

EXECUTIVE DIRECTOR OF HEALTHCARE SERVICES

THREE PILLARS SENIOR LIVING COMMUNITIES

DOUSMAN, WISCONSIN



Three Pillars Mission: To meet the social, physical, and spiritual needs of older adults through high-quality housing and services.

Three Pillars has partnered with Spano Pratt Executive Search to identify their new Executive Director of Healthcare Services. For a confidential conversation and to learn more about this opportunity, please contact Andy Hillig or Lindsey Kriete.

Spano Pratt Executive Search

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ORGANIZATION

Since 1905, Three Pillars has served thousands upon thousands of families and residents. Its rich history of mission-based services exists as strongly today as it did in 1905. As a not-for-profit organization, Three Pillars looks at its mission first. Proceeds are reinvested into the organization, not distributed to shareholders. It measures success by the satisfaction of its residents, not the size of its bottom line. They value their staff as individuals, recognizing the important role they play in providing residents with a quality lifestyle. However, most importantly, they are always guided by what is right, not by what is profitable.

Three Pillars Senior Living Communities is a senior living community in Waukesha County, Wisconsin's Lake Country. Based on resident and family surveys, for the past three years U.S. News has rated it as Wisconsin's only Best Continuing Care Retirement Community (CCRC). CCRCs provide multiple levels of care at a single location, allowing residents to age in place as their needs change over time.

Three Pillars attained the Great Place To Work® certification for the second year in a row. This certification is a direct result of its culture, teamwork, work ethic, and commitment to its mission of providing the very best for all who call Three Pillars home.



Care Services

Life at Three Pillars means residents, families and visitors have choices. It is a community that offers options to live the lifestyle you choose. Independent living, assisted living, skilled nursing, memory care and rehab - it covers a full continuum of care.

The Three Pillars Community

Skilled nursing completed brand-new renovations in spring of 2022. Three Pillars long-term skilled nursing care wings now proudly offer 36 freshly remodeled private rooms with their own bathrooms, as well as updated activity and living spaces, dining rooms, beauty salon, and more! Three Pillars Senior Living Communities takes pride in being an inclusive community organization. Its sprawling, 300-acre campus features walking/biking trails and hosts several public events annually.

Activities & Other Services

Three Pillars Senior Living Communities offers a wide variety of activities and services. Daily activities and events are offered with all living options. Transportation is also provided for appointments, grocery shopping and more.

Dining Services

Three Pillars Senior Living Communities provides dining services from two and/or three meals per day. Top notch chefs and dieticians serve decadent and customized meals.

WHAT THREE PILLARS IS EMBARKING UPON:

The demand for active adult living continues to increase. This next generation wants choices, freedom, and independence. To address this, Three Pillars started a nearly \$125M expansion. What they are doing does not exist in Lake Country, Southeast Wisconsin, or the state.

Three Pillars is investing in the next generation of active adult living in a neighborhood setting. The next phase of this new setting takes place on almost 70 of the 190 acres of land acquired to build a downtown destination, lofts, garden homes, and much more to meet the needs of the next generations. From a supper club, pub, and performing arts center, to art studios and wellness, Three Pillars is positioning itself to lead this next generation of active adult living in Lake Country and Wisconsin.



POSITION OVERVIEW

The Executive Director of Healthcare Services is responsible for leading the full scope of resident care and services while ensuring compliance with state and federal regulations. This role involves fostering positive employee relations, implementing strategic organizational programs, and maintaining adherence to Three Pillars' core philosophy. The Executive Director oversees the Masonic Center for Health and Rehab, Riverside Lodge Assisted Living, and Memory Care services, ensuring quality care and operational excellence.

We are looking for a leader with humility that embraces the five organizational values of respect, commitment, fulfillment, empathy, and fun, and who has leadership skills that are focused on people first strategies.



THREE PILLARS RESIDENT ENJOYING THE BEAUTIFUL SURROUNDINGS

CORE RESPONSIBILITIES

Oversight of Clinical Operations

- Direct clinical services to meet medical and clinical standards.
- Manage transitional services across care levels, including policies, procedures, and competency assessments.
- Oversee financial management and strategic planning for clinical programs.
- Collaborate with the Director of Nursing (DON) to establish clinical metrics, create protocols, and provide staff training.
- Supervise admissions, physician services, and compliance with state and federal regulations.
- Spearhead Quality Assurance and Process Improvement (QAPI) initiatives and audit clinical practices.
- Act as a resource for regulatory compliance, including self-reports, survey responses, and follow-ups.

