
NICOLE M. GRAHAM, MHA

Summary

Outside of box thinking. Strong academic background combined with experience in healthcare administration in the senior population. Demonstrates business development, operations, human resources and strategic planning insight and ability. Exceptional communication and interpersonal skills easily interacts with people of all levels, establishes excellent relationships with team members, clients and residents/patients. Enjoys fast-paced environments and an eagerness to always learn new things.

Experience

May 2015 – Present *Siler Sky at Deer Springs*

Licensed Administrator

Administer the overall operations of the community. Ensure quality care programming for residents, staff and community. Manage the Day to Day operations of a licensed 96 residents in residential assisted living. Enforce policies and governmental regulations. Oversee Gross net worth of over one million dollars in operations. Resident and family relations; Staff development & supervision; Program development, marketing, & fiscal management. Anything and everything needed to maintain a successful community with the state of Nevada and for the residents. Maintained the corporate culture of respectfulness, trusted leaders, integrity, resourcefulness and always curious.

Selected Accomplishments:

- Manage and maintain budget over a gross budget of more than one million dollars/YTD
- Best of Las Vegas 2017 in Senior Living, Gold Medal
- "A" Rating on 3 consecutive survey's in a row with little to no deficiencies.
- Maintain in good standings with HUD Inspections for housing, Division of Aging/Medicaid, N. Las Vegas Housing authority and Health Care Quality and Assurance.
- Maintain an occupancy of 92% throughout the year

April 2012 – May 2015 *Emeritus at Las Vegas*

Community Relations Director

Work with the Executive Director and nurse to increase occupancy and revenue by implementing a proactive sales approach and the ability to work with public relations. Assist families, future residents, and community partners by building positive public relationships within the community and outside the community. Understands Medicare, Medicaid, Veterans Assistance and other insurances and sources of income for residents. Communicating strategies, establishing policy guidelines, and effectively building public relationships. Introduce newly identified resources that maximize internal and external sales marketing. Promote public involvement with established business goals within the community. Interpret and strategically address family and public concerns. Prepare materials, research, and perform other duties in support of sales and marketing efforts of the community.

Selected Accomplishments:

- Increased community Move In's and put the building at 100% in 6 months and maintained an increase in RDU.
- Became 'the go to person' in the Vegas Market for additional financial



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resources for residents and families.

- Managed the marketing and business development roll in the community.
- Specialize in implementing communication strategies that continuously foster community partnerships.
- Emphasized customer service - adapted to the residents' lifestyle and became a leader in the community for families and staff.

Education

2017	<u>UNLV</u> Certificate in Non-profit Management
2014	<u>Continuing Education</u> State of Nevada Board of Examiners for Long Term Care Administrators
2008 – 2009	<u>University of Phoenix</u> MHA, Health Administration
2003 – 2007	<u>Indiana University – Purdue University at Indianapolis</u> BA, General Studies
