Pamela Cook, LNHA

3709 Summers Haven Drive

Sherrills Ford, NC 28673

* + 1. | [pamela\_cook@yahoo.com](mailto:pamela_cook@yahoo.com)

Dependable, Ethical, and Creative with a Service Heart

* Georgia Nursing Home Administrator License Dec. 2013
* North Carolina Nursing Home Administrator License March 2023
* Certificate in Long Term Care Administration, Tarrant County College, Tx
* Proficient in Microsoft Office Systems, Point Click Care EMR, Vision EMR, Kronos Payroll, Genesis, DSSI, Google Classroom, TEAMS, and Zoom Meeting software
* Other concentrations in education include : Emergency Management and Prep, Conflict Mediation, Staffing Solutions for Job Satisfaction and Retention, Compliance Updates for LTC, Recent Compliance Updates for LTC
* Certified Secondary Teacher State of Texas and Louisiana

***Work Experience***

***Nursing Home Administrator in North Carolina***

INTERIM NURSING HOME ADMINISTRATOR

LIBERTY HEALTHCARE APRIL 2023 – CURRENT

* 5 Facilities >The Oaks, Oak Forest, Summerstone, Liberty Commons in Rowan County and Liberty Commons in Blowing Rock
* Sustain patient care, staffing, and operational standards as directed by RDO while admin is unavailable or during search for permanent administrator.

SCHEDULED GAP IN EMPLOYMENT FOR CEU EDUCATION

NHA REINSTATEMENT FOR GEORGIA AND RECIPROCAL NORTH CAROLINA JUNE 2022-JAN 2022

***Public Education in Georgia, Louisiana, and Texas – 15 years Total***

SECONDARY FINE ARTS TEACHER

LIBERTY COUNTY HIGH JULY 2019-JUNE 2022

* Planned, prepared and taught Visual Art 1, Painting and Drawing to students 9-12
* Mastered the Google Classroom Platform to align curriculum and lesson engagement of all Art Students with all learning styles and special needs
* Built and Provided Art Displays in school and within the district on a bi-monthly basis
* Produced artwork and displays for a variety of student events
* Motivated, Prepared, Directed and Entered Art Students in 6 Art competitions locally, regionally and nationally
* Contributed to the Prom Decor Committee yearly organizing art students as an art production team

UNSCHEDULED GAP IN EMPLOYMENT

MANAGE THE DEATH AND ESTATE OF PARENTS MAR 2019 -JUNE 2019

TEMP HR ASSISTANT

THE MARSHES OF SKIDAWAY ISLAND JAN. 2019-MAR 2019

* Assist with New Employee Applicant Onboarding Processes of completing background checks, orientation, and data entry

***Retail Business Experience***

INVESTOR/MANAGER

LAVIOLA ENTERPRISES DBA

DBA SPIRIT HALLOWEEN (Pop up retail) JUNE 2018-DEC 2018

* Developed Manager’s pay structure to include bonuses for compensated cost control systems in payroll, losses in retail shrink and losses in destroyed merchandise.
* Organized the goals of the teams in 3 stores to meet opening dates and corporate brand guidelines
* Built a Manager’s Operations Manual with guides to provide independent processes and systems to managers
* Provided a budget to owner for controlling expenses and anticipating expenses
* Organized the demolition of the Toys R Us store and build out of the seasonal business to merchandise and open in 12 days from lease signing using contract labor and no heavy equipment
* Exceeded sales goals, shrink reductions and D & D reduction goals by 23%.

