




C. Lynn Ruppertsberger-Swisher,

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Managing Consultant

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Experience

C. Lynn Ruppertsberger-Swisher, PhD, MBA, RN, NHA, CHCQM, FAIHQ, has over 25 years of experience in healthcare operations, quality and management. Her expertise in organizational psychology, clinical care, clinical research, managed care, and administration reflects her more than 30 years in the healthcare field as a respected professional. Lynn provides management communication, leadership excellence, and service excellence coaching to individual healthcare professionals, as well as healthcare facilities. Through her comprehensive coaching, professionals focus on conflict resolution, understanding the emotional influence on patient safety, respectful crisis management, teamwork, and leadership strategies that facilitate increased staff productivity. Her proven techniques have consistently resulted in increased satisfaction scores for professionals. Lynn also serves as Interim CEO for facilities needing coverage during extended leave of absence and/or during CEO searches.

Early in her career, Lynn was Assistant Administrator/Director of Nursing for a 130-bed retirement community where she coordinated the facility's successful Joint Commission accreditation process. In this role, she also facilitated strategic planning; established a credentialing and privileging system for the facility Professional Staff Organization; and provided extensive training on performance improvement, team building, and risk reduction. Lynn has served as Vice President of Health Services for a Continuing Care Retirement Community guiding this facility from a two-star to a five-star facility. As President of Chase Health Specialists, she coordinated, planned, and directed management and consulting operations for client operational and accreditation services.

Education

- York College, Nursing Home Administrator Courses for NHA License, 2002
- Southern California University for Professional Studies, Ph.D., *summa cum laudes*, 2001
- Southern California University for Professional Studies, MBA, 1994
- Harford Community College, RN, 1982
- Cecil Community College, A.A., 1982

Professional Certifications

- Licensed Nursing Home Administrator (NHA)
- Certified in Health Care Quality and Management (CHCQM®)
- Fellowship of the American Institute of Healthcare Quality (FAIHQ)

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Optimize resources.
Manage risk.

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Professional Affiliations

American Institute for Healthcare Quality, Fellow
American Board of Quality Assurance and Utilization Review Physicians, Fellow
Chase Health Specialists, President, Board of Directors
American Nurse's Association
American Psychological Association
Pennsylvania Nurse's Association

Publications

Marketing Strategies for Success, *Clean Sweep*, Fall 1998
Success Strategies for JCAHO Accreditation, *Clean Sweep*, Spring 1998
Advanced Directives, *Clean Sweep*, Spring 1998
Child Care Infection Control, *Nursing Homes Magazine*, October 1997
Behavioral Health Infection Control: A New Era, *Infection Control Report*, September 1997
OSHA Update, *Nursing Homes Magazine*, September 1995
Clinical Mentoring, *Professional Counselor Magazine*, August, 1995
Infection Control Update – OSHA Rules, *Professional Counselor Magazine*, February, 1995

Speaking Engagements

Behavioral Health Infection Control," Association for Professionals in Infection Control and Epidemiology, Inc. February 25, 1998
Infection Control in the Long Term Care Setting," Rocky Mountain Infection Control Association, 1995 Annual Conference, May, 1997
Leadership and Ethical Guidelines for Re-engineering," National Treatment Consortium, August, 1996
Infection Control in the Behavioral Healthcare Treatment Facility," Rocky Mountain Infection Control Association, April 1995
Promoting a Code of Ethics for the Purchase and Delivery of Treatment," National Treatment Consortium, August 22, 1994

