

## **NURSING HOME LEADERSHIP COACHING SERVICE NEWS RELEASE**

In cooperation with the Missouri Department of Health and Senior Services, the MU Sinclair School of Nursing at the University of Missouri is pleased to announce the addition to The Nursing Home Leadership Coaching Service. Nicky Martin has joined the team to work alongside our current coach, Dave Walker. This service was created to assist nursing home administrators and key operational leaders to meet the leadership challenges of the Long-Term Care (LTC) industry. The services offered focus on helping administrators deal effectively with the complex management issues they face each day in their business and personnel operations. The coaching is tailored to meet individual administrator needs within the context of each person's unique operational situations, as well as within the variety of corporate and business models in Missouri.

Designed as a voluntary service, the Nursing Home Leadership Coach is able to assist with such issues as Operational Improvement, Corporate Compliance, Budget Analysis, Regulations, Process Improvement Leadership Skills, Staff Retention, Contract Review, Survey Readiness, Staff Training, Quality of Life and Culture Change. The Coaching Service will be working collaboratively with the MU QIPMO program, which has been in place since 1999, providing nursing homes with evidence-based clinical information related to the care of the elderly in Missouri's nursing homes.

The Missouri Department of Health and Senior Services, worked with the Sinclair School of Nursing to develop the Coaching Service in 2011 in an effort to increase access to current and relevant information and advice that will assist Missouri nursing home administrators in their management roles. "This is a wonderful service and resource for Missouri nursing homes. Being able to seek assistance and guidance from two experienced nursing home administrators is an invaluable asset that helps nursing home operators confront and deal with the myriad challenges they face daily," said Lorie Towe, Executive Vice President of Operations and Regulatory Affairs, Missouri Health Care Association.

Nicky Martin, BS, LNHA, comes to us from Puxico, MO. Nicky has over 18 years of experience in the long-term care (LTC) industry. She began her LTC career as a business office manager in a 60-bed skilled nursing facility in 1996. Promoted to administrator in 2001, Nicky has been active with all departments within the facility and has experience with operational management, budget analysis and accountability, Medicare/Medicaid billing procedures, facility projects and improvements, and team building. Nicky also holds a Bachelor's of Accountancy degree.

As mentioned above, Nicky will be working in conjunction with Dave; both will cover the entire state, but Nicky will generally be covering the southern regions and Dave the northern part of the state.

General information (and our LTC Survey Manual!) can be found on our website: [www.nursinghomehelp.org/coaching.html](http://www.nursinghomehelp.org/coaching.html). If you have any questions, you may contact Jessica Mueller, Project Coordinator at [muellerjes@missouri.edu](mailto:muellerjes@missouri.edu) or (573) 882-0241.

Nursing home administrators interested in consulting with Ms. Martin should contact her at (573) 217-9382 or by e-mail at [martincaro@missouri.edu](mailto:martincaro@missouri.edu).