Department Management

- Analyze operational data to manage service quality, cost, and new service development.
- Develop and monitor budgets, ensuring compliance with purchasing policies.
- Manage health service contracts and collaborate on marketing strategies to enhance census and resident mix.

Staff Leadership and Supervision

- Hire, coach, and develop direct reports, including nursing and dining services leadership.
- Conduct performance evaluations, foster accountability, and provide regular feedback.
- Support department leaders in staff recruitment, training, and discipline.
- Facilitate staff meetings and maintain effective internal communication.

Budget Oversight and Strategic Planning

- Compile and analyze data for operational efficiency and strategic service development.

Regulatory Compliance and Safety

- Serve on the Corporate Compliance Committee to uphold safety and regulatory standards.
- Oversee safety programs, incident investigations, and compliance with infection control protocols.

Resident Customer Service

- Ensure care and services meet state and federal requirements while aligning with organizational standards.
- Oversee resident admissions and serve as a consultant for resolving resident issues.
- Promote awareness of resident rights among staff and residents.



ENTRANCE TO THREE PILLARS REHABILITATION CENTER

QUALIFICATIONS & EXPERIENCE

Education

- Minimum education, certification and/or licensure: Licensed Nursing Home Administrator in Wisconsin with a bachelor's degree in health care administration, business, or a related field.

Experience

- Five (5) years of experience in long term care with a background in management or supervision.
- Working knowledge of federal, state, and local standards and regulations, especially state and federal SNF, and CBRF regulations.

COMPETENCIES

- Inspirational Leadership - Excellent communication and interpersonal skills, with the ability to interact effectively with all stakeholders. Exhibits confidence in self and others; motivates others to perform well; gives appropriate recognition; displays passion, optimism and humility; inspires respect and trust.
- Change Management - Develops workable implementation plans; effectively communicates changes; builds commitment; overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.
- Strategic Thinking - Develops strategies to achieve organizational goals; understands organization's strengths and weaknesses; analyzes market and competition; identifies external threats and opportunities; adapts strategy to changing conditions; works to establish and articulate vision; shows creativity when defining solutions.
- Managing People - Includes staff in planning and decision-making; takes responsibility for subordinates' activities; offers open-door and approachable environment; gives and accepts regular performance feedback; develops employee skills and encourages growth; encourages and authorizes independent work; sets expectations; monitors delegated activities.



NEWLY RENOVATED HEALTHCARE SERVICES COMMON AREA

PERSONAL QUALITIES

The ideal candidate is a collaborative and empowering leader and people manager, who has a passion for the Three Pillars mission, for the people it serves, and services it offers, along with an affinity for an aging population. The candidate should possess a track record of inspired leadership that develops talent and contributes to a collaborative work environment.

COMPENSATION

Salary is commensurate with candidate background, credentials, and years of experience. Three Pillars offers a competitive benefits package. The position is based in Dousman, Wisconsin.

LOCATION

Three Pillars is located about 35 miles west of Milwaukee in Waukesha County's "Lake Country." Lake Country region is a picturesque place to live, work and relax in the beautiful Kettle Moraine area of southeastern Wisconsin. It is a growing community with a mix of multigenerational families and new arrivals.

Many of the region's smaller lakes, ponds, and streams are in and around Three Pillars. The 70-mile Bark River passes through Three Pillars campus, where residents and guests come to fish or stroll on campus paths.

Residents can access abundant recreational opportunities, with parks and trails, and boating, fishing and other water activities on the lakes and ponds; the 52-mile Glacial Drumlin Trail also runs adjacent to Three Pillars.



REHAB THERAPY AREA

To learn more about Three Pillars:

- Company website: <https://www.threepillars.org/>
- Three Pillars Memory Care: <https://youtu.be/jDqcqZWLrOE>
- Three Pillars Lifestyle: <https://www.youtube.com/watch?v=p7MXqkK4viU>
- Wellness at Three Pillars: <https://youtu.be/HvMNxfMU5Go?si=avgckfg4KK0bish7>
- The Fields construction project 2024: <https://www.youtube.com/watch?v=v9helXrqnUw>



NEWLY RENOVATED COMMON AREA

This position is not just a job;
it's an opportunity to be part of Three Pillars mission to support older adults.

To be considered for this opportunity, please submit a cover letter and resume to:

Andy Hillig, Executive Search Consultant -OR- Lindsey Kriete, Practice Director
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www.spanopratt.com