



Dr. Valeria Shuler, MBA, PhD, LNHA

Contact @ Tel.

- Profits Acceleration, Increased Productivity, & Cost Containment with new systems & Procedural Revisions
- Doctoral applications in quantitative and qualitative analysis to elicit top results in staffing, healthcare education (pandemic events), Infection Control surveys, DPH/CMS procedures and PPE Vendors / Supplies

Strategic, the analytical executive, facilitating 74% rise in net income over 8 yrs. by implemented "Partnership in Caring" approach that invigorated profits and heightened census, skilled mix and collections. Leadership and Management Consultation with a reputation for creating financial and clinical turnarounds, resolving stagnant strategies and uncovering hidden solutions, thereby increasing market share values and dominance within the healthcare sector.

Strategic Leadership/Employee Satisfaction	Capital Planning/Renovations	HIPPA/Patient Satisfaction	Cost Control/Revenue Streams	Process Efficiency/Case Management
Asset Management/Marketing	OSHA / Regulatory Compliance	IT Solutions/Management systems	P & L/Collection Procedures	Operations/Census Improvement

BOOSTED REVENUE WITH INCREASED MARKETING RANGE, SKILL MIX, NEW REFERRAL SOURCES AND DASHBOARD DATA FOR EXECUTIVE DECISIONS IN COO-LEVEL ROLE.

- Expedient growth in revenue with supports, including capital equipment procurement contracts and enhancements to strategic decision-making-streaming operations and building positive healthcare referral source relationships and mindset.
- Increased *facility admit ratio* by 42%, Improve Primary Referral Sources by 41%, Increase average daily census by 39% YTD

SLASHED ACROSS THE BOARD EXPENSES, PRODUCING MULTIMILLION-DOLLAR SAVINGS AND FASTER PROCESSING.

- Nearly \$1.1M savings to date as COO to incorporate incentive/savings splits that prevented expense volatility and offered shared overage and benefits to facility overall financial success. Set contract terms by verifying and identifying existing rates for comparison. Orchestrated mutually beneficial collection and revenue repair programs contributing to facility accomplishments in revenue increase.
- \$330K savings (cut 4 FTE's) with resolutions to continual payroll reporting issues by restructuring field-to office interactions, admission, and d/c process and improving billing and collection process with improved structured time management and reporting systems.

MARKETING/SALES

- Oversight of 38M, 24/7/365 operation at Health and Rehabilitation / Subacute Facility network, coordinating all facility operational needs.
- Pushed admission process and patient care quality levels to above 97%
- Developed procedures and Training programs to pivot state survey incident rates to: 0 complaint surveys and record number of deficiency-free outcomes.
- Exceeded budget in net income in the first year of administration, the first experience in over 3 yrs. of continued revenue losses.
- Interim CFO, managing financial reporting and operations in 4 buildings. Analyzed cash flow in preparation for capital funding requests; quickly identifying and resolving account allocation issues.

EMPLOYEE ENGAGEMENT

- Drastically improved employee engagement ending rapid turnover and minimizing dissatisfaction to create a positive and enhanced working environment through leadership reorganization.
- Took ownership of facility administration and systems to work with staff and families on professional relationships that encouraged positive outcomes for patients, families, and staff.

EDUCATION

- **Northcentral University - PhD in Business with a specialization in Healthcare Administration:**
Dissertation Topic "Mortality Rates in Skilled Nursing Increase as the Existence of Nurse Shortage Continues" examines claims and possible root cause of nurse shortage in acute and sub-acute care. A review of governmental policies that evolve around patient care and services. A discussion with actual nurses whom work in skilled nursing facilities proved to be a informative and a reflection of the attention and support they require to be efficient in the services they provide. Additional suggestions to encourage motivation, engagement and supportive systems detailed for leadership and community support.