# *Senior Care Experience in Georgia and Texas – 6 Years Total*

# NURSING HOME ADMINISTRATOR

# LUMBER CITY NURSING AND REHAB AUGUST 2017-JUNE 2018

* Supervised 1st Deficiency – free State Survey for this 86 Bed facility on 3rd day of employment
* Developed the Emergency Preparedness Program for the facility
* Designed program structure to update facility aesthetics
* Directed and produced Facility Video for Social Media marketing
* Hired admissions director and developed marketing strategy weekly
* Met with Discharge Planners of our Admission Sources on a regular basis
* Provided Oversight of Federal, State, and Local regulations guarding seniors in Long Term Care through regular compliance rounds and structured audits
* Directed, coordinated, facilitated and evaluated the performance of the facility’s department managers and other members of the Inter-Disciplinary Team (IDT)
* Validated Payroll bi-weekly
* Sustained compliance with HIPAA regulations
* Reviewed and negotiated contracts
* Validated monthly Variance Report
* Established annual operating and capital budgets
* Organized and evaluated Safety assurance of the physical plant and disaster preparedness functions through random and monthly scheduled procedures
* Monitored the functions of the Medical Director and the medical staff
* Counseled Residents and families on End of Life Planning
* Other responsibilities include resident satisfaction, interviewing, hiring and terminating personnel, improving employee morale, safety compliance and Plan of Improvement Compliance

SCHEDULED LEAVE FROM EMPLOYMENT

PERSONAL LEAVE OCT 2016 – JULY 2017

## DIRECTOR OF HEALTHCARE SERVICES

## PARK SPRINGS CCRC JUNE 2015-SEPT 2016

* Awarded First Deficiency Free Survey for this facility in Oct 2015 for 42 bed facility in a community of 500 members
* Functioned to sustain 5 Star CCRC Campus and 4 Star Health Center
* Coordinated quarterly Healthcare Forum
* Coordinated first Healthcare Forum’s Expo for Off-campus Vendors of Medical Supplies and Services
* Designed and Initiated the Health Center’s New Activities Program
* Championed opportunity to implement new medical equipment resulting in improved care planning, employee strategies, and patient outcomes
* Supervised Campus as bi-monthly Director on Duty
* Wrote, initiated, and monitored Campus-wide Nursing Emergency Response Policy and Procedure
* Wrote, initiated, and monitored Park Springs Campus/Health Center Transportation Policy and Procedure

INTERIM NHA CITY NURSING AND ADMIN OCT 2014 (30 DAYS)

* Sustained operations of 86 Bed facility through 30 Day acquisition process
* Provided Due Diligence Data to seller and buyer

SCHEDULED LEAVE FROM EMPLOYMENT

PREVIOUS ADMINISTRATOR RETURNED TO THE FACILTY AUG 2014 – SEPT 2014

## NURSING HOME ADMINISTRATOR

## GILMER NURSING HOME   DEC 2013 – JULY 2014

* Worked in collaboration with Director of Nursing to reduce falls by 66% through integration of new fall risk prevention opportunities in 100 bed facility with Average Daily Census (ADC) of 97
* Increased ADC Census 10% through revised marketing strategies
* Reduced Full-time Employee (FTEs) by 12.5 through organizational streamline while improving resident outcomes
* Received $10,000 in add-on bonuses from My-Interview Participation through fall reduction
* Co-Organized with Georgia Medical Center for partial Emergency Evacuation to be evaluated May 2014
* Reviewed and wrote Policy and Procedure for Staff Time Monitoring, scheduling, and implementation of new Wanderguard system
* Other responsibilities included resident satisfaction, facilitating employee candidate panel interviews, employee morale events, coordinating facility physical plant updating, marketing, completing “after hours” admissions, safety compliance and Plan of Improvement compliance

## ADMINISTRATOR IN TRAINING

## TRUCARE LIVING CENTER DEC 2012 -JUNE 2013

* Assisted in Management of overall facility operations of 120 Bed SNF with 85 employees
* Participated in survey prep to earn Facility’s First Deficiency Free Survey One Week post AIT Hours
* Realized 23% increase in Census in less than one month (Highest ADC in facility history)
* Managed, influenced, and controlled factors on budget

