

Donna Alexander, NHA, MBA, CDP

Kent State University

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Academic Degrees

M.B.A. Ashland University 2004

Capstone Project Title: HSBC (formerly Household Financial Services Company)

B.A. Kent State University, Kent, OH 1992

Major: Gerontology/Nursing Home Administration, Graduated Summa cum Laude

1,500-hour Administrator-In-Training (AIT), National Church Residences, Cuyahoga Falls, OH

License/Certification

Licensed Nursing Home Administrator, Ohio #4147-4, active

Licensed Nursing Home Administrator, Michigan, inactive

Licensed Nursing Home Administrator, Iowa, inactive

Licensed Nursing Home Administrator, Nebraska, inactive

Licensed Social Worker, Ohio, inactive

Certified Dementia Practitioner, 2016 - active

Professional Development (Academic)

Listening with Purpose

What's New in VISTA 8.0

Communicating Across Four Generations

Dealing with Difficult Behaviors

A.L.I.C.E Training

Other Kent State University Professional Development course offerings completed: Shedding Light on Seasonal Affective Disorder; Beyond Compliance: Title IX, Title VII; Green Dot and Campus SaVE; Bullying in the Workplace; Prevent Harassment & Discrimination; Ethics & Code of Conduct; Bridges: Building a Supportive Community

Professional Development (non-academic)

20 clock hours annually to maintain NHA license

Item Writer training (NAB)

National Continuing Education Review Service (NCERS) training summer 2015

Managing the Media & Extreme Crisis Communications 2011

The Use of Social Media During Crisis Situations 2011

Weather Spotter 2008

The Ohio Ethics Law 2017

Academic Experience

Instructor & Internship Coordinator, Nursing Home Administration Program, Kent State University, Fall 2008-present.

Courses taught

GERO 5/44032, Long Term Care Administration (LTC), 3 credit hours, Fall 2008 – present

GERO 43092/43192, NHA Practicum, 9 credit hours, Spring 2009 – present

GERO 63092/63192, NHA Practicum Graduate, 6 credit hours, Fall 2015 – present

Online Teaching Experience, Kent State University

Developed LTC Administration course GERO 44032/54032 online utilizing Quality Matters with Kent State University Distance Learning Director

Interim Dean, Health Sciences: Stark State College, 7/2012-1/2014

Job Duties: Support Health Sciences Division during Dean search; Division was home to 15 academic programs – Dietary Manager, Dietetic Technician, Dental Assisting, EFDA, Dental Hygiene, Emergency Services (Fire & Paramedic), Health Information Management, Medical Laboratory; Medical Assisting, Medical Coding, Nursing, PTA, OTA, Respiratory Care, MIST; Oversaw budgets, personnel, student enrollment, quality, learning environments, program accreditation maintenance for 14 nationally accredited programs, Higher Learning Commission & Ohio Board of Regents compliance, AQIP Committee member

Project Director, ECHO Grant, Stark State College, 2008-2012

Stark State College. (Department of Labor grant funded)

Job Duties: Responsible for \$2M Department of Labor (DOL), Employment and Training Community Based Job Training Grant; Expanding Capacity in Healthcare Occupations (ECHO) duties included expanding clinical sites; overseeing development of new healthcare programs; creating community partner relationships; requisitioning equipment and supplies; hiring staff and faculty; managing budget; AQIP Committee member: Student Success 3/2009 – 2/2010; Employee Evaluation 2/2010 – 5/2011; Aesthetic Committee member: 2009-2011; Co-Chaired Silent Auction art fundraiser

Professional Experience

Vice President of Operations/Administrator: The Village at St. Edward, 2001 –2007

Job Duties: Successful operation of CCRC - 230+ older adult retirement community, to include independent living, assisted living and nursing care
Accomplishments: Implemented culture change; Positive regulatory compliance - Ohio Department of Health and Joint Commission (formerly JCAHO) as evidenced by no substandard citations from ODH, four deficiency free RCF surveys (2004, 2005, 2006, 2007) and compliant JCAHO survey; Efficient management of 8 departments as evidenced by financial & budget achievement; Effective human resource management of eight direct reports and almost 200 employees as evidenced by no turnover of department heads hired in last two years with no unionization; Oversight of contract reviews for therapy, lab, pharmacy, and all other outside vendors to include annual customer satisfaction surveys and follow-up of survey items not meeting company standards; Successful construction, renovation and remodel management and oversight that resulted in a newly licensed RCF and a complete remodel of a 40+ year old nursing home

Regional Director of Operations: Extencicare Health Services, and Raintree Healthcare, 1999-2001

