Robert D. Zitsman, MBA, NHA, RCFE – Expert Witness

San Diego, CA
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www.carematters.us

Expert Witness – Skilled Nursing, Assisted Living, CCRC
Expert witness practice built on over thirty-five years' experience, at the facility level, promoting excellent, evidence-based patient care outcomes and creating positive experiences for patients, residents, families, and staff. Achieved twenty-five consecutive years of CMS Medicare-Medicaid recertification surveys within substantial compliance. Work experiences range from critical care to long-term care including inpatient acute rehab, post-acute rehab, dementia care, assisted living, and entry fee model continuing care retirement communities.

Professional Experience

Expert Witness
CareMatters – January 2024 – Present

- Expert for defense and plaintiff counsel on cases involving allegations of abuse, neglect, falls, pressure injuries, delays in care, wrongful discharge, and other causations of significant declines in health or death.

Administrator
Community Memorial Hospital-Ojai's Continuing Care Center, D/P SNF Ojai, CA
December 2022 – April 2026

- Responsible for all aspects of operating this 75-bed skilled nursing facility. Successfully improved quality to achieve a Medicare Compare Star rating from 3 stars to 5.
- Since March 2025, facility has achieved Medicare 5 Star ratings for Health Inspections, Staffing, Quality Measures, and Overall.

Interim Administrator
B.E. Smith at Westland House, 28 bed D/P SNF of Community Hospital of the Monterey Peninsula. September 2022 – November 2022

Administrator
Escondido Post Acute Rehab, Escondido, CA - May 2019 to July 2022

- Responsible for all aspects of operating this 180-bed skilled nursing facility including census development and quality improvement.

Executive Director
Life Care Services at University Village Thousand Oaks CCRC, Thousand Oaks, CA
September 2017 to April 2019

- Promoted to Executive Director in December 2017. Responsible for all aspects of operating this 367-unit, life plan continuing care retirement community including oversight of OakView Health Center, a 48-bed skilled nursing facility and 49 unit assisted living facility.

Administrator
Life Care Services at GlenBrook Health Center, Carlsbad, CA - June 2013 to September 2017

- Responsible for all aspects of operating this 94-bed skilled nursing facility and 74 unit assisted living facility (RCFE); the contracted health center for La Costa Glen, a continuing care retirement community (CCRC). Continuously maintained Medicare "5 Star" skilled nursing facility rating, without exception.

Administrator
Palomar Heights Post-Acute Rehab, Escondido, CA - October 2009 to June 2013
- Responsible for all aspects of operating this 98-bed skilled nursing facility including census development and quality improvement. Improved facility's Medicare Compare rating from 1 star to 4 stars.

Interim Director, Case Management & Social Work
Sharp Memorial Hospital, San Diego, CA - November 2008 to June 2009
- Responsible for discharge planning, utilization review, and social work services for Sharp Memorial Hospital; 464 bed acute care hospital and trauma center.

Director
Cabrillo Skilled Nursing Center of Sharp Memorial Hospital, San Diego, CA
August 2007 to March 2009
- Administrator responsible for all aspects of operating Sharp Memorial Hospital's 76-bed, distinct part skilled nursing facility at the former Sharp Cabrillo Hospital.

Administrator
Lemon Grove Care & Rehabilitation Center, Lemon Grove, CA - January 2001 to August 2007
- Responsible for all aspects of operating Lemon Grove's 158-bed skilled nursing facility with an operating budget exceeding $8 million and over 130 FTE's.

Pre-Opening Community Manager
Belmont Village Sabre Springs, San Diego, CA - October 2000 to Jan. 2001
- Assisted with pre-opening leasing and special events, staff recruitment, and licensing for Belmont Village Sabre Springs' 165-unit residential care community.

Executive Administrator
Alvarado Convalescent & Rehabilitation Hospital and San Diego Rehabilitation Institute
April 1999 to October 2000

Administrator
Brighton Place Spring Valley SNF, Spring Valley, CA - March 1995 to April 1999

Health Service Director, Cardiovascular Services (July 1993 to July 1994)
Director of Rehabilitation Services (October 1989 to July 1993)
Sharp Grossmont Hospital, La Mesa, CA

Additional work experiences:
June 1984 – September 1989: Hospital planning and marketing
April 1977 – June 1982: Sales in the consumer products and specialty tooling industries

Education
M.B.A., Wright State University, Dayton, Ohio, 1984
B.S. Business Administration, The Ohio State University, Columbus, Ohio, 1977

Professional Certifications & Licenses
Nursing Home Administrator - California License #6110 (expires 8/24/2027)
RCFE Administrator, California Certificate #6028625740 (2013 – 2021, 2026 - 2028)

Association Memberships
California Association of Long-term Care Medicine
Consumer Attorneys of California
LeadingAge of California

Expert Witness Experience as of September 2026

For Defense

Abel Luna v CareMeridian dba Neurorestorative Oso North
Case No. 21STCV07986, Superior Court, County of Los Angeles
Nature of Case: Dependent Adult Abuse & Neglect and Negligence

Alicia M. Gonzalez, Jose Luis Gonzalez, Johnny Gonzalez, Imelda Gonzalez as successors-in-interest to Maria Rebecca Gonzalez v. Hollenbeck Palms, a California Corporation.
Case No. 23STCV15953, Superior Court, County of Los Angeles
Nature of Case: Elder Abuse, Wrongful Death, Negligence.

