

# **Cheryl Muck, R.N., M.S.N.**

## **Senior Partner of Roberson, Muck & Associates**

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### **PRESENT RESPONSIBILITIES**

Ms. Muck is a Senior Partner of Roberson, Muck & Associates, a multi-faceted home care consulting firm specializing in home care and hospice. Ms. Muck assists clients in strategic planning for the provision of home care and hospice services/products, performs comprehensive operational and due diligence reviews of home care entities, conducts clinical data analysis and interpretation, reviews and assists agencies with increasing the effectiveness of PI programs, and conducts JCAHO readiness surveys.

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### **PRIOR EXPERIENCE**

#### **Joint Commission on Accreditation of Healthcare Organizations** Chicago, Illinois

Ms. Muck served as an intermittent Home Care Surveyor for the Joint Commission on Accreditation of Healthcare Organizations from 1991 through 2003.

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#### **Care Team Health Care Services** Dallas, Texas

As the first National Director of Clinical Services, responsibilities included standardizing policies and clinical services for twelve multi-service line home care companies and developing a PI program. Instrumental in launching the company into Medicare certified services. Activities included procedure development, hiring and training key staff, establishing staffing patterns, as well as initial certification surveys. She traveled extensively.

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#### **VHA - Home Healthcare** Irving, Texas

Vice President of INTERLOCK, VHA Home Healthcare's business alliance for VHA hospital affiliated home care companies. Responsibilities included responding to the "hotline" calls received from members, publishing the quarterly newsletter - INTERCOM, collecting, analyzing and reporting operational data from members for the INTERLOCK Data Network.

Vice President of VHA Home Healthcare - Quality Assurance; responsible for the quality of clinical operations system-wide. Corporate responsibilities included compliance officer, design and implementation of PI program, development of policy manuals and clinical/service delivery procedures, customer satisfaction monitoring, clinical staff education/training, monitoring and evaluating quality of service delivery at local agencies (28), preparing local agencies (28) for JCAHO accreditation, state licensure and/or Medicare certification surveys and monitoring of local agency regulatory compliance. She traveled extensively.

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**VHA Health Ventures**

Irving, Texas

Consultant; provided consultation to VHA hospitals in all areas of home care development and management. Consulting activities included such things as:

- feasibility studies and development services
- operational audits and program evaluations
- pre-certification and annual certification mock reviews
- utilization review/quality assurance programs

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**Affiliated Home Care Consultants**

Irving, Texas

Partner and Consultant: established consultation partnership for health care systems; provided a variety of consultation services in the area of home care and hospice. Consulting activities included:

- developing home care policies and procedures
- designing home care medical records
- developing quality assurance programs
- developing Hospice policies and procedures

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**Medical Personnel Pool**

Dallas, Texas

Staff Nurse; provided private duty nursing care to patients in their homes. She specialized in care of the terminally ill and hospice patients.

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**Metroplex Health Care Services**

Dallas, Texas

Staff Nurse; provided temporary staffing for home health agencies. Responsibilities included hospital discharge planning for home care services, direct patient care in homes and supervision of state waiver program staff.

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**Visiting Nurse Association of Dallas**

Dallas, Texas

Director, Service Delivery Assessment; directed the entire company's quality program - including utilization review, patient satisfaction, peer review and NLN home care accreditation. Coordinated community outreach activities including student placements, developing community resources and developing a collaborative home care system utilizing VNA and a leading area hospital.

Nursing Service Manager; responsible for total management of nursing service for 600+ patients. Expanded nursing unit and increased productivity significantly. Other activities included development of standards for nursing care, development of new medical record system, development of hospice program, and coordination of test agency responsibilities for a HEW research project. She was responsible for total District operation in the absence of the Health Care Administrator.

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**EDUCATION**

B.S. in Nursing - Fort Hays State University; Hays, KS; 1974

M.S. in Nursing - Texas Woman's University; Dallas, TX; 1976

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