Job Duties: Direct responsibility for annual revenues of more than \$30M; oversight of subacute, skilled nursing, assisted living and supportive services; marketing and business development; responsible for a team of 21 members and 7 direct reports each having more than 100 employees at each location.
Accomplishments: Cost control skills and expense reduction abilities utilized to achieve annual net operating incomes; attracted talent to successfully operate facilities and retained current talent that led to a decrease in turnover in the region

Administrator, Mobile Administrator, Executive Director: Integrated Health Services, Inc., Horizon Healthcare (acquired by IHS). 1994-1999

Job Duties: Direct responsibility for over 100 employees at each business unit; Marketing focus to achieve census budgets; Renovation management and oversight at three locations
Accomplishments: Achieved facility goals at each location, to include net operating income, census, reduction in accounts receivable and reduction in employee turnover; Special focus on regulatory compliance as evidenced by no substandard surveys, no substantiated complaint surveys; Two consecutive Ohio Department of Health Deficiency Free surveys-1995/96; Nursing Home Administrator of the Year Award, 1995; Excellence Awards in Housekeeping, Accounts Receivable and Cost Control

University Committee Work &

EHHS Communication Committee & Strategic Plan 2018

Kent State University, 2018-2019

Professional Leadership

Electronic & Information Technology (EIT) Accessibility 5 Year Strategic Planning Group

Kent State University, 2017-2018

Honors Thesis Defense Committee Service

Kent State University, Spring 2017

Continuing Education Committee

Board of Executives of Long-Term Services and Supports (BELTSS) June 2017-present

American College of Healthcare Administrators (ACHCA) & National Association of Long Term Care Administrator Boards (NAB) Administrator-In-Training (AIT) Preceptor Work Group Committee, 2014-2016

ACHCA & NAB Student Poster Committee, 2014-2015

Exam Writing Committee, NAB 2010-2012

Research Interests	<p>Skilled Nursing Facility (SNF) Compliance Research – Dr. Thomas Brewer, Public Health Kent State University, 2017-2019</p> <p>University students' perceptions of aging – Chih-ling Liou, Ph. D., Assistant Professor, Human Development and Family Studies</p> <p>Generations – How different generations respond to LTC Services & Supports</p> <p>Birth Order – How birth order influences perceptions of aging</p> <p>NTT/TT Faculty – Is there a difference in student engagement in classrooms taught by faculty who bring their career experiences to the classroom versus faculty with academic backgrounds only, NTT or TT</p>
Grants	<p>Great Lakes Internship Readiness Grant 2014-2015 United Church Homes and Kent State Stark (\$16,000)</p>
Invited Presenter	<p>OAGE Practitioner of the Year Award, April 15, 2016, Youngstown State University Presented to United Church Homes http://oage.org/2016-practitioner-of-the-year-organization/</p> <p>Guest Presenter, Kent State University Alumni Event Working with the Generations, May 2012</p>
Professional Affiliations	<p>National Association of Boards of Examiners of Long Term Care Administrators 2010-present</p> <ul style="list-style-type: none"> - Accreditation Site Reviewer, 2014-present - Academic Forum Recorder 2016-2018; Convener 2018-2020 - Exam Writer, Exam Writing Committee, 2010-2012 - Continuing Education Program Reviewer (NCERS) 2015-present - ACHCA & NAB AIT Preceptor Work Group Committee (2014/2016) - ACHCA & NAB Student Poster Committee (2014/2015) <p>Ohio Board of Executives of Long-Term Services and Supports (BELTSS)</p> <ul style="list-style-type: none"> -Appointed Board Member, Academia Representative, May 2017-present -Continuing Education Committee member, June 2017-present <p>Stark County Area Administrator Network (SCAAN) 2009-2017</p> <ul style="list-style-type: none"> - Planning Member <p>Ohio Association of Gerontology Educators (OAGE) Annual Conference attendee</p> <ul style="list-style-type: none"> - 2018 University of Akron (March 2018) - 2017 University of Toledo - 2016 Youngstown State University - 2015 Bowling Green State University <p>Sigma Phi Omega, 1992-1996; 2015-present</p> <ul style="list-style-type: none"> - Faculty Advisor, Alpha Gamma Chapter, Kent State University - Member 1990-1992 <p>Gerontology Club, Kent State University</p> <ul style="list-style-type: none"> - Faculty Advisor, 2015 – 2018; Co-Advisor 2019
Community Service	<p>National Association of Boards of Examiners of Long Term Care Administrators (NAB)</p> <ul style="list-style-type: none"> -Accreditation Site Reviewer, 2014 to present -Academic Forum Recorder, 2016-present -Continuing Education Program Reviewer 2015-present -Exam Writer, Exam Writing Committee 2010-2012 <p>Mercy Medical Center Volunteer, patient information/hospitality desk 2002-2007</p> <p>Arthritis Foundation; volunteer 2001-2002</p> <p>Alzheimer's Association; volunteer 1989-1990</p>