

**Lucy G. Andrews RN MS**  
3570 Anderson Drive  
Santa Rosa California 95409  
(707) 538-9216  
Cell 707-477-6584  
[Heartofhomecare@sbcglobal.net](mailto:Heartofhomecare@sbcglobal.net)

**ACADEMIC PREPARATION:**

Masters of Science in Health Services Administration  
St Mary's College  
Moraga California 1994  
Concentration: Complex Health care delivery systems management

Bachelors of Science in Nursing  
Lewis University  
Romeoville Illinois 1980  
Concentrations: General Education with concentration in Nursing theory and practice.

**RESEARCH SKILLS:**

Survey and evaluation research techniques, OBQI, QM and IOM standards of quality care.

**PROFESSIONAL EXPERIENCE:**

At Your Service Home Care: A Concierge Home Care Service, CEO and Founder  
Creative Solutions Home Care Services and Consulting, CEO and Founder  
2003 to present  
Owner and administrator of private duty home care services serving Sonoma County California. Consulting Services provided to home health agencies across the United States. Including educational programs on OASIS, Medicare documentation and operational needs assessments and management and regulatory readiness. Expert witness services chart reviews and deposition preparation.

Vice President, St Joseph Home Care Network Northern California  
Fall 1999-2003  
Responsible for creation of and all on -going aspects of management of a multi-site Medicare certified, JCAHO accreditation home care agency including infusion and private duty services, specialized Mom Baby program and cardiac tele-monitoring program with multi-language services. Strong relation with discharge planning staff and hospital UM staff, to assist in meeting both Medicare and hospital utilization needs. Brought together five separate licensed certified agencies located across Northern California, to create a new home care network for a 13 hospital health system within California, New Mexico and Texas.  
Annual revenues exceeding \$15 million dollars and over 250 FTE's

Service Line Director Home Care and Hospice Services  
Kaiser Permanente Hospital and Health Plan  
Fall 1989-1999

Responsible for oversight of all aspects of home care, hospice and DME services for Kaiser Members in the Golden Gate Service Area covering Santa Rosa, San Rafael, San Francisco and South San Francisco geographical areas.  
Annual budget exceed \$10 million dollars and over 100 FTE's.  
Discharge Planner Kaiser Santa Rosa

**RECENT PAPERS PRESENTED AT CONFERENCES AND EDUCATIONAL PROGRAMS:**

Power Referrals for Hospital Based Home Care Nashville Tn Feb and June 2005/06  
Retaining Excellent Staff CAHSAH June 2005  
NAHC Hospice Now and the Future April 2005  
OASIS For Your Staff October 2004 NAHC October 2004  
Putting the Ownership in Oasis. Presented at the 24th International Conference on Home Care and Hospice, Orlando Florida October 2003

The Value of Home Care, Presenting to your CEO. Presented at the 24th Annual Conference on Home Care and Hospice, Orlando Florida October 2003

Owning OASIS Presented at the Annual Conference of California Association of Health Services At Home, Sacramento May 2003

Making PPS work for you and your agency. Presented at Education conference for California State Association of Health Services At Home  
Burbank California July 2003  
Oakland California, July 2003

**PROFESSIONAL ASSOCIATIONS AND BOARD MEMBERSHIPS:**

Elected Board Member: California Association for Health Services at Home  
Immediate Past Elected Board Member: National Association for Home Care and Hospice  
Chair, Hospital Based Home Care Advisory Board 2002-2005  
Member Policy Advocacy and Political Action Committee, CAHSAH 2000- current  
Member Medicare Certified Agency Committee CAHSAH 2000- current  
Provider member NAHC National Association of Home Care and Hospice  
Provider Member CAHSAH California Association of Health Care Services at Home

**REFERENCES:**

Letters of Reference File is available upon request