Cheryl Doe and Robert Doe v Windsor Oakridge Healthcare Center dba Windsor Healthcare Center of Oakland; Los Angeles Nursing Homes, LLC.
Case No. 24CV062506, Alameda County Superior Court
Nature of Case: Elder Neglect, Premises Liability, Fraud, Violation of Patients' Bill of Rights

Jason Eric Allen on behalf of the Estate of John Paul Andrews v KPC Promise Skilled Nursing Facility of Wichita Falls
Case No. DC89-CV2023-1795, District Court, 89th Judicial District, Wichita Falls, TX
Nature of Case: Neglect and Understaffing

Josephine Douglas v The Evangelical Lutheran Good Samaritan Society d/b/a Good Samaritan Society Betty Dare, and Sanford Health Foundation
Case No. 24-CV-505, United States District Court for the district of New Mexico.
Nature of Case: Retaliatory Discharge and Violations of the Medicaid False Claims Act.

Leonard McRae v. KPC Promise Skilled Nursing Facility of Wichita Falls, LLC
Case No. DC30-CV2023-1208, District Court, Wichita County, TX
Nature of Case: Medical Negligence, Corporate Negligence, and Gross Negligence

Roger Johnson and Charlotte Johnson as successors-in-interest to Shirley Fuller v. Villa Rancho Bernardo Healthcare, LLC d/b/a Villa Rancho Bernardo Care Center
Case No. 37-2023-00001648, Superior Court, County of San Diego
Nature of Case: Negligence, Violations of Dependent Adult Civil Protection Act, Violations of Resident Rights, and Wrongful Death.

Glenda Harrison, in and through her Guardian-Ad-Litem, Matthew Harrison v. Neurorestorative California; Care Meridian, LLC, d/b/a Neurorestorative; National Mentor Healthcare.
Case No. 24C010861C, Superior Court of California, County of San Diego.
Nature of Case: Elder Abuse, Negligence, Willful Misconduct

Willie Jones by and through her Successor-in-Interest, Rober Jones, Individually v. 23801 Newhall Avenue, LLC, d/b/a Santa Clarita Post-Acute Care Center, Santa Clarita, CA
Case No. 23STCV07519, Superior Court of California, County of Los Angeles
Nature of Case: Elder Abuse, Negligence, Violation of Resident Rights, Wrongful Death

Nancy Parker v. Genesis Healthcare, LLC, Genesis Administrative Services, LLC, Peak Medical, LLC, Peak Medical New Mexico 3, LLC, d/b/a Ladera Center, Albuquerque, NM
Case No. D-202-CV-2023-06469, 2nd Judicial District Court, Bernalillo County, NM
Nature of Case: Negligence

William Duncan, by and through his Successor-in-Interest, Joanna Duncan, Joanna Duncan individually, Nathan Duncan, individually, and Madelyn Duncan, individually v Oxnard Manor, L.P. dba Oxnard Manor Healthcare Center
Case No. 56-2022-00563061-CU-PO-VTA, Superior Court, County of Ventura, CA
Nature of Case: Elder Abuse, Wrongful Death, Negligence, Violation of Patient's Rights

Estate of Patsy Stevens, by and through Terry Smith, as personal representative v. Glendale Medical Investors Limited Partnership d/b/a Life Care Center of North Glendale Medical Investors of Tennessee, LLC.
Case No. CV2024-014908, Superior Court of the State of Arizona, Maricopa County
Nature of Case: Negligence, Gross Negligence, Abuse, and Personal Injuries

Tommie Higgins, Deceased, by the Personal Representative of the wrongful death estate, Laura Horton v. State of New Mexico, New Mexico Veterans' Home, Kenneth Shull, Administrator.
Case No. D-202-CV-2024-10206, 2nd Judicial District Court, Bernalillo County, New Mexico.
Nature of Case: Wrongful Death and Negligence

Marissa Carino, individually, as Personal Representative of the Estate of Joy Carino and as Successor in Interest of Joy Carino v. ALGD, LLC, Individually and dba Stonebrook Health and Rehabilitation; Aspen Skilled Healthcare, Inc.
Case No. 22CV400927, Superior Court of California, County of Santa Clara
Nature of Case: Elder Abuse/Neglect, Negligence/Willful Misconduct, Violation of Patient's Bill of Rights, and Wrongful Death

