

Alyssa A. Ford, DHSc, OTR

Accomplished occupational therapist, educator, scholar, and healthcare leader with extensive experience in clinical program development, execution, tracking, and analytics. Adept at curriculum development, instructional design and delivery, practical application of clinical programs, knowledge to action framework, and outcomes analysis. Expertise in the assessment and treatment of older adults within community-based settings, as well as healthcare regulations and compliance. Highly sought after for the development and implementation of evidence-based clinical programs at the national level. Possess a unique combination of strategic leadership experience, adult learning theory application, and knowledge in electronic health record software, which results in the ability to effectively educate and inspire others in order to build and grow clinical programs with positive outcomes.

EDUCATION

University of Indianapolis, Indianapolis, IN

Doctor of Health Science

Graduated: May 2017

Doctoral Dissertation: Content-Oriented Validation of the Functional Cognitive Assessment

University of Indianapolis, Indianapolis, IN

Master of Occupational Therapy

Graduated: December 2005

Marian College, Indianapolis, IN

Bachelor of Science in Biology

Graduated: May 2003

EMPLOYMENT

September 2023-Present

Indiana Wesleyan University School of Nursing & Health Sciences, Assistant Professor of Occupational Therapy

Marion, IN

August 2022-Present

IUPUI School of Health & Human Services, Adjunct Faculty

Indianapolis, IN

- SHHS T860: Leadership, Advocacy, Ethics & Management in Occupational Therapy (Entry Level OTD Program)
- SHHS T720: Leadership & Advocacy in Occupational Therapy (Post-Professional OTD Program)

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March 2022-March 2023

*Ageility, National Director of Clinical Operations
Indianapolis, IN*

Hired as a member of the Senior Leadership Team with national level oversight of high performing clinical, compliance, and QA/denials/appeals teams for 200+ SNF and outpatient therapy clinics.

Accomplishments:

- Updated clinical training and support strategy, resulting in enhanced utilization of all clinical programs.
 - 333-fold increase with fall prevention programming.
 - 110-fold increase with memory care programming.
 - 15-fold increase with executive function programming.
 - 17-fold increase with Parkinson's disease programming.
 - 4-fold increase with urinary incontinence programming.
- Developed a Business Intelligence (BI) dashboard to track, trend, and analyze clinical outcomes.
 - 19-51% improvements in functional outcomes.
- Developed and implemented a program to mentor new graduates and team members transitioning from other settings. Filled critical positions due to the availability of this new program.
 - Pilot program matriculated two employees of the month and a practitioner who provided national level education.
- Electronic medical record (EMR) transition:
 - Proactively developed, reviewed, approved, and disseminated EMR training and support resources.
 - Completed EMR customizations, and user acceptance testing (UAT) to support compliance, efficiency, healthcare quality, clinical program utilization, and outcome tracking.
- Streamlined policies and procedures, compliance protocols, and workflows.
 - Slashed front-line staff administrative burden by 29-60% without compromising quality or adherence to federal, state, and local regulations.
 - Enhanced employee satisfaction with completion of compliance tasks throughout the organization.
- Advocated for interprofessional practice at the top of licensure, including use of the Compact Act.
 - Operators and practitioners accessed Compact Act licensure with an immediate ROI and enhanced ability to serve clients.
- Forged new, interprofessional relationships between departments to enhance partnerships, collaborative opportunities, and foster compliance and clinical excellence.

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March 2020-September 2021

*Adaptive Rehab Clinic, Vice President of Clinical Services
Indianapolis, IN*

Developed a new vertical (outpatient therapy clinics) for a national, established organization that included 6 brands.

