

# Bernie Dana

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## Resume

### Professional Positions/Achievements

- Advisory Board Member, Coryell Collaborative Group, Springfield, MO (Jul 2022 – Jul 2024).
- Business Administrator, Evangel Temple Assembly of God, Springfield, MO (Jun 2022 – Jan 2024); Managed financial and business processes for church with \$1.4 million budget.
- Chief Operating Officer, Pure & Clean, LLC, Nixa, MO (Jan 2019 – Jan 2021); Developed operating systems for fast-growing family business with sales increase over two years from \$400,000 to \$6 million.
- Adjunct Professor of Business, Evangel University, Springfield, MO (Aug 2016 – May 2018).
- Chair, Department of Business, Evangel University (Mar 2011 – Jun 2016); Raised over \$2 million for endowed scholarships and program development, achieved specialized accreditation, increased enrollment 23%, and advised Enactus student group to recognition as one of top in nation.
- Evangel University Associate professor with tenure (Aug 2009 – Jun 2016) and Assistant Professor (Aug 2001 – Aug 2009); Taught traditional graduate and undergraduate and adult education programs; Helped design and develop Master of Organizational Leadership program; Served on 3 university governance groups, 4 committees, and chaired quality improvement team.
- Management Consultant (Jun 2001 – Dec 2013 part-time)
  - Wrote three quality management books and 4 articles published by national associations; provided professional development seminars for organizations and national and state health care associations
  - Ongoing strategic planning, budgeting, operational consulting for Christian Homes, Inc., Holdrege, NE
- Executive Vice President and Director of Administrative Support Services, Vetter Health Services, Inc., Omaha, NE, and its 33 skilled nursing and senior living facilities in five state region of Midwest (1987-2001); developed VHS Quality College for corporate training and supervisor development; led design and implementation of a quality management culture for 2,400 employees
- President, Retirement Centers of America, Inc., Cleveland, TN; start-up operation grew from 2 to 8 senior living facilities located in Tennessee, Oregon, Colorado, Florida, and North Carolina (1983 – 1985)
- Management Consultant, Dana & Associates, Omaha, NE (1979 – 1983) and Cleveland, TN. (1985 – 1987); provided HR, marketing, and financial consulting primarily to health care and senior housing operators
- Corporate Controller, Bethesda Foundation, Omaha, NE (1973 – 1979)
- Accountant, Touche, Ross, Bailey and Smart, CPAs, Tulsa, OK (1968 – 1969, 1972 – 1973)
- Administrative Specialist E-5, U. S. Army, service in U.S. and Germany (1969 – 72)

### Professional Affiliations/Activities/Recognitions

- American Society for Quality (1993 – 2014; 2018 - 2022)
- Society for Human Resource Managers (2018 – 2022)
- Greene County Tax Oversight Board (2018 – 2022)
- Awarded status as Evangel University Professor Emeritus (May 2016)
- Springfield Business Journal's 2015 Men of year award recipient
- Evangel University's 2014 Clark Award for Excellence in Teaching, Scholarship, and Service
- AHCA's 2003 Friend of Quality Award
- American Health Care Association's (AHCA) Quality Improvement Committee Member (1994 – 2003)
- Chair of Board of Overseers for AHCA's National Quality Award Program (2008 - 2010)
- Member of the Evangel University (EU) Board of Trustees (1980 – 1986, 1991 – 2000); President of EU Alumni Association (1979-1982; Recipient of Distinguished Alumni Award (1996)

## Education

- *Loyola University, New Orleans, LA*; Master of Quality Management (1997)
- *Evangel University, Springfield, MO*; Bachelor of Business Administration in Accounting (1967)

