



Office of the County Executive

Monroe County, New York

Adam J. Bello
County Executive

October 9, 2020

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Not to be removed from the Office of the Legislature Of Monroe County
Committee Assignment
HUMAN SERVICES -L

To The Honorable
Monroe County Legislature
407 County Office Building
Rochester, New York 14614

Subject: Confirmation of the Appointment of the Executive Health Director of Monroe Community Hospital

Honorable Legislators:

I recommend that Your Honorable Body confirm the appointment of Alyssa N. Tallo as Executive Health Director of Monroe Community Hospital pursuant to Sections C2-6(C)(9) and C6-17(B)(1)(a) of the Monroe County Charter.

Ms. Tallo has been Acting Executive Health Director of Monroe Community Hospital since May 2020. Prior to that, she served as Deputy Executive Director at Monroe Community Hospital since September 2019. Before joining Monroe Community Hospital, she served as Assistant Administrator of The Shore Winds Nursing Home in Rochester. Ms. Tallo is a Licensed Nursing Home Administrator and a licensed Physical Therapist. She holds a Doctor of Physical Therapy degree from the University at Buffalo. A copy of her resume is attached.

The specific legislative action required is to confirm the appointment of Alyssa N. Tallo as Executive Health Director of Monroe Community Hospital.

The legislative action requested in this referral is not an "Action," as that term is defined in 6 NYCRR § 617.2(b), and is not subject to review under the State Environmental Quality Review Act.

This appointment will have no impact on the revenues or expenditures of the current Monroe County budget.

I recommend that this matter be referred to the appropriate committee(s) for favorable action by Your Honorable Body.

Sincerely,
Adam J. Bello
Monroe County Executive

AJB:db

ALYSSA N. TALLO PT, DPT, LNHA

EXPERIENCE

ACTING EXECUTIVE HEALTH DIRECTOR • MONROE COMMUNITY HOSPITAL • MAY 2020 – CURRENT

- Led nineteenth largest skilled nursing facility in the country through three infection control surveys and one abbreviated survey in May, July and August 2020
- Proposed creation of positions to promote pathways to leadership for numerous departments including nursing, dietary, transport and cardiopulmonary
- Continue to provide support and leadership through the COVID-19 crisis, and successfully mitigated the spread of COVID-19 throughout the Facility
- Collaborated and developed a plan with the business office to improve the utilization of the Electronic Medical Record (EMR) system features which will provide increased access to billing and collections data
- Reviewed and revised accounts receivable analysis process to address payer trends, collections opportunities, and identify accounts that require follow up actions
- Guided development of a data dashboard that houses information on accounts receivable performance, case mix index, stores expenses, census, and facility-acquired pressure ulcers
- Prioritized capital spending to include upgrading timekeeping and implementing nurse scheduling software to improve efficiency and accuracy of staff scheduling
- Involved in employee engagement and appreciation initiatives including application for LeadingAge grant, implementation of "Freebie Friday", and coordination of ice cream truck appreciation event

DEPUTY EXECUTIVE HEALTH DIRECTOR • MONROE COMMUNITY HOSPITAL • SEPTEMBER 2019 – MAY 2020

- Provided ongoing support and leadership during COVID-19 crisis, including submitting daily NYSDOH HERDS survey, participating in daily facility COVID-19 meetings, and collaborating with facility leadership on staffing and resident contingency plans
- Offered feedback, support and leadership to department heads in regard to daily operations, purchasing, cost management and opportunities
- Coordinated with facility leadership and respective department heads in completing necessary plan of correction action items as well as ongoing quality assurance and performance improvement projects
- Provided oversight and guidance to relevant department heads in developing Monroe Community Hospital's Public Relations Strategic Plan
- Instituted employee engagement/recognition calendar following feedback from staff focus groups
- Coordinated completion of a Security Risk Assessment for the Facility, and will implement applicable recommendations after receipt of final report
- Participated in numerous regulatory and non-regulatory committees, including: HIPAA Security Committee (Security Officer), HIPAA Privacy Committee, EHR Committee, Pediatric