Accomplishments:

- Fostered and maintained respect, diversity, and inclusion throughout the organization and available resources.
- Interviewed and selected vendors to contract with the organization. Reviewed contracts with vendors and payers in order to ensure organizational compliance.
- Strategized and collaborated with executives and senior-level staff within a variety of departments including: operational, compliance, business development, marketing, HR, finance and payroll, and billing.
- Ensured up to date and consistent messaging and content quality across departments and all developed resources, including presentations, resources for clinical use, marketing materials, etc.
- Provided formal departmental updates on a monthly and quarterly basis to the C-Suite.
- Established operational and clinical workflows in an inter-departmental fashion.
- Recruited, hired, onboarded, and oriented qualified candidates within the operational, clinical, billing, and marketing departments.
- Awareness and understanding of applicable federal, state, and local regulations that impacted the organization. Kept departments abreast of proposed and final regulations that impacted the organization.
- Developed and implemented compliance programming in accordance with the Occupational Safety and Health Administration (OSHA) and Centers for Disease Control and Prevention (CDC), including a Respiratory Protection Program, Mini-Respiratory Protection Program, and COVID-19 Plan for the COVID-19 Healthcare Emergency Temporary Standard.
- Developed evidence-based clinical programming to meet the needs of stakeholders, including clients, customers and clinicians (outpatient telehealth, balance and fall prevention, pelvic health, and wellness programming).
- Served as a clinical and compliance resource for employees at every level of the organization. Functioned as the subject matter expert for all aspects of business development and marketing, including website development, video creation, brochures and other marketing material, as well as business development meetings.

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November 2008-March 2020

***Legacy Healthcare Services, Area Rehabilitation Clinical Specialist; State Agency Administrator Manager
Indianapolis, IN***

Promoted to Area Rehabilitation Clinical Specialist to ensure clinical excellence through the use of clinical programming and best-practice strategies within a multi-state territory (IN, IL, KS, MO, OH, KY, and TX) of 60+ IL, AL, memory care, and SNFs. Appointed to the concurrent role of State Agency Administrator Manager and was responsible for all aspects of state survey readiness within the assigned territory.

Accomplishments as an Area Rehabilitation Clinical Specialist:

- Provided education and support for the implementation, monitoring, and tracking of clinical programs. Developed and implemented fall rate outcome tracking throughout the organization.
 - 80+% of consistent practitioners were educated on clinical program implementation.
- Developed and implemented a performance review tool and process for operational and clinical excellence, which was used across the organization.
- Developed a digital badging program to demonstrate the organization's commitment to operational, clinical, and compliance excellence, and promote employee recognition.
- Clinical program development, training, support, and continuous quality improvement. Programming included: dementia management, fall prevention, UI, vestibular rehabilitation, Parkinson's disease, pulmonary therapy, low vision, ADL and IADL performance, and wellness.
- Continuing education course instruction (in-person and virtual):
 - Dementia Management: Highlighting Abilities Upon Memory Loss
 - Building Assessment and Intervention Skills for Clients with Dementia: An Unorthodox Approach
 - Progressive Exercise Prescription Program
 - Safety in Motion-A Focus on Balance
 - One Rep Max: Strength Training for the Geriatric Client
 - Continence Management
 - Continence Management Using Yoga-Style Pelvic Floor Muscle Exercises
 - Assessment and Treatment of Low Vision
 - Parkinson's Disease: Clinical Manifestations - An Advanced Training Opportunity
 - The Kinesio Tex ® Taping Method
 - Agency Administrator and Delegate Training
 - Conditions of Participation and Standards for Rehabilitation Agencies
 - Survey Binder Review
 - Virtual Mock Survey
- Continuing Education Administrator for the American Occupational Therapy Association Approved Provider Program.
- Administrator for multiple learning management systems (Relias and CEU360)

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Accomplishments as a State Agency Administrator Manager:

- Engaged in successful start-ups of new clinics within the organization, beginning with planning through implementation.
- Completed survey-readiness and documentation audits for quality assurance and to ensure compliance with Rehabilitation Agency Conditions of Participation.
- Designed a survey-readiness curriculum and trained employees on survey readiness.
- Ensured that all sites in the assigned territory were 100% compliant and prepared for state surveys at all times

November 2007-November 2008

Legacy Healthcare Services, Staff Occupational Therapist Indianapolis, IN

Responsibilities within the assisted living and memory care included:

