J.R. Moss

Healthcare Operations Consultant | Independent Monitor | Long-Term Care Expert
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PROFESSIONAL SUMMARY

Healthcare operations executive, consultant, and Nebraska Attorney General-approved Independent Monitor with extensive experience in skilled nursing facility operations, regulatory compliance, quality improvement, turnaround management, and performance improvement. Experienced conducting independent operational assessments, compliance reviews, executive interviews, root-cause analyses, corrective action planning, and quality oversight. Available for consulting engagements, litigation support, record review, operational assessment, and expert analysis involving long-term care and post-acute healthcare organizations.

AREAS OF EXPERTISE

Independent Monitoring and Oversight

Skilled Nursing Facility Operations

Long-Term Care Administration

Regulatory Compliance and CMS Requirements

Quality Assurance and Performance Improvement (QAPI)

Turnaround and Distressed Facility Operations

Root Cause Analysis and Corrective Action Plans

Survey Readiness and Deficiency Remediation

Healthcare Leadership and Multi-Facility Operations

Operational Assessments and Performance Improvement

PROFESSIONAL EXPERIENCE

Owner, Moss Healthcare Leadership Resources (2022-Present)

- Founder of healthcare consulting practice focused on turnaround management, quality improvement, operational assessments, and regulatory compliance.
- Serve as Nebraska Attorney General-approved Independent Monitor responsible for independent facility evaluation, executive interviews, stakeholder engagement, compliance review, and formal reporting.
- Develop corrective action plans and performance improvement strategies for underperforming healthcare organizations.

- Provide consulting related to quality systems, staffing, survey recovery, leadership stabilization, and operational transformation.

Chief Administrative Officer, Bethany Lutheran Health Services (2020-2022)

Regional VP of Operations, Community Eldercare Services (2019-2020)

Administrator of Customer Navigation, Hillcrest Health Services (2018-2019)

Executive Director, The Ensign Group (2016-2018)

Managed Administrator, Good Samaritan Society (2013-2016)

EDUCATION

- Master of Health Administration - University of Memphis
- Master of Business Administration - Middle Tennessee State University
- Bachelor of Science, Political Science and Mass Communication - Middle Tennessee State University