

**Laurie Bach, MS, LNHA, RHIA**

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**QUALIFICATIONS**

- Master's prepared administrator qualified for leadership opportunities within a health care organization. Strengths include proven program growth, quality improvement, and dynamic leadership.

**AREAS OF EXPERTISE**

- Strategic planning
- Staff Education
- Project Management
- Census/Case Mix growth
- Program development
- Assisted Living
- Coding & reimbursement
- Human Resources
- Regulatory Compliance
- CQI/Risk Management
- Managed Care/NCQA
- Survey Preparedness

**PROFESSIONAL EXPERIENCE**

Home of the Good Shepherd, Wilton, NY

2009-2010

**Administrator**

Responsible for all aspects of this 54 bed assisted living residence. Work with residents, families, and all medical providers to promote aging in place, quality care, and quality of life. Responsible for human resources management, NYSDOH surveys, marketing and sales (census management), investigations, and policy and procedure development.

Delmar Place Assisted Living, Delmar, NY

2009-2009

**Director of Care Management**

Direct the care delivery and case management services of residents, screen and evaluate potential residents/returning residents from hospitals, nursing homes, and home. Work with physicians and home care agencies to promote aging in place. Troubleshoot day-to-day management issues including medication management of residents, investigations, need for higher level of care, and physical and occupational therapies. Complete post NYSDOH survey CQI projects and reports. Provide staff education on regulatory and customer service topics.

Ellis Medicine, Schenectady, NY

**Administrator- Ellis Residential & Rehabilitation Center**

2007 to 2009

Leader of an 82-bed skilled nursing facility with \$8 million in annual revenue. Responsibilities include: annual budget preparations and controls, 80 FTE's, overall resident nursing care, all business operations, ancillary departments, NYSDOH survey preparedness and responses, investigations, and strategic management.

- Increased annual revenue by expanding sub acute rehabilitation program to 91% of all admissions and an average daily census of 25 participants.
- Increased managed care participation and worked successfully to increase contracted rates.
- Wrote and received a NYSDOH Quality Improvement Grant for \$39,000
- Obtained FEMA certification in Incident Command System (ICS) and National Incident Management System (NIMS).
- Represented facility on the corporate Patient Safety, Value Analysis Team, Environment of Care, Emergency Preparedness, Corporate Compliance, and Patient Flow Committees.
- Responsible for planning and developing new program to be opened at St. Clare's Campus
- Re-developed the CQI process including education of all staff, physicians, and board members

**Data Quality Supervisor- Health Information Services Department**

1995 to 1999

Managed ICD-9 and CPT-4 coding, DRG assignment, tumor registry, cardiac surgery registry, and incomplete record areas. Implemented HIS software systems, reduced accounts receivables,

CDPHP, Albany, NY

2003 to 2007

**Regulatory Administrator**

Served as leader in quality and regulatory compliance in the Quality Enhancement Department, within the Division of Medical Affairs.

- Leader of the NCQA re-accreditation efforts for the managed care organization's 3<sup>rd</sup> "Excellent" NCQA rating.
- Prepared Medical Affairs for all NYSDOH and CMS regulatory reviews and accreditation audits.
- Provided education and training to all divisions on NCQA regulatory changes
- Educated, trained, and tested on an annual basis, the HEDIS nurse auditors.
- Created/revised and reviewed Quality Management policies and procedures.
- Audited the Appeals Department's complaint and grievance functions, policies, and procedures.
- Coordinated requests from NYSDOH OPMC regarding investigations of in-network practitioners.
- Developed process to review network skilled nursing facilities for quality performance.
- Served as Clarity project management software champion for division.
- Represented Division on company's web site re-design team and Values and Behaviors Team

McClellan Health System, Cambridge, NY

2000 to 2003

**Skilled Nursing Home Administrator/Manager Health Information Services/CCO**

As a Vice President for this rural health system with a critical access hospital, nursing home, and primary care centers, was responsible for all operations of the 40-bed nursing home, and direct hospital reports of: Health Information Services, Computer Services, Quality and Risk Management, Credentialing, and all nursing home operations including nursing, admissions, investigations, activities, food service, and maintenance.

- Created and implemented Corporate Compliance policies and procedures and served as Corporate Compliance Officer.
- Co-leader in Critical Access Hospital conversion and JCAHO initiatives.
- Created and controlled budgets for departments.
- Reduced NYSDOH deficiencies from 13 to 3.
- Oversaw creation and implementation of HIPAA policies and procedures.
- Oversaw execution of HRSA Federal Grant and reporting of expenditures.
- Instituted the "Smiley Face" employee recognition award.

Wesley Health Care Center, Saratoga Springs, NY

1999 to 2000

**Administrator in Training**

**Health Information Services Project** (Investigate Part B Medicare Vendor for possible fraud)

## EDUCATION

Sage Graduate School, Albany, NY

**M.S. Health Services Administration/Gerontology**

State University of New York Institute of Technology, Utica, NY

**B.P.S. Health Information Management**

Herkimer County Community College, Herkimer, NY

**A.A.S. Medical Office Assistant**

## AFFILIATIONS

**Member**, New York Association of Long Term Care Administrators

**Member**, American Health Information Management Association (AHIMA)

**Member**, New York Health Information Management Association (NYHIMA)

Annual Conference Co-Chairperson 2008

Finance Director 2006-2007

Long Term Care Section Chairperson 2002-2003

Speaker, Annual Conference 2003 and 2005

**Member,** Adirondack Health Information Management Association (AdHIMA)  
Past President, 2006-2007  
President, 2005-2006  
President-Elect 2004-2005

**ADDITIONAL INFORMATION**

Licensed Nursing Home Administrator, New York State #04776  
Registered Health Information Administrator, AHIMA #0468791

Featured in Journal of AHIMA Article, "Facing New Challenges Everyday" October 2002