

## **KYLE RUTH-ISLAS, MNA LNHA RCFE**

1900 Gilrix St Petaluma, CA 94954 · 415-250-1158

[kdruthislas@gmail.com](mailto:kdruthislas@gmail.com) · <https://www.linkedin.com/in/kyle-ruth-islas-mna-lnha-rcfea9137147/>

My primary professional career goal is to contribute to the enhancement in the quality of life of older adults, their family members, and caregivers. It has been a great tradition and legacy in my family and one that I feel privileged to continue to honor. Older adults are, in many cases, an underserved population in need of assistance and support. The field of providing care, assistance, and support to the elderly is one that requires the highest level of commitment to excellence, compassion, and ethical behavior. I look forward to contributing to the field by assisting in the creation of welcoming, homelike, and supportive environments.

### **EXPERIENCE**

THE REDWOODS, A COMMUNITY OF SENIORS 2022 – Present

#### Chief Operating Officer/Administrator

- Led the skilled nursing facility through it's first Kaiser Credentialing Survey and achieved 100% compliance.
- Increased the skilled nursing post-acute census, which led to over \$1 million in unbudgeted revenue for the organization.
- Collaborated with facility personnel to enhance the assisted living medication management process.

TELECARE CORPORATION 2021 – 2022

#### Program Administrator

- Completed a significant enhancement of the facility's Quality Assurance and Performance Improvement Program.
- Implemented a comprehensive recruitment and retention program.
- Created multiple data-driven reporting tools to track and trend various aspects of day-to-day operations such as adverse events, employee attendance, and recruitment efforts.

WESTMONT OF BRENTWOOD 2020 – 2021

#### Executive Director

- Reduced temporary staffing utilization by approximately 40%
- Developed and implemented a company-wide emergency transfer process/agreement.
- Reduced the community turnover rate by approximately 30%

JEWISH HOME & REHAB CENTER 2015 – 2020

#### Administrator & Technology Advocate

- Reduced operational expenses by \$500,000+ within the first year of accepting the position.
- Developed the initial business plan for a new home and community-based services program.

- Implemented a quality management system to improve survey performance, resident experience/outcomes, and internal auditing processes.

#### Assistant Administrator & Technology Advocate

- Prepared the skilled nursing facility for the roll-out of Phase 1 and Phase 2 of the CMS Final Rule.
- Applied for and received a \$100,000+ grant to fund an internal dementia care training program for staff members.
- Initiated an electronic medical record optimization project geared towards increasing staff efficiency with the goal of maximizing face time between staff and residents.

#### Director of Programs

- Introduced a fully electronic documentation process for the Department of Life Enrichment.
- Supervised departments (Life Enrichment, Volunteer Services, Creative Arts, Beauty Salon, and Gift Shop) operated below budget while meeting departmental goals.
- Developed and implemented a process to capture revenue for services rendered within the facility's Beauty Salon.

UNIVERSITY RETIREMENT COMMUNITY

2014 – 2015

#### Health Services Manager

- Completed an annual CMS survey with fewer deficiencies than the state/national averages and Title 22 survey with zero deficiencies.
- Successful implementation of an electronic inventory management system/process.
- Introduced a utilization review process to maintain the facility's preferred provider status with the facility's primary referral source.

### **EDUCATION**

UNIVERSITY OF SAN FRANCISCO, MASTERS IN NONPROFIT ADMINISTRATION

- Current member of the following honor societies:
  - Pi Alpha Alpha
  - Pi Gamma Mu

SONOMA STATE UNIVERSITY, BACHELOR OF ARTS IN PSYCHOLOGY

### **LICENSES/CERTIFICATIONS**

- Licensed Nursing Home Administrator (LNHA)
- Residential Care Facility for the Elderly Administrator (RCFE)
- Financial Success in Nonprofits
- Customer Experience
- Social Services Designee in Long-Term Care (SSD)
- Lean Six Sigma- Green Belt
- QAPI Certified Professional (QCP)

- Certified Dementia Practitioner (CDP)
- Certified Alzheimer's Disease and Dementia Care Trainer (CADDCT)
- Certified Montessori Dementia Care Professional (CMDCP)
- Certified HIPAA Professional (CHP)

### **VOLUNTEER EXPERIENCE**

#### **CAL-STATE EAST BAY CUSTOMER EXPERIENCE PROGRAM**

- Advisory Board Member

#### **UR COMMUNITY CARES**

- Advisory Board Member