

Robert D. Zitsman



NHA | MBA | Director of Healthcare Excellence | California

PROFESSIONAL SUMMARY

Over thirty-five years' experience promoting excellent, evidence-based patient care outcomes and creating positive experiences for patients, residents, families, and staff. Work experience spans the continuum of care 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. Twenty-five years of CMS surveys within substantial compliance.

EDUCATION

Master of Business Administration, 1984
Wright State University
Dayton, OH

Bachelor of Science, Business Administration, 1977
The Ohio State University
Columbus, OH

Professional Certifications & Licenses

Nursing Home Administrator - California License #6110 (expires 8/24/2027)
RCFE Administrator, inactive – California Certificate #6028625740 (2013 – 2021)

PROFESSIONAL EXPERIENCE

Administrator

Dec 2022 – Present

Community Memorial Hospital-Ojai's Continuing Care Center, D/P SNF Ojai, CA

- 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.
- As of March 2025, facility achieved Medicare 5 Star ratings for Health Inspections, Staffing, Quality Measures, and Overall.

Interim Administrator

Sept 2022 – Nov 2022

B.E. Smith at Westland House

28 bed D/P SNF of Community Hospital of the Monterey Peninsula.

Administrator

May 2019 – July 2022

Escondido Post-Acute Rehab, Escondido, CA

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

Executive Director

Sept 2017 – April 2019

Life Care Services at University Village Thousand Oaks CCRC, Thousand Oaks, CA

- 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.



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Administrator

June 2013 - Sept 2017

Life Care Services at GlenBrook Health Center, Carlsbad, CA

- 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

Oct 2009 - June 2013

Palomar Heights Post-Acute Rehab, Escondido, CA

- Responsible for all aspects of operating this 98-bed skilled nursing facility including census development and quality improvement. Achieved outstanding licensing and certification surveys; four annual surveys with six or less deficiencies. Improved facility’s Medicare Compare rating from 1 star to 4 stars

Interim Director, Case Management & Social Work

Nov 2008 - June 2009

Sharp Memorial Hospital, San Diego, CA

- Responsible for discharge planning, utilization review, and social work services for Sharp Memorial Hospital; 464 bed acute care hospital and trauma center.

Director

Aug 2007 - Mar 2009

Cabrillo Skilled Nursing Center of Sharp Memorial Hospital, San Diego, CA

- Administrator responsible for all aspects of operating Sharp Memorial Hospital’s 76-bed, distinct part skilled nursing facility at the former Sharp Cabrillo Hospital. Increased occupancy, revenue, and patient satisfaction for fiscal year ending September 30, 2008, compared to prior year as follows: occupancy from 84.7% to 91.4%; revenue per patient day from \$345 to \$391; Press Ganey patient satisfaction from 72nd to 92nd percentile.

Administrator

Jan 2001 – Aug 2007

Lemon Grove Care & Rehabilitation Center, Lemon Grove, CA

- 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

Oct 2000 – Jan 2001

Belmont Village Sabre Springs, San Diego, CA

- Assisted with pre-opening leasing and special events, staff recruitment, and licensing for a Belmont Village Sabre Springs’ 165-unit residential care community.

Executive Administrator

Apr 1999 - Oct 2000

Alvarado Convalescent & Rehabilitation Hospital and San Diego Rehabilitation Institute

Administrator

Mar 1995 – Apr 1999

Brighton Place Spring Valley SNF, Spring Valley, CA



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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

Litigation Support – Expert Witness Experience as of February 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



Office: 617.870.1225

Email: Info@ExpertConsultingServices.com

Website: www.expertconsultingservices.com

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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 Estate of Patsy Stevens, by and through Terry Smith, as personal representative v. Glendale

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



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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

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

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.



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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

References & Case Work Available Upon Request

Pending Retention