- Screening
- Interprofessional coordination of therapy services
- Completed client-centered evaluations, assessment, treatments, and discharge plans
- Implementation of wellness services
- Supervised occupational therapy assistants

November 2005-November 2007

Peoplefirst Rehabilitation, Occupational Therapist Indianapolis and Greenfield, IN

Responsibilities within the skilled nursing facility included:

- Clinical Program Champion - Provided clinical support to colleagues in order to maintain clinical programming and provide exceptional clinical services.
- Screened residents for interdisciplinary therapy needs.
- Assessed remaining abilities and functional deficits of clients in order to develop an occupational therapy plan of care.
- Assessed clients at key intervals during the plan of care and updated the plan of care accordingly.
- Engaged in discharge planning with the client, responsible party, and interprofessional team.
- Provided meaningful, relevant, client-centered treatment sessions.
- Supervised Occupational Therapy Assistants.
- Daily scheduling of clients and clinicians.

LICENSES AND CERTIFICATIONS

- Current Occupational Therapy Licensure with the Indiana Professional Licensing Agency (IPLA) - License #: 31004309A
- National Board for Certification in Occupational Therapy (NBCOT) - Credential ID: 213429
- CarFit Technician and Event Coordinator, AAA, AARP, and AOTA, April 2016

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- Level I Dementia Management Certification, Legacy Healthcare Services, December 2018
- Level II Dementia Management Certification, Legacy Healthcare Services, December 2018
- Level I Continence Management Certification, Legacy Healthcare Services, July 2019
- Dementia Capable Care Instructor Certification, Dementia Care Specialists, a Crisis Prevention Institute specialized offering, (expired)

HONORS AND AWARDS

- Deficiency-Free Survey Award, Legacy Healthcare Services, September 2019
- Excellence in Technology Award, McKnight's Long-Term Care News, October 2018
- Young Scientist Theater, American Occupational Therapy Association, April 2018
- Professional Development Grant, Indiana Occupational Therapy Association, February 2016
- Indiana Early Investigator's Scholarship, Alzheimer's Association of Greater Indiana, April 2015
- Clinical Impact Award, Legacy Healthcare Services, 2015

PROFESSIONAL MEMBERSHIPS

- American Occupational Therapy Association
- Allen Cognitive Network (Current Board of Directors President)
- Indiana Occupational Therapy Association
- 2020 Credly Client Advisory Board Member

MANUSCRIPTS IN PREPARATION

- **Ford, A. A.**, Walker, B. A., Beitman, C., & Warchol, K. (2023). Content-Oriented Validation of the Functional Cognitive Assessment. *Submission pending.*

PUBLICATIONS

- **Ford, A.A.**, Walker, B.A., & Beitman, C. Content-oriented validation of the Functional Cognitive Assessment. (2018). *The American Journal of Occupational Therapy*, 72(4_Supplement_1), 72115000058p1. <https://doi.org/10.5014/ajot.2018.72S1-PO7002>
- **Ford, A.A.** (2017). *Content oriented validation of the Functional Cognitive Assessment*. Doctoral dissertation, University of Indianapolis, Indiana. Retrieved from <http://scholarworks.uindy.edu/healthsciences/5/>
- Ebell, C., **Ford, A.A.**, & Warchol, K. (2016). *Standardized administration and scoring manual for the Functional Cognitive Assessment*. Milwaukee, WI: Crisis Prevention Institute.

INVITED SPEAKING ENGAGEMENTS

- **Ford, A.A.** (Speaker). (2023, April 4). *Interprofessional Application of the Allen Cognitive Disabilities Model*, Virtual presentation for Governors State University, University Park, IL.