# *Small Business Ownership–10 Years*

OWNER/ARTIST OF SPECIALTY PAINTING AND DECORATIVE ARTS BUSINESS

ARTISTIC APPLICATIONS AUG 2002 – DEC 2012

* Marketed and presented service to 32 builders to complete 1000+ projects
* Negotiated all proposals, provided samples, and custom designs to meet customer expectations for residential and commercial spaces up to 12,500 square feet
* Trained 5 assistant artists and painters while breaking into 5 new markets with a new product
* Provided builders with Pre-closing Punch List and organized subcontractors to complete work before owner inspection prior to possession
* Accompanied and collaborated with interior designers and homeowners to make finish selections
* Developed schedules and coordinated with multiple suppliers, sales reps, designers, architects, builders, contractors, and subcontractors to manage project in timely order
* Managed billing and collections and issued payroll
* Prepared all financial monthly, quarterly and year end accounting with CPA oversight
* Selected to showcase work in Annual Home Builder’s Parade of Homes (2005-2010)
* Developed punch list and organized subcontractors to complete work to satisfaction for final walk through by owner 24 hours prior to close

YOUTH DEVELOPMENT COORDINATOR AND L.E.G.O.S. TRAINER

CHILDREN’S COALITION of NELA       AUG 2002 – MAY 2003

* Developed opportunities for youth to serve on various organizational boards and in leadership
* roles in our community
* Engaged youth in problem solving about community issues
* Organized Advisory Committees: collaborated youth development goals
* Organized Resource Committees: collaborated and directed youth resource needs

ITINERARY FINE ARTS TEACHER

OUACHITA PARISH SCHOOL BOARD AUG 1999 – AUG 2002

* Served 21 elementary schools over 3 years
* Instructed grades PK-5
* Co-Produced District’s art show each year
* Painted 11 murals in 3 schools

HIGH SCHOOL/MIDDLE SCHOOL FINE ARTS TEACHER

WASKOM INDEPENDENT SCHOOL SYSTEM AUG 1994 – AUG 1999

* Planned and taught fine arts to 7-12th grade students
* Sponsored Art Club, Prom Committee and Home Coming Committee
* Volunteered to serve Academic Decatholon Test Proctor and Text Book Committee
* Volunteered to organize and construct backdrops for Elem Special events and plays
* Volunteered to organize and construct backdrops for High School One Act Plays

# Volunteer Service

CHILDREN’S HOPE ALLIANCE, Statesboro, N. C.

* Donate time and artistic skills to special tasks or events as needed

SAFE SHELTER OF SAVANNAH, Savannah, Ga.

* Donate 6 hours weekly to Office Administrative Duties

RED CROSS, Monroe, La.

* Organized volunteer team to decorated for Annual Mash Bash fund raising event

HABITAT FOR HUMANITY, Monroe, La.

* Organized property clean- up crew for Summer Grove Baptist Church

CADDO PARISH FOOD BANK, Shreveport, La.

* Packed food donations for Christmas donations

SAVANNAH SQUARE RETIREMENT COMMUNITY , Savannah, Ga.

* Activities Assistant

Awards

* 3 LTC DEFICIENCY FREE STATE SURVEYS
* Waskom High School Teacher of the Month
* WISD Service Award
* WISD Employee of the Month
* LSUS Academic Award for Education Majors

Academic Scholarship

* Louisiana Education Majors Scholarship

Publications Feature Stories

* The Shreveport Times article for “Holiday Homes”
* The Forum feature story for “Talented Craftsmen”

**Professional References**

Dr. Warnella Wilder

Assistant Principal

Liberty County High School

wwilder@liberty.k12.ga.us

912-876-4212

Dion Tankersley

Nursing Home Administrator

Lindale Specialty Care Center

Dtankersley69@gmail.com

903-245-3228

**Personal References**

Karen Taylor

Nurse Practitioner

Physicians Eldercare

[kgttaylor@bellsouth.net](mailto:kgttaylor@bellsouth.net)

318-518-2967

Tannie Harper

Landlord

Retired from Reynold’s Mfg, Winston-Salem

336-416-1981