

## Resume



**Dr. DAVID AKPOBLU MAC-RIZZO (President/CEO)**  
**Ph.D., MBA, BSc, LNHA, PCHA, LSSGB, LSSBB, CNA**  
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***Over 40 years of experience in the industry: Lean Six Sigma Process Improvement, Fiscal, Strategic, and Operational Leadership, Team Building, Problem-Solving, Infrastructural Additions***

Proficient at repositioning and diversifying the portfolio of services. Expert in market research, industry analysis, forecasting, and clinical informatics. Specialize in developing accurate business models and achieving goals through solid leadership and negotiating abilities. Turn-around expert, self-motivated, results-oriented leader, and labor union negotiations. High energy and excellent interpersonal skills, cross-cultural competency, resolving multiple and complex issues, harnessing the strength of a multigenerational workforce, and networking skills. Knowledge of and exceptional sensitivity to the needs of the aging; Technology—PCC; Matrix; Paycom; TELS; DSSI; Kronos; Epic; Vision; Microsoft Office!

### **Specific areas of expertise:**

- Multi-facility Operational Analysis
- Employment and Labor Law
- Sales & Marketing Leadership
- Capital Allocation, Profitability & Cost Analysis
- Billing, Collections & Cash Management
- Contract Negotiations & Strategic Alliances
- Antibiotic Stewardship and Antipsychotic medication management and policy development
- Financial, Budgeting & Expense Management
- Public Relations, Policy, and Procedure Development
- State Survey and Regulations Expert
- Team Building & Performance Improvement
- HIPPA Privacy, Security, Breach Rules
- Lean Six Sigma Process Improvement
- Competitor analysis to improve market share.
- Disaster Management & Emergency Preparedness; Human Resource Management

## **PROFESSIONAL EXPERIENCE**

### **5-Stars Management Solution, LLP (5-SMS)**

***President/CEO***

*2020-Present*

- Organizational process improvement
- Leadership and Management Training
- Strategic Planning and Execution
- Executive Director training and coaching
- Business Strategy Development, including restructuring to improve efficiency.

### ***Nursing Home/CCRC Administration***

*2013-2024*

Expertise in the effective and efficient operation and management of large and medium-sized nursing facilities and Continuing Care Retirement Communities.

### **Specific Task:**

- Implementation of organization vision, mission, and policies to achieve strategic and tactical objectives at the facility level.

- Oversee the development of the facility's strategic plan, including initiatives to accomplish strategic objectives.
- Review key performance indicators against budgeted projections, including census mix, CMI, optimization, A/P, A/R aging, and quality measures.
- Build relationships with key stakeholders—referral hospitals, senior centers, assisted living facilities, and professional associations.
- Develop and oversee a robust survey preparedness process, including monitoring internal mock surveys to ensure the facility is survey-ready 24/7 and effectively manages the survey process.
- Monthly review of financial reports, budget estimates, and monthly financial reports.
- Undertake extensive research and analytic studies to forecast industry trends and develop strategies to ensure the viability of a diversified portfolio of services.
- Identified and researched the potential for new service lines and maintained an awareness of industry and market factors on operations.
- Maintained awareness of market factors, intelligence on competitor activities, and new markets

### **Specific Accomplishments**

- Increased EBITDA from 4% to 13% within three months
- Guided the team and directed the strategic Planning process.
- Lead the collaboration between the facility and the area hospitals.
- Held seminars for providers on reducing antipsychotic medication in dementia care.
- Increased census by 60% (mainly through COVID-19 admissions) and step-down unit
- Reduced antipsychotic medication prescription from 30% to 0% in three months.
- Reduced readmission from 25% to 18%
- Increased ADL (CNA charting compliance to 100% within two weeks)
- Increase CMI from .97 to 1.37 in three months.
- Deficiency-free complaint and COVID-19/Infection Control Survey—the first time in several years!
- Reduced complaints surveys from 25/year to zero
- Reduced Equipment rental
- Maintained and increased census from 68% to >96% through strategic alliances.
- Turned YTD projected loss of \$630K to \$35K; increased EBITDA from 2% to 11% of net revenue.
- Increased staff and resident satisfaction from 0% to 100%
- Reduced antipsychotic medication from 25% to 0% in 7 months with recognition from the state of PA.
- Increased QMs from a 1-star rating to a 5-star rating in 6 months with an excellent state survey.
- Achieved A/R collection rate of over 100% of budgeted collection rate and reduced write-offs.
- Developed admission process that increased census from 84% to 96% in CCRC.
- Comprehensive marketing and monitoring strategy to increase occupancy in CCRC apartments.
- Increased resident satisfaction through direct care staff empowerment, engagement, and follow-ups.
- Negotiated Union Contract
- Reduced operational costs through weekly budget reviews and monitoring of time clocks to reduce overtime and cost overruns.
- Increased occupancy from 83% to 92% in CCRC apartments.
- Develop strategic plans for CCRCs, plan Board retreats, and write reports.

### **EDUCATION**

- Northcentral University—Ph.D.—Healthcare Administration
- George Washington University—MBA, Healthcare Administration
- University of Connecticut—Post-graduate in Long-Term Care Management

- College of New Jersey, Business Administration; Industrial & Organizational Psychology
- Cambridge Tutorial College—UK, Personnel Management & Industrial Relations
- Mercer County Community College—associate in business administration
- The University of Mines & Technology—Mechanical Engineering Technician
- University of Pennsylvania, Beaver—Lean Six Sigma Certification; Personal Care Home Administration, PA DPW Direct Care Staff Certification

### **LICENSES & CERTIFICATIONS**

- Lean Six Sigma, Green Belt, and Black Belt
- Nursing Home Administrator (CT, MD, PA, IL)
- Certified Nursing Assistant, CNA (CT, PA, IL)
- Personal Care Home Administrator, PA
- First Aid/CPR/AED for Rescuers and Healthcare Professionals
- PA DPW Direct Care Staff Person Certification

### **BOARDS & MEMBERSHIPS**

- Regional Geriatric Task Force—Southern Illinois
- Chairman—Jackson County Mental Health Board
- Academy of Management
- Society for Human Resource Management
- New Jersey Business Collegiate Association
- Board of Trustees/Advisor—Ghana Lifeline Foundation
- The American College of Healthcare Executives
- Society for Industrial & Organizational Psychology
- The American College of Healthcare Administrator
- Academy of Management
- American Psychological Association

### **HONORS, AWARDS, & VOLUNTEERING**

- Volunteer Chaplain—Mercer County Correctional Institutions
- Volunteer Tutor—Calculus, Trigonometry, Statistics—Mercer County Community College
- Best Business Administration Student Award—New Jersey Business Collegiate Association
- Recognized for “Demonstrable industry, initiative, and steadfast commitment to academic excellence”—The 15<sup>th</sup> Legislative District of the New Jersey General Assembly.
- Recognized by the Pennsylvania Department of Health for Reducing Antipsychotic Medication for Residents with Dementia

### **Please Call and Visit Us Now at:**

**Web:** [www.5-starsmanagementsolutions.com](http://www.5-starsmanagementsolutions.com)

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