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Summary

Innovative, strategic-thinking Aging Services executive with deep operational and executive leadership background in elder care organizations focused on person-centered care, active aging in place, and cutting-edge services.

Proven, diverse skill set in business, hospitality, and human services; track record of creative collaboration, and familiarity with wide variety of academic aging research and European service models.

Strong financial skills, experience with financial projection models, and able to do both budget planning and day-to-day analysis of healthcare operation income and expenses.

Engaging personal skills, successful team leader, consensus builder, organizer, effective customer service skills, service recovery experience, and excellent communication skills, both written and oral.

Professional Experience

Presbyterian SeniorCare, Southmont, Washington, PA

Southmont is a 4-Star 155-bed skilled nursing facility (SNF) with dynamic 48-bed short-stay rehab program.

Senior Director

4/2015 – 4/2017

Led daily operations, including championing person-centered care for long- and short-term patients, overseeing room remodels, improving cooperation between levels of care on large sprawling campus, and boosting employee morale.

- Achieved excellent post-acute discharge ratings - 6th of 167 providers with Highmark.
- Oversaw startup of Institutional Special Needs Program with UPMC, collaborative care management.
- Worked collaboratively with hospital and home health partners to reduce readmissions.
- Key player in CMS Bundled Payment Care Initiative.
- Worked cooperatively with team of direct reports to improve operational performance.

Laurel View Village, Davidsville, PA

1/2013 –

2/2015

293-unit, 330-resident Continuing Care Retirement Community (CCRC) and 5-Star-rated 60-bed Skilled Nursing Facility, 64-unit Assisted Living (AL), 170 Independent Living (IL).

CEO/Nursing Home Administrator (NHA)

Led operations and strategic planning for facility with 95% occupancy rate, \$13M operating budget, \$500K capital budget, and \$950K foundation.

- Led Aging in Place for IL residents through creation of on-campus Home Care.
- Championed Wellness for residents and staff, including resident rafting, skiing, biking trips.
- Oversaw 403B and Safety programs for 220+ workers, expanded philanthropy, and wrote \$40K grant to start mobile geriatric dental clinic.
- Expanded digital footprint with EMR, Relias Learning, Intranet, and website presence.

Heritage House, Atlantic, IA

4/2007 – 12/2012

153 unit (165 resident) CCRC, offering a comprehensive network of services for every stage of living.

Executive Director

Managed 96% occupancy rate, \$6M operating and \$260K capital budgets for 31 IL, 61 AL, 61 ICF, (24 bed dementia unit).

- Led corporate initiatives in Wellness, Culture Change, and Home Health.

- Oversaw Certificate of Need conversion of 15 PC to Intermediate Care (ICF) and 50 IL units to AL
- Wrote \$50K grant to start mobile dental clinic that served six rural nursing homes.
- Led compliance, quality control, customer services, local philanthropy efforts, and public relations.

Sterling Presbyterian Manor, Sterling, KS

10/2006 –

2/2007

Interim Executive Director

Operations and compliance for CCRC 60 SNF, 12 IL in management transition.

Via Christi HOPE (PACE/Senior Life), Wichita, KS

5/2005 – 9/2006

A growing HMO, with \$8M budget, based on dual-capitated rates.

Administrator

- Grew PACE program for low income elders from 135 to 185 in 17 months.
- Managed compliance with CMS and State of Kansas, including contracts with 100+ specialists and long-term and acute care providers.
- Led daily interdisciplinary team, managing emergent health needs of low income, home-bound elders.
- Managed inpatient services: 3500 hospital days per 1000 per annum on average.

Wheat State Manor, Whitewater, KS

5/2000 –

4/2005

72 bed SNF (12 dementia beds) with \$3M budget.

Administrator

- Obtained Medicare certification and VA contract.
- Wrote grants to garner \$43K for mobile dental clinic \$10K for emotional intelligence training \$3K for intergenerational gardening program.
- Introduced Culture Change with therapy dog, intergenerational groups, person-centered care.

Other Work Experience Prior to Full-Time Aging Services:

1999 *Administrator-in-Training*, Meadowlark Hills, Manhattan, KS, with Steve Shields, CEO.

1984-1998 *Pastoral Ministry* with the Christian Church (Disciples), serving five churches as a pastor, associate pastor on multiple staff churches, and hospital chaplain. Responsibilities included intergenerational programs, senior adult ministry, children's and youth programs, preaching, and counseling.

Education

Masters of Business Administration, Wichita State University, 2004

MS Hospitality Management, Kansas State University, collateral emphasis in Gerontology, 2001

Master of Divinity, Lexington Theological Seminary, 1984

Bachelor of Arts, James Millikin University, 1981

Credentials

Pennsylvania NHA, NH007311 (Previously held NHA licenses in IA and KS)

Gerontological Society of America, member since 2002

Ordained Minister in the Christian Church (Disciples of Christ), 1984

Certified Nurses Aide, Kansas License No. 119621, 2000 (inactive)

