

# Joshua R. Thompson

## Executive Management

Entrepreneurial and results-driven professional with substantial experience in leading business growth, operational excellence, financial analysis, and quality improvement. Skilled in developing and executing strategic plans that align with organizational goals and drive profitability. Well-versed in managing and streamlining day-to-day operations, implementing improvement initiatives, and ensuring delivery of quality patient care. Committed to translating business objectives into actionable plans, implementing success drivers, and fostering collaborative and innovative environment. Recognized for transforming underperforming facilities into high-performing entities and boosting patient satisfaction. Excel at leading, directing, and mentoring cross-functional teams to achieve and exceed performance metrics within fast-paced settings.

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## Areas of Expertise

- Operations Management
- Financial Analysis
- Educational Leadership
- Informational Analysis
- Strategic Planning & Execution
- Program Management
- Team Leadership & Development
- Business Development
- Healthcare Administration

## Notable Achievements

- Entrepreneur, operating and managing all aspects of multiple small businesses to drive growth and profitability.
- Act as accredited investor, providing consulting and financial investment in tech investing (Opeeka) and real estate ventures.
- Demonstrated expertise in directing and supervising various healthcare facilities, including Urgent Cares, Physician Owned Practices, Long-Term Care (Nursing Home and Assisted Living), Psychiatric Hospital, Medical Spa, Outpatient Mental Health Therapy, and Veteran's Long Term Care Administration.

## Professional Experience

### Idaho State University, Pocatello, ID

Program Director & Clinical Associate Professor (2021 — Present)

Clinical Assistant Professor (2017 — 2021)

2017 — Present

Direct Undergraduate Health Care Administration Program, ensuring alignment with academic standards. Contribute to Masters of Health Care Administration Program by closely collaborating with Department Chair. Assist in Teaching Leadership and Management in Healthcare.

- Co-authored business textbook, The Disciplines of Business - Every Career is a Business.
- Pioneered re-certification of undergraduate program by Association of University Programs in Health Administration (AUPHA), leading transition from College of Health Sciences to College of Business.
- Taught several courses focusing on various aspects of healthcare, including Healthcare Law & Ethics, US Healthcare Systems, US Healthcare Policy, Long-Term Care Management, Healthcare Strategic Planning & Marketing, and Leadership & Governance.

### Advanced Healthcare Solutions LLC (AHS), Chubbuck, ID

Vice President of Business Development

2014 — 2017

Developed and implemented strategic plans for business growth, leading to significant increase in number of medical providers and patient visits. Drove organizational excellence by managing day-to-day business operations. Conducted insightful financial analysis for multiple entities to ensure organizational financial health. Facilitated expansion of Physicians Immediate Care Center from 7 medical providers to 13 medical providers due to escalation in daily patient visits.

- Boosted Physicians Mental Health by 300% within one year, improving service delivery and patient care.
- Streamlined operations by developing company-wide clinical programs to enhance service delivery and patient outcomes.
- Pioneered transformation of U Med Spa into one of fastest-growing medical spas in United States, earning recognition as one of Top Ten Places to Work in Idaho.

### Idaho State Veterans Home, Pocatello, ID

Nursing Home Administrator

2012 — 2014

Managed and supervised operations of Idaho State Veterans Home, overseeing finances, public relations, marketing, direct care, and facility management. Created innovative QAPI program to enhance care analysis and financial decision-making. Facilitated donation of 110 wheelchairs to economically disadvantaged veterans in Pocatello and across Idaho by partnering with Knights of Columbus. Recruited to address issues with public relations, community involvement, and medical care.

- Increased facility census from 53% to 75%, achieving highest rate in last four years.
- Reduced overtime and eliminated need for agency assistance by revamping nursing scheduling program.
- Established program and refined protocols for Psychotropic Drug Review to better support veterans suffering from PTSD by collaborating with healthcare professionals.
- Streamlined process for handling abuse, harm, and injury cases by creating cutting-edge investigative tool, ensuring compliance with State of Idaho Bureau of Facility Standards and Veterans Administration.
- Transformed organizational culture by fostering positive work environment, leading to successful recruitment of long-vacant positions; enhanced patient care, drove improvements in State and Federal Audits, eliminated agency staff, generated employment opportunities, and yielded substantial cost savings for State of Idaho taxpayers.

### Safe Haven Hospital & Care Center, Pocatello, ID Hospital CEO / Nursing Home Administrator

2011 — 2012

Directed all aspects of daily operations for 14-bed psychiatric hospital and 84-bed nursing home, including financial decisions, public relations, marketing, facility oversight, and supervision of direct care. Improved staff efficiency by strategically managing team of ~350 FTEs, including two psychiatrists, one physician's assistant, one nurse practitioner, and one physician. Collaborated with Portneuf Medical Center and psychiatric group to improve programming and care for local mental health population.

- Restructured entire management team and implemented new governing board meetings and documentation processes.
- Boosted daily census of hospital from 4.13 to 9.38 and increased Medicaid Daily Rate from \$169 to \$228 per patient day.
- Enhanced analysis and delivery of care by implementing new quality assurance performance improvement (QAPI) program.
- Developed novel staffing processes, reducing labor costs by approximately \$27K per month and cutting overtime from 300 hours weekly to 40.

## Additional Experience

Adjunct Professor, Idaho State University, Pocatello, ID

Nursing Home Administrator, BRP Health Management Inc., Burley, ID

Nursing Home Assistant Administrator, Life Care Centers of America, Boise, ID

Project Manager, Hoku Materials, Inc. Pocatello, ID / Kapolei, HI

## Education

Masters of Public Administration | Idaho State University, Pocatello, ID

Six Sigma Certified Green Belt - Health Care Process Analysis | Villanova University, Villanova, PA

## Honors & Activities

- Appointed Chairman to Board of Examiners of Nursing Home Administrators (State of Idaho), 2015 – 2022
- Appointed to Board of Examiners of Nursing Home Administrators (State of Idaho), 2012 – 2022
- Appointed to Board of Advisors for Idaho State University Health Care Administration Program, 2014 – 2018
- Board Member (Special Liaison) for POW\*MIA, 2015 – 2016
- Chairman of the Military Affairs Committee Pocatello, 2013 – 2014
- Nursing Home Administrator License (State of Idaho), 2010 – Present
- Licensed Preceptor for Nursing Home Administrators (State of Idaho), 2012 – Present
- Certified Six Sigma Green Belt from Villanova University – Healthcare, 2013
- Certified Nursing Assistant (State of Idaho), 2011 – 2015
- Member of New Day Products Board of Directors (Pocatello, Idaho), 2010 – 2013
- Legislative Committeeman for Idaho Health Care Association (State of Idaho), 2011
- Candidate for District 30 Seat B State of Idaho House of Representatives, 2006
- Pi Sigma Alpha National Political Science Honor Society, 2002 – 2006
- Chairman of Pi Sigma Alpha Statesman of the Year (Governor Butch Otter), 2006
- Appointed as Chairman of the Election Board for ASISU, 2003
- Elected as Graduate Senator for ASISU, 2004 – 2006
- Graduated from Idaho State Leadership Academy, 2006
- Chairman of the Tauphtaus Park Animal Waterway Cleanup Project, 2005