

JONATHAN B. RICH, MHA

Sugar Hill Drive • Houston, Texas 15151

Home: 555.555.5555

jon@hospathcare.org

CHIEF EXECUTIVE OFFICER

Respected leader in the Hospice and Palliative Care Industry who is recognized for building expert teams, instituting cutting-edge processes, breaking down patient care barriers, and contributing to the welfare of the community

Proven healthcare manager with more than two decades of strong experience in Palliative, Oncology, and Acute Care specialties. Proven strategist, driving groundbreaking initiatives that shape nationwide hospice care. Key contributor to local, state, and federal legislation. Executive team builder, coach, and mentor, securing and developing top-talent that are equally committed to providing a holistic approach that offers positive medical, spiritual, and social support to patients with life-limiting illnesses.

"Jonathan is the visionary leader this organization needed to grow services at an extraordinary pace, in a fiscally responsible manner, while ensuring excellent patient care through strong management."

- Audrey Billings, Board Chair, Hospath Care, Inc., 1999 – 2007

CORE COMPETENCIES

- Executive Leadership
- Financial Oversight
- Compliance (JACHO)
- Budget Development
- Mergers & Acquisitions
- Customer Support
- Business Plan Formulation
- Fundraising & Major Gifts
- Patient & Family Advocacy

PROFESSIONAL EXPERIENCE

Hospath Care, Inc., Houston, Texas, 1997 – Present

Chief Executive Officer (2002 – Present)

Lead cutting-edge community-based, not-for-profit hospice organization, providing care across six counties. Develop strategic plans that focus on performance improvements, regulatory compliance, financial stewardship, and superior patient/family care. Manage continual expansion from 250 patients in 2000 to 1,800 in 2008 and budget administration from \$5 million in 2000 to \$120 million in 2008. Create strategic plans to drive expansion across entire state of Texas.

- **Established management structure during time of explosive growth, identifying and hiring experts that hold strong patient care and community advancement values/goals.**
 - ✓ Oversee three Executive Vice Presidents, including Programs and Services, Finance and Operations, and the Chief Medical Officer, as well as Vice Presidents of Compliance, Legal Services, and Development. Hired and coached 11 senior staff.
- **Drove complete corporate reorganization in 2008, protecting assets and reducing liability by creating a parent company, XYZ Healthcare, which provides oversight of two subsidiaries: White Dove and Angel Watch Hospice.**
 - ✓ Reduced costs by establishing two not-for-profit Limited Liability Companies: XYZ Care (eliminated \$1+ million in durable medical equipment costs over three-year period) and ABC Pharmacy (became largest prescription provider in community).
 - ✓ Designed full-service model that maintained control and ensured all individuals received unified care from qualified staff members.
 - ✓ Serve on Board of Directors of parent company and as Chairman of two subsidiaries.

Hospath Care, Inc. *continued...*

Additional Accomplishments:

- Pioneered innovative processes that removed patient barriers to services. Created programs that allowed patients to receive necessary care for up to one year, tailored treatment plans to meet personal needs, and necessary financial assistance.
- Built trust and loyalty among the Board of Directors; currently serve as voting member. Recruited three Board members to positions in management roles.
- Achieved 100% of strategic plan for previous five-years, advancing organization by working as part of a synergistic team, encouraging staff participation and requiring accountability.
- Championed financial stewardship programs that led to healthy margins, enabling funds for investment into community. Funds provided \$10 million for two inpatient units, \$6.7 million in charity/uncompensated care, and \$1 million in unfunded community programs (2007).
- Managed facility growth from one to 22 sites, selecting locations and negotiating contracts.
- Worked with Chief Medical Officer to launch collaborative program with University of Texas, offering hospice rotations and Fellowship program.
- Facilitated successful development initiatives with Vice President of Development, completing first formal campaign in 2005, exceeding goal to raise \$7 million. Currently coordinating new campaign with aggressive goal of \$9 million.
- Created long-term relationships with community leaders, educating on programs through tours and presentations. Encourage giving and support.
- Acquired significant contracts with medical facilities in area, including 98% of hospitals, 100% of nursing homes, and majority of assisted living facilities.

Vice President of Operations (2000 – 2002)

Served as visionary for organizational expansion and improvement while directing Clinical Operations, the company's single source for revenue generation. Oversaw 70% of company's 300-employee staff. Focused efforts on improving and streamlining programs and services delivered to 450 patients in three locations across four counties.

- **Utilized extensive Clinical background to refine services, create Best Practices, and offer programs that exceeded industry standards. Ensured company was one of first hospice organizations to gain accreditation through the Joint Commission of Accreditation for Health Care Organizations (JACHO).** Implemented program that exceeded standards.
 - Strategized viable ways that catapulted revenues, increased productivity, and aligned medical staff, management, and Board of Directors.
 - Acted as an advocate for patients and family members, working diligently to meet organization's mission.
 - Contributed as key member of Operating Board of Directors, served as alternate CEO at Texas Hospices, Inc. meetings, and co-chaired the Texas Hospices Symposium Committee.
 - Key participant in successful Certificate of Need (CON) trial and application process, expanding hospice services into three additional counties.
 - Achieved highest number of admissions in 15-year history.
 - Ensured compliance, health and safety, and quality assurance was at the forefront of operations management.

Hospath Care, Inc. continued...

Director Patient & Family Services (1997 – 2000)

Managed \$9 million budget, Program Managers, and all patient/family care services, including nursing, infusion, pharmacy, psychosocial/bereavement, spiritual, and volunteer groups.

- **Grew profitability and cut costs, saving \$560,000+ per year through 6% staff consolidation.**
 - Elevated nursing care standards by altering hiring requirements to meet technological and professional practice industry advancements.
 - Increased efficiency by reducing management and boosting number of direct care staff through complete department reorganization.

Texas Cancer Center, Houston, Texas, 1990 – 1997

Manager – Inpatient Oncology Unit (1992 – 1997)

Clinical Leader – GYN Oncology (1990 – 1992)

Directed top-notch staff in complex functions for a 40-bed gynecology pre/post bone marrow transplant unit. Accountable for all administration, such as finances and staffing.

- **Saved company \$1+ million in salaries and costs in first year and produced zero turnover rate during three-year period.**
 - Designed Center's first professional practice model.
 - Accomplishments received recognition in the following publications: *Nursing Management Journal* and the *Nursing Spectrum*.
 - Instituted Hospice Inpatient Unit in collaboration with Hospice of Texas, Inc (1993).

Texas University Hospital, Houston, Texas, 1985 – 1990

Manager – Med/Surg Oncology Unit

E D U C A T I O N

University of Texas, Houston, Texas

Master of Science in Health Administration, 2000
Graduated summa cum laude

University of New York, New York, New York

Bachelor of Science in Business Administration, 1990
Graduated with Honors

Erie Community College, Buffalo, New York

Associate of Science in Business Administration, 1985

C E R T I F I C A T I O N S

Program Negotiation, Harvard Law School, 1999

Advanced Hospice Administrator, 1999

Oncology Certified Nurse Certification (four-year program), 1996