LICENSURE/CERTIFICATIONS

- Georgia State Licensed Nursing Home Administrator – 1999
- Georgia State Licensed Preceptor - 2019
- Georgia Health Care Association (GHCA) Executive Leadership Committee/Emergency Preparedness - 2017
- University of Georgia –Performance Improvement Certification – 2013

PROFESSIONAL SERVICE HISTORY

- Healthcare Consultant (CHS) | Landmark Hospitals | Devi Manor – 2015
- Administrator | Wellington | 2019- Current
- Executive Director| Sava AM | 2017-2019
- Administrator | PruittHealth | 2009-2017
- VP Operations | Georgia Regional Hospital - Adolescence DIV / 2007 -2009
- Spearheaded the turnaround of the facility YTD from a \$351K loss to an \$80K profit within nine months.
- Able to increase employee retention percentages by over 47% saving facility over \$520K in the agency reduction, hiring and overtime expenses within the 1st three quarters. This was spearheaded by demonstrating the highest level of motivational training and team-building skills to include facility direct care staff and leadership personell.

REFERENCES FURNISHED UPON REQUEST

September 18, 2022

To: Dr. Hershah Patel, MD
From: Dr. Valeria Shuler, MBA, PhD, LNHA
RE: Devi Manor –

Here is a synopsis/overview of how the Devi Manor facility will be managed:

Long-term and short-term skilled nursing Facilities to provide consultation on procedural recommendations for quality assurance and positive customer satisfaction results. Consultation and Training Services provided in areas of nursing, marketing, finance, environmental, financial, dietary and all other rendered services necessary to operate a skilled facility within state and federal regulatory standards required in the state. We seek to provide the comforts of home with clinical expertise.

Here is the way we make this happen:

The services provided will be for short-term (100 days or less) and long-term residents requiring additional services to be provided by licensed professionals.

Services include:

Sub-Acute skilled nursing services that include: IV Therapy, Tracheostomy Mgmt., Respiratory Services, and Vent patients, Dialysis, Stroke, Cardiac, Pulmonary, Diabetic Management, Pain Management, Neuropathy, Wound/Burns Management, Dementia/Memory Care that require continued medical, nursing, or therapeutic services.

Rehabilitative services / Physical Fitness that include Physical, Occupational and Speech Therapy to grow in strength, additional services to restore patients to prior levels of function with daily living activities. We will also have a Therapeutic pools to assist with a wide range of services.

Psychiatric Services and Behavior Management to support patients in the facility deal with possible placement for long term or going back into the community safely. Manage behaviors and actions that allow for comfortability in dealing with obstacles that may have been presented in the past.

Faith based services scheduled to provide spiritual encouragement and foster optimism.

Music, crafts, and creative activities to lift spirits and sharpen minds. Resources including movies, books, and videos available for positive entertainment.

Access to Vision, Dental, Podiatry and Audiology Services that are available under insurance plans or privately funded.

Dining and diet prepared and portioned for taste, health, and nutritional value

•Patient's Care program is decided upon:

Patients care will be provided as prescribed by the physician and assessed upon admission to the facility. A care plan will be formulated at the time of admission based upon clinical information received. Facility will also incorporate resident/family preferences to provide optimal care and services. Nursing will monitor patients 24hrs a day to identify changes to resident care or conditions.

A quarterly Care plan meetings will be provided to discuss with patients and family the measurable goals and information on specified resident care. Residents and families will have the opportunity to obtain all information regarding their care and service. They will also have the opportunity to discuss concerns and ask questions. Also to provide additional information about resident history that will allow for optimal care. Residents and families can also discuss whether progress and expectations are met by the facility services provided.

- A description of daily skilled nursing care that is common to all patients--including what healthcare professionals they would come in contact with during the day. E.g., do they see doctors, nurse aides, nurses, etc.?

Our clinical experts are on site daily. Our physicians, therapists, and nurses are professionally trained to provide a wide range of rehabilitative and medical services. Our caring staff provide the support and guidance the patient needs as they return home so their journey of success can continue after discharge.

- A description of a typical skilled nursing patient and what their therapy would look like during the day. That would include what the most common condition(s) are that you see and the typical patient age.

With COVID-19 outbreak we are seeing an abundance of patients with respiratory issues. Our physicians and nurses on staff are dealing with complex IV therapies, tracheostomy management, antibiotic management and enteral nutrition. Many of the residents we are seeing now are younger than what was traditionally expected. Patient influx is now around 50-65 years of age. They are presenting with numerous cardiac and respiratory issues. We are seeing a rise in infectious disease as well.