

# MICHAEL ANDERSON

Director of Operations

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Distinguished Long-Term Care Administrator with over a decade of comprehensive experience in managing and optimizing healthcare facilities dedicated to elderly care. Proven track record of enhancing operational efficiencies, ensuring regulatory compliance, and fostering a culture of excellence in patient care. Expertise in strategic planning, financial management, and team leadership, complemented by a robust understanding of healthcare policies and best practices.

## WORK EXPERIENCE

### Director of Operations | Golden Age Care Center

Jan 2022 – Present

- Oversaw daily operations and strategic initiatives for a 200-bed long-term care facility.
- Implemented quality improvement programs that resulted in a 30% increase in resident satisfaction scores.
- Managed a budget exceeding \$5 million, optimizing resource allocation and reducing operational costs by 15%.
- Led a team of 50 staff members, fostering professional development and enhancing service delivery.
- Ensured compliance with state and federal regulations, achieving a 100% pass rate during annual inspections.
- Developed and maintained partnerships with local healthcare providers to enhance service offerings and community engagement.

### Assistant Administrator | Silver Springs Rehabilitation

Jul 2019 – Dec 2021

- Assisted in managing operations for a 150-bed skilled nursing facility, focusing on quality care delivery.
- Conducted staff training sessions on regulatory compliance and best practices, improving team performance.
- Facilitated the implementation of electronic health records (EHR), enhancing data accuracy and accessibility.
- Coordinated patient care plans in collaboration with healthcare professionals to ensure holistic treatment.
- Monitored financial performance metrics, contributing to a 20% increase in revenue through effective billing practices.
- Participated in community outreach programs to promote facility services and engage with potential residents.

## SKILLS

Healthcare Management

Regulatory Compliance

Financial Oversight

Quality Improvement

Team Leadership

Strategic Planning

## EDUCATION

### Master of Health Administration

University of California

Los Angeles; Bachelor of Science in Nursing

## ACHIEVEMENTS

- Successfully led the facility to achieve a 5-star CMS rating, reflecting outstanding quality of care.
- Recognized as 'Administrator of the Year' by the State Association for exceptional leadership and innovation.
- Implemented a telehealth program that increased access to care for residents by 40% during the pandemic.

## LANGUAGES

English

Spanish

French