# **Lisa K. Glover**

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## **Objective**

With over 20 years of experience in upper-level management, I am eager to leverage my leadership skills and expertise to empower others to achieve their highest potential. My goal is to foster an environment where continuous improvement, collaboration, and mutual respect drive collective success.

## **Summary**

An accomplished Regional Therapy Director with two decades of experience in leadership roles, primarily within healthcare and rehabilitation sectors. I excel in empowering team members, fostering a culture of excellence and servitude at all levels of an organization. My leadership philosophy centers on the belief that true leaders serve their teams, enabling every member to achieve success collectively.

## **Experience**

**Regional Therapy Director**
C-ross Management, Macon, Georgia
February 2015 - Present

* Spearheaded the oversight and management of Rehab therapy departments across 7 skilled nursing facilities in Georgia and Alabama, leading a team of approximately 115 therapists including Physical Therapists, Occupational Therapists, and Speech-Language Pathologists.
* Successfully implemented recruitment strategies to maintain optimal staffing levels.
* Ensured compliance with CMS, Medicaid, state licensure practice acts, CDC, and state health department regulations, alongside adherence to corporate policies.
* Provided IT support for electronic medical record software, facilitating seamless daily operations for therapists.
* Served as a corporate liaison to foster efficient collaboration between therapy departments and facility Administrators, including budget and P&L reporting.
* Conducted corporate audits, demonstrating a 98% success rate in billing redeterminations, thus safeguarding company revenues.

**Rehab Director**
Reliable Health and Rehabilitation, Rome, Georgia
2005 - 2014

* Directed a team of 11 employees, overseeing patient treatment and compliance with billing and regulatory standards.
* Managed the department's budget and financial reporting, ensuring profitability and operational efficiency.
* Led recruitment efforts to ensure the department was staffed with qualified therapists, maintaining high standards of care.
* Conducted patient treatments contributing to recovery, discharge planning, and improving the patient’s quality of life. Specialized in geriatric neurological diagnoses: Parkinson, dementia, Alzheimer's disease.

**Co-owner**
Cornerstone Physical Therapy
2000 - 2005

* Co-founded an outpatient physical therapy practice, leading its development from a start-up to a successful business.
* Established vital insurance and physician referral networks and spearheaded marketing initiatives to drive business growth.
* Treating therapy for various diagnoses.

**Physical Therapist Assistant**
North Fulton Regional Hospital
1990 - 2000

* Provided acute rehabilitation therapy across various diagnoses, contributing to the recovery and improved quality of life for patients.

## **Education**

**Associate in Science**
Dekalb College 1988-1989

**Physical Therapist Assistant Degree**
Gwinnett Technical School 1989-1990

**High School Diploma**
Forsyth County High School, Cumming, Georgia 1986

## **Skills**

* **Ability to Delegate**: Streamlining operations while empowering employees through efficient task delegation.
* **Inspiration and Motivation**: Crafting and conveying a compelling vision to keep the team engaged and motivated.
* **Strategic Thinking**: Envisioning and executing plans that align with organizational goals.
* **Decision-Making**: Prioritizing tasks and making informed decisions with both immediate and long-term impacts.
* **Problem-Solving**: Identifying and implementing effective solutions to challenges.
* **Effective Communication**: Ensuring clarity in all communications, fostering a culture of openness.
* **Conflict Management**: Navigating disputes with diplomacy to find mutually beneficial outcomes.
* **Resource Allocation and Organization**: Maximizing efficiency through strategic resource allocation and organization.
* **Direction and Motivation**: Guiding teams towards goal achievement with clear direction and motivation.
* **Task Execution and Adaptability**: Executing tasks with precision while remaining adaptable to change.

## **Volunteering**

I have a lifelong commitment to volunteering, with a focus on supporting youth, the elderly, and community initiatives through church and community engagement. This passion revitalizes my spirit, allowing me to bring energy, skills, and dedication to various causes.