare Solutions

2014 - 2016

- Designed and implemented comprehensive care programs that improved patient engagement by 30%.
- Conducted regular training for staff on best practices in elder care, enhancing service quality.
- Initiated partnerships with local health organizations to expand service offerings.
- Led quality improvement initiatives that reduced medication errors by 20%.
- Implemented a family involvement program that increased family satisfaction by 40%.
- Managed a budget of \$10 million, ensuring optimal resource allocation.

CONTACT

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SKILLS

- Program Development
- Patient Engagement
- Operational Efficiency
- Quality Improvement
- Team Leadership
- Community Partnerships

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN NURSING,
UNIVERSITY OF FLORIDA, 2006

ACHIEVEMENTS

- Recognized with the 'Innovative Care Award' by the National Council on Aging in 2020.
- Successfully led a project that reduced falls in the facility by 15%.
- Won the 'Excellence in Leadership' award from the State Health Department in 2019.