



# C. Lynn Ruppertsberger-Swisher, PhD, MBA, RN, NHA, CHCQM, FAIHQ

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## *Senior Healthcare Consultant*

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## *Services and Industries*

- Healthcare
- Senior Care
- Healthcare Litigation
- Risk Management and Quality Assurance

## *Education*

York College, Nursing Home Administrator Courses for NHA License, 2002

Southern California University for Professional Studies, Ph.D., *summa cum laude*, 2001

Southern California University for Professional Studies, MBA, 1994

Harford Community College, RN, 1982

Cecil Community College, A.A., 1982

C. Lynn Ruppertsberger-Swisher, PhD, MBA, RN, NHA, CHCQM, FAIHQ, has over 14 years of work experience in legal consulting. Her expertise in organizational psychology, clinical care, clinical research, managed care and administration reflects her 30 plus 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, team work 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 2 star to 5 star facility. As President of Chase Health Specialists, she coordinated, planned and directed management and consulting operations for client operational and accreditation services.

## ***Speaking Engagements***

- "The Intersection Between Adverse Surveys and Litigation: Ways to Avoid Being Caught in the Middle," PACAH 2024 Spring Conference, April 2024
- "Dealing with Disruptive Residents and Family Members – What is a Provider to Do?," Pennsylvania Coalition of Affiliated Healthcare & Living Communities 2023 Spring Conference, April 19, 2023
- 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

## ***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

## ***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
- Pleasant View Retirement, Board of Directors
- American Nurse's Association
- American Psychological Association
- Pennsylvania Nurse's Association