

Karly L. Mucks

EDUCATION

Master of Arts, Leadership and Management **September 2012**

Concordia University - St. Paul, MN

Bachelor of Science, Health Care Administration **August 2009**

University of Wisconsin - Eau Claire, Eau Claire, WI (AACSB and NAB accredited)

LICENSED NURSING HOME ADMINISTRATOR **JUNE 2010**

PROFESSIONAL EXPERIENCE

Mayo Clinic Health System, Eau Claire, WI

Director of Palliative Care/LTC/Administrator **July 2013 – Present**

- Executing, supervising, and accountable for the overall financial, program, and business operations for two skilled nursing and assisted living facilities
- Provide strategic leadership in continuous improvement projects for Home Health & Hospice and promote engagement in performance improvement
- Joint Commission Accreditation, and regulatory quality reporting activities
- Member of the Home Health & Hospice operations leadership team, lead complaint investigations, and special projects as assigned.

Walker Methodist Health Care Center, Minneapolis, MN

Administrator, Housing Director **June 2011 – July 2013**

- Responsible for department operations, fiscal/financial management, quality, service, environment of care/safety, risk management, and human resource management of a 336 bed skilled nursing facility
- Provide leadership, guidance, and supervision to staff in all departments through adherence to values and mission
- Responsible for legal and regulatory compliance and quality of programs
- Directly responsible for Health Center's \$32 million budget process and development of strategic business plans and pro-formas
- Collaboratively develop and implement strategic plans that included: expansion and remodel of TCU to include a Cardio Pulmonary Program, reduction of Secure Care Unit, closure of 48 bed long-term care unit

ADDITIONAL PROFESSIONAL ACTIVITIES

Malcolm Baldrige Examiner **2013 - Present**

CLIENT EXPERIENCE

Work with senior leadership teams using the Baldrige Model to identify organization improvement opportunities, site visit preparation and support.

Guide organizations in understanding and operationalizing the Criteria for Performance Excellence