



MICHAEL ANDERSON

SENIOR CARE PROGRAM MANAGER

PROFILE

Accomplished Senior Care Program Manager with extensive experience in managing interdisciplinary teams to deliver high-quality care services. Renowned for developing innovative care models that align with best practices and regulatory standards. Possesses a strong aptitude for strategic planning and operational management, with a keen focus on enhancing patient outcomes and satisfaction.

EXPERIENCE

SENIOR CARE PROGRAM MANAGER

ElderCare Solutions

2016 - Present

- Directed the launch of a new senior care initiative that improved service delivery efficiency by 35%.
- Supervised a team of 20 professionals, fostering a culture of accountability and excellence.
- Analyzed patient feedback to refine care programs, resulting in a 50% increase in positive ratings.
- Collaborated with healthcare providers to ensure comprehensive care pathways for seniors.
- Oversaw compliance audits, achieving a 100% compliance rate during evaluations.
- Implemented technology solutions to streamline patient care documentation processes.

ASSISTANT PROGRAM MANAGER

Wellness for Seniors

2014 - 2016

- Supported program management activities, contributing to a 20% increase in service utilization.
- Developed and maintained program documentation, enhancing transparency and accountability.
- Conducted training for new staff on senior care protocols and best practices.
- Engaged in community outreach efforts, establishing connections with local service providers.
- Monitored program outcomes, reporting findings to senior leadership for strategic adjustments.
- Facilitated focus groups to gather insights and improve service delivery.

CONTACT

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SKILLS

- Program Management
- Strategic Planning
- Data Analysis
- Compliance Auditing
- Team Development
- Community Outreach

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN NURSING,
UNIVERSITY OF FLORIDA, 2012

ACHIEVEMENTS

- Recipient of the 'Excellence in Care' award from the State Health Department.
- Increased operational efficiency by implementing new care protocols, saving \$100,000 annually.
- Recognized for outstanding leadership in a statewide initiative to enhance senior care services.