

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 (NHA), 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 (CDP), 2016 - active

Professional Development (Academic)

CTL summer workshop 2020 *Remote Instruction: Course Delivery and Design*,
Selecting Case Studies for Healthcare Quality Management
Quality Matters: Building on Remote Instruction Successes: A Roadmap to Quality
Trauma-Informed Pedagogy: Teaching in Uncertain Times Magna Online Seminar
Business Acumen webinar
Who is Generation Z
Communications Across Four Generations
Attitudes about Aging, interactive workshop by Dr. Chih-Ling Liou
Continuous Improvement Workshop
Teaching Circle on Cognitive Bandwidth Recovery
Minnesota Gerontological Society: Elder Loneliness & Isolation: Fact, Fiction or Epidemic?

Other Kent State University Professional Development course offerings completed: What's New in VISTA 8.0; Dealing with Difficult Behaviors; 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; CTL & OCDE Workshop: Remote Instruction Empathy on Empty-Compassion Fatigue; Kent Stark – DLCoP "Universal Design in the Virtual Classroom: Making Learning Accessible to All" webinar, A.L.I.C.E training

Professional Development (non- academic)

20 clock hours annually to maintain NHA license and CDP
Ohio Ethics Law 2017, 2018, 2019, 2020
National Continuing Education Review Service (NCERS) training 2018
Managing the Media & Extreme Crisis Communications 2011
The Use of Social Media During Crisis Situations 2011
Weather Spotter 2008

Academic Experience

***Program Coordinator, Long Term Care Administration Program, Kent State University
Fall 2020-present***
***Instructor & Internship Coordinator, Nursing Home Administration Program, Kent State University
Fall 2008-2020***

Courses taught

LTCA 44032, Long Term Care (LTC) Administration I, 3 credit hours, Fall 2008 – present (formerly GERO 44032)

LTCA 54032, Long Term Care (LTC) Administration I, 3 credit hours, Fall 2008 – present (formerly GERO 54032)

LTCA 43092 Internship I, Nursing Home Administration & HSE, 9 credit hours, Fall 2008 – present (formerly GERO 43092)

LTCA 43192, Internship II, Nursing Home Administration & HSE, 9 credit hours, Fall 2008 – present

(formerly GERO 43192)

LTCA 63092, NHA Practicum - Graduate, 6 credit hours, Fall 2015 – present (formerly GERO 63092)

LTCA 63192, NHA Practicum - Graduate, 6 credit hours, Fall 2015 – present (formerly GERO 63192)

Course(s) in development for new LTCA program

LTCA 44033, Long Term Care (LTC) Administration II, 3 credit hours

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 complete remodeled SNF and newly licensed RCF

Regional Director of Operations: Extendicare 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, 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 with 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 & Professional Leadership	<p>EHHS Communication Committee & Strategic Plan 2018 Kent State University, 2018-2019 & 2020-2021</p> <p>Electronic & Information Technology (EIT) Accessibility 5 Year Strategic Planning Group Kent State University, 2017-2018</p> <p>EHHS Scholarship Committee Kent State University, 2019-2021</p> <p>LDES Scholarship Committee Kent State University, 2019-2021</p> <p>Honors Thesis Defense Committee Service Kent State University, Spring 2017</p> <p>Nursing Home Administrator Advisory Board Kent State University 2011-present</p> <p>Ohio Living Rockynol Board of Directors Finance Committee member 2018-present Human Resource Committee member 2015-2018</p> <p>Laurel Lake Retirement Community Building & Equipment Committee Member 2019-2021 Healthy Living Committee Member 2019-2021 Social Isolation Subcommittee Member 2020-2021</p> <p>Board of Executives of Long-Term Services and Supports (BELTSS) Appointed Board Member, Academia Representative 2017-2019; 2019-2021 (second term)</p> <p>BELTSS Continuing Education Committee Board of Executives of Long-Term Services and Supports (BELTSS) Chair June 2019-2021 Board of Executives of Long-Term Services and Supports (BELTSS) Member June 2017-2019</p> <p>National Association of Long-Term Care Administrator Boards (NAB) Accreditation Site Reviewer, 2014-present Academic Forum Convener appointed 2018-2020, re-appointed 2020-2022 Academic Forum Member and Recorder 2016-2018 Continuing Education Program Reviewer (NCERS) 2015-present Education Committee Member 2019-2022 Exam Writer, Exam Writing Committee, 2010-2012</p> <p>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</p>
Publications	Brewer, T. W., Alexander, D. , & Braun, J. (2020). Skilled Nursing Facilities: Are you ready to meet federal program mandates? <i>Compliance Today</i> , 58-61.
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 – Different generations’ response to LTC Services & Supports</p> <p>Birth Order – Influence of birth order on perceptions of aging</p> <p>NTT/TT Faculty – Levels of student engagement in classrooms taught by faculty who bring their career experiences to the classroom versus faculty with academic and research backgrounds, NTT or TT</p>

Grants **Great Lakes Internship Readiness Grant 2014-2015**
United Church Homes and Kent State Stark (\$16k)

Project Director, ECHO Grant, Stark State College, 2008-2012
Department of Labor (DOL), Employment and Training: Community Based Job Training Grant (\$2M)

Invited Presenter **Academic Forum Poster Presentation Session, NAB Annual Meeting, June 12-14, 2019**
Charleston, South Carolina

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/>

Guest Presenter, Kent State University Alumni Event
Working with the Generations, May 2012

Professional Affiliations **National Association of Boards of Examiners of Long-Term Care Administrators 2010-present**
- Committee work listed above

Ohio Board of Executives of Long-Term Services and Supports (BELTSS)
-Committee work listed above

Council on Licensure Enforcement and Regulation (CLEAR) 2019-2021
-Member 2019-2021

Brain Health Research Institute, Kent State University
-Member 2019-2020

Stark County Area Administrator Network (SCAAN) 2009-2017
- Planning Member

Ohio Association of Gerontology Educators (OAGE) Annual Conference attendee
- 2020 Ohio University (cancelled due to COVID-19)
- 2018 University of Akron
- 2017 University of Toledo
- 2016 Youngstown State University
- 2015 Bowling Green State University

Sigma Phi Omega, 1992-1996; 2015-present
- Faculty Advisor, Alpha Gamma Chapter, Kent State University
- Current Member

Gerontology Club, Kent State University
- Faculty Advisor, 2015 – 2018; Co-Advisor 2019-2021

Community Service **Ohio Living Rockynol Board of Directors**
-Human Resource Committee 2015-2018
-Finance Committee 2018-present

Laurel Lake Retirement Community
-Healthy Living Committee 2019-present
-Social Isolation Subcommittee 2020-2021
-Building and Equipment Committee 2019-present

Mercy Medical Center Volunteer, patient information/hospitality desk 2002-2007
Arthritis Foundation; volunteer 2001-2002
Alzheimer's Association; volunteer 1989-1990