Michelle Miller, by and through Her Conservator of Estate, Steven Miller v. PRN Convalescent Hospital Inc. d/b/a High Valley Lodge
Case No. 24NNCV01668, Superior Court of California, County of Los Angeles
Nature of Case: Negligence, Violations of Elder and Dependent Adult Civil Protection Act and Resident Rights

Siranoosh Tahmasian, by and through his Successor-in-Interest Gohar Davoodi; Gohar Davoodi, an individual v. Ararat Home of Los Angeles, Inc. a California Corporation
Case No. 23STCV17214, Superior Court of California, County of Los Angeles
Nature of Case: Elder Abuse, Negligence, Wrongful Death

William Browne, Ernesto Browne, Gerardo Browne and Maria Browne, individually and as successors in interest to Edgardo Browne v. Shattuck Health Care, Inc. d/b/a Elmwood Nursing & Rehabilitation Center
Case No. 23CV025386, Superior Court of California, County of Alameda
Nature of Case: Elder Abuse/Neglect, Negligence/Willful Misconduct, Resident Rights, Wrongful Death, Premises Liability

Tammie Davis, as personal representative on behalf of the estate of Simmie Leach v. 91st Avenue Operations, LLC d/b/a Diamondback Healthcare Center
Case No. CV2025-025535, Superior Court of the State of Arizona, Maricopa County
Nature of Case: Negligence/Gross Negligence, Abuse/Neglect/Exploitation, Wrongful Death

Mary Noeun Tep, by and through her successor in interest, Ratany Lorn v. Paramount Convalescent Group; Sun Mar Management.
Case No. 30-2025-01453794-CU-NP-NJC, Superior Court of California, County of Orange
Nature of Case: Elder Abuse, Negligence

For Plaintiff

Samuel W. Burkhardt and Marilyn Burkhardt v Scottsdale Op Co, LLC dba Sante of North Scottsdale, AZ
Case No. CV2024-005166, Arizona Superior Court, Maricopa County
Nature of Case: Elder Abuse and Neglect

The Estate of Adrienne Dodd v. Westminster Village, an Arizona corporation
Case No. CV2022-095529, Arizona Superior Court, Maricopa County
Nature of Case: Abuse and Neglect

The Estate of Jean-Louis Marchand v. Avanti Senior Living, LLC, a Texas LLC, and Anthem Operator, LLC, a Colorado LLC dba The Enclave at Anthem Senior Living
Case No. CV2023-092776, Arizona Superior Court, Maricopa County
Nature of Case: Abuse and Neglect

The Estate of Gerald Plant v. Avanti Senior Living, LLC, a Texas LLC
Case No. CV2023-093259, Arizona Superior Court, Maricopa County
Nature of Case: Abuse and Neglect

Anna Almaraz by and through her Successor-in-Interest Christian Sexton, Connie Ramirez, Joshua Sexton, Matthew Krause v Orange Treeidence, LLC dba Riverwalk Post Acute, Providence Group et al.
Case No. CVRI2204264, Superior Court of the State of California, County of Riverside
Nature of Case: Elder Abuse and Neglect, Violation of Residents Rights, Wrongful Death

The Estate of Joseph Hymovitch by and through Steven Hymovitch, personal representative v Scottsdale Op Co, LLC dba Sante of North Scottsdale et al
Case No CV2026-017404, Arizona Superior Court, Maricopa County
Nature of Case: Abuse, Medical Malpractice, Wrongful Death, Breach of Contract

Expert Testimony Experience

7/18/2025, Deposed by Plaintiff Counsel for:
Josephine Douglas v The Evangelical Lutheran Good Samaritan Society d/b/a Good Samaritan Society Betty Dare, and Sanford Health Foundation
Case No. 24-CV-505, United States District Court for the district of New Mexico.
Nature of Case: Retaliatory Discharge and Violations of the Medicaid False Claims Act.

2/6/2026, Deposed by Defense Counsel for:
Samuel W. Burkhardt and Marilyn Burkhardt v Scottsdale Op Co, LLC dba Sante of North Scottsdale, AZ
Case No. CV2024-005166, Arizona Superior Court, Maricopa County
Nature of Case: Elder Abuse and Neglect

5/8/2026, Deposed by Plaintiff Counsel for:
William Duncan, by and through his Successor-in-Interest, Joanna Duncan, Joanna Duncan individually, Nathan Duncan, individually, and Madelyn Duncan, individually v Oxnard Manor, L.P. dba Oxnard Manor Healthcare Center
Case No. 56-2022-00563061-CU-PO-VTA, Superior Court, County of Ventura, CA
Nature of Case: Elder Abuse, Wrongful Death, Negligence, Violation of Patient's Rights