

**Mark S. Olsen**

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## ADMINISTRATOR / HEALTH CARE MANAGEMENT

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**EDUCATION:** State University of New York – Utica, New York  
Bachelor of Professional Studies, Health Care Administration  
May 1988

Hudson Valley Community College – Troy, New York  
Associate in Applied Science, Radiologic Technology  
May 1986

**LICENSURE:** Nursing Home Administrator (N.Y. – 03912)  
Radiologic Technologist (N.Y. – inactive)

**PROFESSIONAL EXPERIENCE:**

**June 2008 / Present** **Administrator**  
**Kingsway Arms Nursing Center (160 Beds) Schenectady, New York**

- Achieved 5-Star CMS Rating since 2015
- Nursing Home Quality Initiative (NHQI-New York) Achieved First Quintile rating since 2015
- “Best in Class” rating from Pinnacle Satisfaction Surveys since 2014 for both Customer and Staff Satisfaction Scores
- Reorganized nursing department structure with increased clinical staffing hours and reduced costs.
- Increased overall facility CMI through better management of clinical resources.
- Transitioned to an in-house therapy program with better outcomes and Medicare utilization.
- Instituted restaurant style dining programs with improved resident intake and satisfaction.
- Increased customer and staff satisfaction scores through targeted action plans.
- Maintained high quality operations through various building and renovation projects.
- Campus based childcare program with intergenerational programs.

**March 2006 / June 2008** **Vice President – Geriatric Services, Columbia Memorial Hospital**  
**Catskill, New York (120 SNF Beds)**

- Improved facility operating margin by over \$300,000.00 annually. A seven year trend in increasing operating losses was reversed in 2007. The first quarter of 2008 has been the first quarter with an operating surplus since 2000.
- Locked-in a PRI Case Mix Index of 1.18, the highest ever for this facility.
- Successfully assembled a team of health care professionals geared toward operational success, including the hiring of an MDS Coordinator who was able to maximize Medicare reimbursement by over \$175,000.00 annually and an Admission Coordinator who increased admissions by over 48% over a 2-year period.
- Secured a \$50,000.00 grant for aesthetic and safety improvements.
- Successfully negotiated a 4-year union contract with negligible first year financial impact.
- Developed and implemented a NYS approved Ambulette transportation program that achieved a \$50,000.00/year positive cash flow.

**The Center for Wound Care (located within Kaaterskill Care)**

- Improved Center operations by \$70,000.00 annually through improved marketing efforts and reduction in operating costs.
- The Center serves as an effective referral source for inpatient admissions.

**Kaaterskill Commons, Inc. (21 Unit Senior Housing – HUD 202 Project)**

- Responsible for the overall development of this \$3.4 Million dollar project.
- Attained local Zoning and Planning Board approvals.
- Oversight of Architect and Engineer on design and site development.
- Development of corporate structure and corporate status as a 501(c)(3) entity.
- Coordination of “value engineering” activities to achieve cost effective development budget.

**December 1991 / Administrator**  
**March 2006 Eden Park Health Care Center – Catskill, New York (138 SNF Beds)**  
**(July 2000 – September 2003, Eden Park – Albany)**

- Fully transitioned the Nursing Staff from traditional 8-hour shifts to 12-hour shifts with an immediate improvement in staffing levels as well as improved continuity of care.
- Responsibly managed the \$7 million dollar budget of this 136 bed SNF with over 170 employees with a positive N.Y. survey history.
- Developed and implemented a Scheduled Short Term Stay (Respite) program.
- Developed and implemented an on-site Outpatient Therapy Center which opened in 1998 for the delivery of physical, occupational and speech therapies.
- Negotiation of all contracted services including managed care agreements.
- Developed alliance/contractual relationship with local hospital for the provision of physician services.
- Coordination and oversight of numerous physical plant improvements.
- Developed and implemented a NYS approved Ambulette transportation program with \$20,000.00/year positive cash flow.
- Designed and implemented security/safety programs to ensure residents and staff have a safe and secure environment.

**July 2000/ Administrator**  
**September 2003 Eden park Health Care Center – Albany, New York (210 SNF Beds)**

- Developed progressive partnerships with Albany Medical Center; including innovative Staffing Models, Direct E.D. Admission Process, Integrated Clinical Pathways, and other projects of mutual interest.
- Developed relationships with local health care organizations throughout the continuum of care in order to build strategic partnerships.
- Successfully increased average daily census by 13%
- Responsible for the direction and management of 280 staff members.
- Effectively managed a budget of over \$11 million dollars.
- Maximized efficiency of staffing patterns to be consistent with care needs.

**October 1989/  
November 1991**

**Administrator  
Eden Park Health Care Center – Hudson, New York (78 SNF Beds)**

- Received two “Deficiency Free” State surveys
- Effectively reduced master staffing while maintaining patient care requirements.
- Reorganization of facility departments to maximize efficiency.
- Member of the corporate newsletter committee.

**October 1988/  
October 1989**

**Administrator  
Franklin County Nursing Home – Malone, New York (80 SNF Beds)**

- Worked in cooperation with County Legislature to create initiatives geared toward improved financial viability.
- Reduced operating costs with adjusted master staffing policy.
- Revised admission policy to improve C.M.I. and payer mix.

**PROFESSIONAL ORGANIZATIONS:**

- ACTIVE
  - American Health Care Association (AHCA)
    - Appointed to Workforce Committee
  - New York State Health Facilities Association (NYSHFA)
    - Board of Directors
    - Executive Committee – Secretary/Treasurer
  - American College of Health Care Administrators (ACHCA-NY Chapter)
    - 2018 Administrator of the Year
  - Schenectady County Community College – Board Member
- INACTIVE
  - Greene County Rural Health Network – Treasurer (\$275,000 Annual Budget)
  - Green County “NY Connects” Advisory Council.
  - Greene County and Town of Catskill Chamber of Commerce.
  - Capital District Senior Issues Forum
  - Greene County Long Term Care Advisory Council (Chairman 1993-1995)
  - Greene County Managed Care Advisory Council (Commissioner Appointed)

**COMMUNITY ORGANIZATIONS:**

- Boght Hills Elementary School PTA (President 1998-1999)
- Colonie Youth Center Basketball (Coach)

**INTERESTS:**

Travel, Home Remodeling

**PERSONAL:**

Healthy and happily married with 4 children