Unit Census Committee, Vent Unit Census Committee, Rehab Leadership Committee, Public Relations Committee, Governing Body, Advisory Board, PPS Weekly Review, Clinical Operations, Admissions Committee

ASSISTANT ADMINISTRATOR • SHORE WINDS NURSING HOME (HURLBUT CARE COMMUNITIES) • MARCH 2018 – SEPTEMBER 2019

- Collaborated with facility administrators and department heads to review and restructure corporate peer review process to reflect current state regulations
- With participation of staff and residents, directed facility QAPI program with performance improvement plans targeted at (1) reducing pressure ulcer incidence and (2) improving staff recognition, recruitment and retention
- Addressed staff recruitment and retention challenges by formulating an employee incentive program rewarding employees for loyalty to the organization, providing excellent customer service, and recognizing one another for going above and beyond
- Involved in multiple areas of employee recruitment including attendance at local career fairs, developing relationships with REOC, BOCES and JobCorps, initiating membership to Handshake and Purple Briefcase, and coordinating job fairs hosted by the Shore Winds
- Created and implemented standardized interview procedures with feedback from direct care staff for various staff positions
- Focused on areas of opportunity in facility budget and formulated plan of action with facility administrator to include census, expenses, collections, and staffing
- Performed admissions coordinator duties while seeking to fill the position, including communicating with referral sources for new and returning residents, offering beds based upon availability and census, obtaining insurance authorizations and relaying all pertinent information to staff
- Planned and coordinated with corporate staff and facility staff to organize and offer licensed nursing (LPN/RN) and certified nurse aide (CNA) competencies targeting areas of skill maintenance and improvement to staff from all Hurlbut Care Communities
- Became facility super user of MatrixCare and MealTracker in order to spearhead training sessions and conversion from paper to electronic records

PHYSICAL THERAPIST • SHORE WINDS NURSING HOME (HURLBUT CARE COMMUNITIES) • DECEMBER 2015 – MARCH 2018

- Responsible for maintaining a full treatment caseload including evaluation of long-term residents and new admissions, establishing an individualized plan of care with appropriate supporting documentation, supervision of therapist assistant staff and communication and collaboration with interdisciplinary team
- Sought additional administrative duties including assisting in scheduling and management of all therapists' treatment minutes, confirming RUG scores, scanning changes of therapy to MDS staff and attending administrative meetings during therapy director's absence
- Strategized and coordinated therapy attendance on skin round assessments to improve quality outcomes, productivity and ability to locate residents with need for skilled assessment and intervention

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- Requested to deliver monthly in-service training to improve staff understanding of reimbursement, treatment strategies and productivity

**FACILITY MANAGER/ASSISTANT FACILITY MANAGER/PHYSICAL THERAPIST
WEBSTER OFFICE • SPORTS PT OF NY • MAY 2013 – DECEMBER 2015**

- Offered employment prior to graduation and became youngest Facility Manager while employed by the organization
- Completed monthly, quarterly and annual budget with feedback from Senior Vice President and CEO/Owner
- Responsible for maintaining appropriate staffing levels of clinic in addition to collaborating with sister facilities to provide therapist support as needed
- Attended regularly scheduled leadership meetings with all other facility management to discuss financial metrics and explore areas of growth and opportunity
- Established relationships with referrals sources within the community including local physicians, Webster Chamber of Commerce, Fleet Feet, Gold's Gym, and Webster Thomas School
- Provided informative trainings and educational opportunities to members of the community at multiple events including a community event held at the Webster clinic, Fleet Feet, World of Work at Webster Thomas School, Bausch & Lomb's Occupational Health and Safety Fair and Rochester Flower City Half Marathon

EDUCATION

Nursing Home Administrator | NYS Licensed
Doctor of Physical Therapy | NYS Licensed