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- **Ford, A.A.** (Speaker/Moderator), Lavoie, N., Amin, B., Bunce, S., & Kosub, K. (2022, December 13). *Demystifying Alzheimer's Disease and Dementia with our Expert Panel*, Virtual panel presentation for AlerisLife, Newton, MA.
- **Ford, A.A.** (Speaker). (2021, December 1). *The Allen Cognitive Disabilities Model and Application Within Clinical Practice*, Governors State University, University Park, IL. (Canceled during COVID-19 PHE).
- Irwin, C.A. (Host), **Ford, A.A.** (Speaker), & Atkins, C. (Speaker). (2019, May 24). *You've Been McKnighted a Digital Badge!*, [Legacy Healthcare Services, Legacy Lounge Audio Podcast]. Retrieved from <https://podcasts.apple.com/us/podcast/youve-been-mcknighted-a-digital-badge/id1459140518?i=1000439233502>
- Manning, S. (Host) & **Ford, A.A.** (Speaker). (2018, December 12). *Credly's Podcast: Legacy Healthcare's Badging Start-Up*, [Credly's Audio Podcast]. Retrieved from <https://resources.credly.com/blog/podcast-legacy-healthcare-badging>

REFEREED PRESENTATIONS AT PROFESSIONAL MEETINGS

- **Ford, A.A.** (2021, February). Presidential Address. Navigating Leadership: Envisioning a Post-Pandemic Future to Support Recovery & Participation, Session Presentation at the *Allen Cognitive Network 12th Symposium*, virtual.
- **Ford, A.A.**, Walker, B.A., Beitman, C., & Warchol, K. (2018, April). Content-Oriented Validation of the Functional Cognitive Assessment. Poster Presentation at the *American Occupational Therapy Annual Conference and Expo*, Salt Lake City, UT.
- **Ford, A.A.** & Warchol, K. (2016, October). Development of the Functional Cognitive Assessment: An Assessment Tool for Clients with Alzheimer's/Dementia. Session Co-Presenter at the *Allen Cognitive Network 11th Symposium*, Metairie, LA.
- **Ford, A.A.** & King, S.K. (2016, May). How Can Occupational Therapy Serve You?. Session Co-Presenter at *The Alzheimer's Association Education Conference*, Indianapolis, IN.
- **Ford, A.A.** & King, S.K. (2015). Walk the Talk: Effective Communication Strategies for Older Adults with Dementia. Session Co-Presenter at the *Indiana Occupational Therapy Association Fall Conference*, Indianapolis, IN.
- Warchol, K., **Ford, A.A.**, & Osbourne, T. (2012). Promoting Best Ability to Function in an Assisted Living Memory Care Community, Session Co-Presenter at the *Allen Cognitive Network 9th Symposium*, Redondo Beach, CA.
- **Ford, A.A.** & King, S. (2011). Practical Application of the Allen Cognitive Disabilities Model and the Large Allen Cognitive Level Screen-5, Session Co-Presenter at the *Indiana Occupational Therapy Association Fall Conference*, Indianapolis, IN.

PROFESSIONAL CONFERENCES

- American Occupational Therapy Association Annual Conference and Expo 2004, 2016, 2018, 2021
- American Occupational Therapy Foundation State of Science Symposium 2018
- Allen Cognitive Network Symposium 2012, 2016, 2021
- Indiana Occupational Therapy Association Fall Conference 2011, 2015
- Alzheimer's Association, Greater Indiana Chapter Education Conference 2016

SKILLS/INTERESTS

- Assessment and treatment of individuals with Alzheimer’s disease and other common conditions that cause dementia.
- Expert-level knowledge of the Allen cognitive disabilities model
- Tests and measures
- Translational science, including the knowledge to action framework.
- Learning management systems, including Canvas, CEU360, and Relias.
- Leadership and management.
- Expertise in large data sets, including Casamba and Net Health Electronic Medical Record software and use of Net Health’s Business Intelligence (BI) tool for analytics and data visualization.
- Proposed and final regulations that impact community-based practice, outpatient therapy, and skilled nursing facilities.
- Microsoft Office 365.
- Detail-oriented with an ability to prioritize complicated tasks, while maintaining an efficient pace.
- Effective verbal communication skills, including the ability to describe complicated topics in an understandable and relatable manner.