

HAROLD LANG

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HEALTHCARE ADMINISTRATION EXECUTIVE

Talented executive with significant success in creating and implementing operational strategies with over 20 years experience in non-profit administration and healthcare management. A highly entrepreneurial spirit that offers a rare combination of superior management skills coupled with a keen understanding of what it takes to succeed. A skilled project manager and team leader recognized for an ability to effectively organize and deploy resources. Goal-driven administrator committed to supporting therapeutic and preventive services focusing on the restoration of individuals and families to productive lives and personal relationships. Acknowledged for the ability to identify and coordinate all aspects of planning and implementation and establishing rapport at all levels to solve problems.

- Program Development/Evaluation
- Board Development/Collaboration
- Staff Building and Leadership
- Creative, Resourceful Problem Solving
- Inter-agency Collaboration
- Strategic and Tactical Planning
- Revenue and Expense Management
- Community Involvement
- Technology
- Policy/Regulatory Compliance

PROFESSIONAL EXPERIENCE

Harborview Healthcare, Marshfield, MA

2003-2004

Executive Director/Administrator

Hired to turnaround a facility with a history of poor financial performance and negative gross margins. Responsibilities also included full day-to-day management, and regulatory and fiscal performance of this 149 bed rehabilitation and nursing center.

- Implemented a management work plan methodology built on management priorities and assigned staff responsibilities. Costs were tracked more reliably, potential problems identified earlier and problems dealt more effectively. As a result gross profit margins went from negative to positive in the first year.
- Hired, trained and managed the executive staff and developed strategies for middle management development. Maintained state and federal regulatory compliance.
- Successfully launched a “Lighthouse” program for clients diagnosed with Alzheimer and dementia. Trained staff and developed a team to plan and implement the program. Recruited and hired a “Lighthouse” program coordinator and oversaw facility renovation. As a result the facility met the goal to be identified as a first choice for patients.
- Created a planning process to establish staff and program priorities while providing the board a clear road map toward meeting goals.

Spring Suites, Worcester, MA

2001-2003

Executive Director/Administrator

Responsible for the management, regulatory compliance and financial performance of a 168 bed rehabilitation and skilled nursing center including a distinct Adult Day Health program.

- Built a responsive professional support team, reducing reliance on temporary licensed staff. Selected, trained and supervised staff development, job assignment and client support to deliver services. This resulted in an overall increase in quality care and staff morale.

- Implemented the “fit for life” research program that demonstrated how weight bearing exercise improves the overall health of seniors. Provided leadership in demonstrating how this program could be successfully implemented without increasing staff workloads.
- Designed an employee reward and recognition program that elicited the active involvement of clinical, clerical support and service personnel. This program increased the morale of the staff by delivering strong peer-to-peer recognition and valued rewards.

Ryan ElderCare – Hospital Services, Tewksbury, MA

1994-2001

Administrator/Director of Operations

Responsible for project management from pre-construction to full operations for a firm engaged in the design and management of hospital-based skilled nursing facilities providing sub-acute care with a short term rehabilitation focus. Delivered operations and regulatory compliance skills.

- Oversaw the successful completion and full operation of the transitional care units at Norwood Hospital, Norwood, MA. and Holy Family Hospital, Methuen, MA and others.
- Coordinated training to ensure regulatory compliance achieving 100% with all federal and state regulations and integration with hospital resources. Implemented complete clinical documentation, fiscal and information systems for compliance with Medicare reforms.
- Collaborated in the hiring, training and development of clinical, support and administrative staff to the new compliance program.

Shawsheen Health System Norwell, MA

1995-1997

Consultant/Director of Development

Responsible for providing expertise including management of the Office of Development, capital and annual campaigns and endowment programs.

- Redesigned the annual campaign raising over \$100k in new gifts. Revitalized special events increasing of \$75k in new funds with event cost reductions of 40%.
- Raised funds for emerging requirements and match donor directives, while maintaining the integrity of the endowment principal.

Christian Federation of Greater Boston, Boston, MA

1992-1993

Associate Executive Director

Senior executive for operations and management of a \$4.5 million fund-raising and community service organization.

EDUCATION

MSW in Community Organization, Yeshiva University, New York, NY

BA, University of Massachusetts, Lowell, Lowell, MA