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Founder and President

Holistic Elder Services®

January 2002 - Present

West Chester, PA & Hendersonville, NC

- Assessing client and advocating for his/her welfare
- Developing and implementing care plans
- Assisting with client placement in appropriate care level and enabling access to services

Long Term Care Consultant

Wolfrom Financial Services

March 1982 – Present

West Chester, PA & Hendersonville, NC

- Advise on Long Term Care insurance
- Offering life planning options for clients

Director Surrey @ The Hickman

- Developing and growing home care business
- Attracting donors for non-profit development
- Implementing policies and procedures
- Hiring, training, managing staff; communicating with Board of Directors
- Recruiting & supervising volunteers

August 2011- March 2014

West Chester, PA

Hospice Nurse Case Manager

Neighborhood Health Agencies

February 2007 – May 2011

West Chester, PA

- Assessing client needs, implementing plan of care, evaluating outcomes
- Providing education, counseling, and emotional support for clients and family members
- Managing pain and giving physical care to dying clients

Planetree Coordinator

Lankenau Hospital

October 2005 - January 2007

Wynnewood, PA

- Educating and motivating staff to produce cultural and environmental changes
- Implementing programs with staff teams to improve patient care and staff satisfaction, and decrease liability through patient and family education
- Analyzing and presenting results of Planetree initiatives to Senior Executives
- Position eliminated due to Reduction in Force (RIF) in January 2007, received severance & Consultant offer from Planetree organization

Director of Home Care

Surrey Services for Seniors

May 2002 - October 2005

Berwyn, PA

- Recruiting, hiring, and supervising RNs and caregivers
- Assessing clients' needs via phone and in-person; care management
- Planning for department growth and financial accountability
- Networking and marketing activities to generate new clientele and revenue

Director of Community Relations

Sunrise Assisted Living

July 1997 - November 2001

Haverford and Exton, PA

- Presenting information, and counseling prospective residents and advocates to achieve sales
- Gathering and organizing information for administrative files
- Planning events and networking to increase census

Assistant Director of Health Services/RN Assessment Coordinator

Friends Hall

January 1989 - October 1996

West Chester, PA

- Advocating for residents and staff
- Developing and implementing policies and procedures
- Serving on corporate committees
- Screening admissions, reviewing Medicare eligibility

Hospital Staff RN - Brandywine, Paoli Memorial, Lankenau,, Chester County, St. Francis (NY) 1971-1981
Maternity, Medical/Surgical, and Emergency Departments

- Providing direct patient care in 60-450 bed acute care hospitals
- Maintaining patient records
- Instructing patients and families about medical care

Part-time Employment

Marketing Consultant

February 2011- November 2011

Intersections Institute – Lutheran Philadelphia & Gettysburg Seminaries

- Reported on marketability of new Masters degree & certificate program for nurses
- Developed marketing strategy and communication tools
- To assist in authoring article for professional journal

RN, Per Diem

January 2002 - October 2005 & 2012

Bayada Nurses

Haverford, PA

- Providing professional nursing services to individuals at home or in health care facilities

Nursing Supervisor

December 2001 - January 2003

Broomall Presbyterian Village

Broomall, PA

- Staffing, managing, and supporting nursing personnel
- Problem-solving to create safe, therapeutic environment for residents
- Clinical interventions including wound care and assessing residents

Interim Faculty Member

October 1996 - May 1997, January 2002 - May 2002

Delaware County Community College

Downingtown, PA

- Clinical long term care teaching assignment for Associate degree RN candidates at a Chester County skilled nursing facility
- Supervising students providing care in clinical setting
- Counseling and instructing on topics per curriculum
- Presenting information, demonstrating clinical skills, evaluating performance, and preparing students to take Nursing Assistant state certification exam

Healthcare Resource Nurse at Call Center

February - June 1997

Brandywine Hospital

Coatesville, PA

- Providing health information, scheduling educational classes, and performing triage via phone using computer protocols

Education

- Lutheran Theological Seminary Gettysburg, PA - Certificate in Leadership of Faith-based Organizations
2 courses completed Summer 2011 & Spring 2012 – program discontinued
- National Academy of Certified Care Managers, CMC June 2008
- The American College, Registered Health Underwriter, RHU August 2004
- Personal Care Home Administrator Certification July 1999
- West Chester University, M.S.A. in Health Services Administration, December 1997
- ANCC Certified Gerontological Nurse October 1995
- West Chester University, B.S. in Business Administration, December 1990
- Lankenau Hospital School of Nursing, RN May 1971

Memberships and Affiliations

- Aging Life Care Association™ (formerly National Association of Professional Geriatric Care Managers)
- Aging Projects, Inc.
- Henderson County Chamber of Commerce
- Carolina Health Ministry Partnership
- Volunteer- Grace Lutheran Church: Faith Community Liaison Four Seasons Hospice, Co- Ambassador Lutheran Services Carolinas
- Founder of a Parish Nurse Program – Calvary Lutheran Church - West Chester, PA