

RICHARD N. FLOWERS

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PROFESSIONAL EXPERIENCE

Treyton Oak Towers

January 2014 to April 2020

Executive Director

Responsible for all day to day operations of Treyton Oak Towers, a beautiful, elegant, and luxurious continuing care retirement community nestled in Old Louisville. Lead a team of Department Managers and report to a Trustee Board of Directors whose goals are to continually meet and exceed the expectations of the Residents who have chosen to live life to the fullest at Treyton Oak Towers. Financial performance has improved dramatically and strategic reinvestment in the facility have positioned Treyton Oak Towers for future success.

Presbyterian Homes and Services of Kentucky

April 2013 to October 2013

Director of Mission Advancement – Corporate

Responsible for strengthening relationships with local churches in the communities where PHSK has senior living communities and services. Three main components of the position: Ongoing Fund Development; Major Gifts and Planned Giving strategies; and identifying Grant opportunities and capitalizing upon those opportunities.

Interim Executive Director – Elizabethtown

Responsible for the day to day operations of Helmwood Healthcare Center in Elizabethtown, KY until a permanent Executive Director was placed. Assessed and managed all operations and reported directly to the President of Presbyterian Homes and Services.

Springhurst Health and Rehab

November 2009 – March 2013

Administrator

Responsible for the management and day to day operations of a 90 bed licensed skilled nursing facility. Report to the President of Baptist Homes, Inc. Oversee the department manager group, lead quality assurance committee, responsible for regulatory compliance. Implemented web based computer system with electronic medical records and point of care kiosks for direct care givers to input daily activities. Springhurst Pines consists of Cornell Trace Patio Homes, Parr's Rest, and Springhurst Health and Rehab. Serve on the Payment for Services Committee with the Kentucky Association of Health Care Facilities (KAHCF).

Wells Fargo Insurance Services of Kentucky

August 2001- November 2009

Assistant Vice President

Responsible for initiating business relationships and providing insurance solutions to new and existing customers. Successfully created distinctive service and products specialized to health care organizations with specific areas of expertise including hospitals, long term care and assisted living facilities. Marketed and originated a new book of business consisting of more than 30 accounts, primarily in Kentucky. Client references are available upon request. Served on Kentucky Assisted Living Facilities Association Board of Directors.

Christopher East Health Care Center

Administrator

April 2000 - July 2001

Responsible for the operations of Christopher East Health Care Center. Part of the HCR Manor Care System, the Facility is accredited by JCAHO and CARF. Center has multiple levels of care including Personal Care, Intermediate Care, Skilled Care with specialty units for Brain Injury and Alzheimer's serving up to 200 residents. Managed a 20 member department head group. Focused on business related activities of the Center to assure the highest quality of health care services are delivered and maintained. Promote public relations within the community and maintain an open line of communication with residents and families to identify and take prompt action in providing for their needs.

Presbyterian Homes and Services of Kentucky

Executive Director - Louisville

December 1999 - April 2000

Managed the Louisville Campus of Presbyterian Homes and Services of Kentucky. Responsible for all operations of the Louisville Campus, which includes independent living, assisted living, personal care, intermediate and skilled care. The continuing care retirement community serves approximately 250 residents and consists of the same responsibilities as the Elizabethtown Campus.

Executive Director - Elizabethtown

April 1998 - December 1999

Responsible for all operations on the Elizabethtown Campus of which Helmwood Health Care Center and Helmwood Village serving up to 120 clients. Directly report to the President of the organization. Maintain policies and procedures of organization to assure the Facility meets and exceeds the requirements of the Kentucky State Licensing Regulations Agency. Organize, plan objectives, direct operations, coordinate and control all activities of the campus. Provide maximum service to residents, staff, and families within budgetary allocations. Recruit, train, and develop an effective management staff. Promote public relations within the community. Prepare required reports and keep the President of the organization properly informed on activities on campus.

Accomplishments

- Maintained Campus Operations within Budget exceeding projections with both operating entities.
- Managed Nursing Facility to one deficiency during the annual survey.
- Participated in the KAHCF Facility of the Year Competition.

Franciscan Health Care Center

Controller

July 1995 - March 1998

Responsible for maintaining the financial records of all assets, liabilities, and income/expense transactions of the organization. Supervised five individuals in the Business Office and the Maintenance department. Responsible for payroll, accounts receivable, cash management, and general ledger entries. Prepared the monthly financial statements and other statistical reports for the Administrator. Responsible for the annual budget preparation in conjunction with Department Managers and the Administrator created the annual revenue, expense, and capital projections for the organization. Developed financial reports to evaluate the impact of new programs and capital projects.

Accomplishments

- Continually monitored all aspects of the Budget, considering upcoming changes in reimbursement and the impact upon operations.
- Created an integrated Budget Model that enabled analysis of multiple scenarios including the impact of variations in repayment methodologies, capital budget adjustments, salary changes, census modifications, etc to all financial statements, including the impact on cash flow.

Baptist Hospital East

Assistant Director - Business and Finance- Home Health Agency

December 1993 - June 1995

Responsible for all business related functions of the Home Health Agency. Supervised 7 employees, managed the MIS, payroll, accounts receivables/payables, and inventory control. Generated monthly cost reports, customized financial reports, and developed the departmental budget in conjunction with the Department Director and other management.

Accomplishments

- Implemented computer conversion and oriented Clinical staff to the System
- Developed inventory control system to recapture lost supply charges
- Decreased accounts receivables and maintained within the targeted range

Administrative Assistant - Administration

January 1992 - December 1993

Assisted Vice President in managing 18 departments. Involved in program development i.e. Pain Management and Speech Therapy. Negotiated contracts with large employers, physicians, universities, and external vendors. Oriented in the development of managed care product for behavioral health via a joint venture with another large area provider. Additional responsibilities included being chairman of the Employees Committee and the Hospital Ombudsman.

Administrative Assistant - Finance

January 1991 - December 1991

Actively participated in the budgeting process and oriented to the financial structure of health care. Involved in multiple projects that were specifically targeted to expedite a forthcoming computer system conversion. Gained experience with payroll, accounts payable, and cost-report data.

Administrative Resident - BHS, CBH, BHE

January 1990 - December 1990

Fulfilled educational requirements and obtained Graduate Degree while working at various levels within this hospital system.

LICENSES AND EDUCATION

Accredited Advisor of Insurance

Nursing Home Administrator - Kentucky

Trinity University, San Antonio, TX 1988-1990

Trinity University, San Antonio, TX 1983-1987

M.S. Healthcare Administration

B.S. Finance