## Higher Education Experience

- *Evangel University, Springfield, MO (full-time; 2001 – 2018)*  
Helped design and launch the Master of Organizational Leadership program and taught following courses:  
The Effective Organization and Organizational Analysis Project (2006 – 2011); Analysis of Organizational Environment (2005 – 2012); Leadership Capstone Project (2005 – 2011)  
Undergraduate courses taught in Business program:  
Strategic Management (2003 – 2018); Human Behavior in Organizations (2001 – 2017); Organizational Leadership (2002 – 2016); Compensation and Benefits (2010 – 2011); Introduction to Business (2001 – 2010); Principles of Marketing (2001 – 2007); Accounting for Governmental Organizations (2002 – 2003, 2008 – 2009); Personal Finance (2010 – 2011); Workforce Selection & Development (2010 – 2011)  
While full-time, served as the faculty advisor for approximately 75 business majors each year.  
Served as primary faculty advisor for student Enactus team 2013-2018  
Committees and Service  
Served maximum terms on three university governance groups, the Board of Administration Faculty Affairs Committee, and EU Academic Council. Also served on the Faculty Development Committee, Assessment Council, MOL Advisory Council, and University Planning Council. Chaired the Academic Quality Improvement Program (AQIP) Action Project chartered to develop a Data-Driven Decision-Making Culture.
- *Bellevue University, Omaha, NE (adjunct in 1997 – 1998)*  
Served on organizing committee to create the Master of Health Care Administration (MHCA) program and developed and taught following graduate courses in three cohorts: Decision Support in Health Care Administration (1997 – 1998); Managerial Accounting for Health Care Administrators (1997-1998)  
Awarded Excellence in Teaching Award in March 2001 for contribution to launch of MHCA

## Published Books and Articles

**Guide to Strategic Management.** Published by Evangel University Business Department for Strategic Management course, 2006, 2009, 2014, 2017

**Effective Team Meetings.** Self-published 2013 for various seminars.

**Guide for Creating Effective Quality Improvement Teams.** Web published by American Health Care Association and Stratis Health, 2011

**Developing a Quality Management System: The Foundation for Performance Excellence in Long Term Care.** American Health Care Association, 2005 and revised in 2008

**Effective Leadership in Long Term Care: The Need and the Opportunity** (co-authored with Dr. Douglas Olson). Web published by the American College of Health Care Administrators, 2007.

**A Guide to Nursing Facility Performance Measures.** Web published by the American Health Care Association, 2006.

**"Mapping the Road to Quality Results"** (co-authored with D. Olson and S. Ojibway). *Provider* magazine, April 2005

**"Taking the Measure of Quality in LTC"** *Provider* magazine, February 2005.

**"Defining Quality in Long Term Care"** *Provider* magazine, August 2004.

**"Changing the Way We Think About Quality in Long Term Care"** *Global Healthcare* 2002 Issue 3.

## Professional Research and Seminars

Professional Development Seminars presented at national and regional health care conferences, symposiums, and to professional organizations (1998 – 2015)

- ❑ Effective Team Meetings (2 hours)
- ❑ Process Management: The First Step to Quality (26 hours)
- ❑ Old Way, New Way: Changing the Way We Think About Quality (2 hours)
- ❑ Total Quality: Journey to Excellence (2 hours)
- ❑ Continuous Quality Improvement: That's My Job! (2 hours)
- ❑ Quality: The Plan that Delivers (2 hours)
- ❑ Creating a Quality-Focused Measurement System (2 hours)
- ❑ Empowering Operating Units to Achieve Customer-Focused Quality Through Strategic Plans (2 hours)
- ❑ The Voice of the Customer (2 hours)
- ❑ Journey From the Land of OOPS!: A Guide to Solving Problems (6 hours)

Research papers prepared in association with Master's degree (1994-1997):

- ❑ Making Quality Happen: Developing a Plan and Selection Process to Begin Progressive Implementation of Total Quality Management in a Multi-Facility Long-Term Care Organization
- ❑ Winning Service Industry Application: 1995 Edgerton Award (Nebraska Quality Award) for Highland Park Care Center, Alliance Nebraska
- ❑ The Effect of Census Variation on Nursing Facility Management Decisions: Will Control Charts Help?
- ❑ Using Quality Function Deployment (QFD) to Develop a Model Long-Term Care Facility Human Resource Function
- ❑ Developing an Acuity-Based Theoretical Standard for Nursing Hours in a Long-Term Care Nursing Facility to Stimulate Quality Improvement
- ❑ Integrating Quality into Strategic Planning at Vetter Health Services: Revising the Long-Term Care Quality Improvement Plan