



Diane Morrow, LNHA

RCFE, CCF, ARF Expert Witness and Consultant

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Curriculum Vitae

Introduction

With over 30 years in the long-term care field, I understand the industry standards far better than most other industry experts. I worked on the laws and help create the standards. I have made a lot of great connections and can tap a lot of different resources should the need arise. I do work for both Plaintiffs and the Defendants – Corporate Chains and Small Facilities. I have a great track record, most of my cases settle.

Areas of Expertise — Standards of Care-Facility Types

I am one of the best Residential Care Facility for the Elderly Specialists you will find. **My areas of expertise include:** adult abuse or neglect, fall precautions, protective supervision, dementia care, secured perimeters, personal care services, quality assurance, risk management, duty of care, regulatory compliance, dietary services, medication management, business operations, RCF hospice services, staff management and training, activities, resident's rights, household maintenance, admissions, record keeping, and emergency services.

I am a Licensed Nursing Home Administrator, "LNHA" which is a medical professional, and above the rank of an RCFE Administrator.

Many Types of Facilities/Homes: Case experience in corporate chains, and small care homes of all types. Assisted Living, Congregate Care, Residential Care Facilities for the Elderly "RCFE", Adult Residential Facilities for the Developmentally Disabled "ARF-DD", and Adult Residential Facilities for the Mentally Ill "ARF-MI".

Experience

I. Chief Executive Officer, ProvidersWeb, Inc

2000 – Present: ProvidersWeb.com Inc. Angels Camp, CA – (central California area)

I provide technical support information to thousands of care providers. ProvidersWeb is an international assisted-living residential care organization, which has over 15,000 members. ProvidersWeb publishes 26 e-books, a 20-volume operations manual set, plus over 3500 downloadable "how to" technical-support and standard-of-care procedure documents. I have written or created most of these documents over the past 10 years. Each month our newsletters are sent to thousands of caregivers, managers, administrators and various types of care businesses.

II. Chief Executive Officer, Owner/Operator Experience

October 1986 – Present Grace Estates Retirement Centers, Inc. Angels Camp, CA

As Administrator and CEO, I designed and built a 30-bed residential care facility for the elderly and expanded to a 49-bed facility within a year. The RCFE facility did have an approved Dementia Waiver and secured perimeter. We were also vendorized to care for Developmentally Disabled, the Mentally Ill and we had our Hospice Waiver. For 10 years we handled all of the County's adult abuse emergency placements. I've personally worked every job in the facility. The care facility was closed by Cal-Trans for a highway bypass in December, 2004.

III. Consultant/Expert Witness

1992 to Present Self-Employed

Expert Witness Work — Self-employed as an expert witness specializing in residential care. Review and provide reports on legal cases; depositions, other work as assigned and court testimony.

Consultant Work — Trouble-shoot problem areas for both small business owners and large corporations. Help set up new businesses. Conducted facility surveys, audits, and made recommendations for improvements. Design policies and procedures for residential care and assisted living facilities.

IV. Publisher/Writer/Editor

1996 to 2000 – Residential Care Publications (RCP)

V. Chief Executive Officer / Instructor/ Public Policy Advocate

1990 to 1995 - American College of Community Care Education “ACCCE”

As an advocate, I was involved when many of the California RCFE laws were created. My first book RCF Administration 1992-1995 help set the standard for care homes in California and abroad.

As Lead Instructor I taught thousands of care providers and supervised over 10 professional teachers, including Shelia Burley, RN, the person who wrote most of the original RCFE regulations for the State of California. I created various regulation subscription manuals that ACCCE published that pertained to residential assisted-living/community-care facilities. I led ACCCE's Network of Associations, which coordinated advocacy efforts for industry improvements statewide.

Created curriculum and instructed the following courses:

Certified Residential Care Administrator for the Elderly (CRCA-E) State Approved
I taught the first California RCFE Administrator Certification Class in 1990.

Before they were required by the State of California I also taught:

Certified Residential Care Administrator—Developmentally Disabled (CRCA-DD)

Certified Residential Care Administrator—Mentally Ill/Disabled (CRCA-MD)

Continuing-education classes instructed:

Residential Care Administrator Policies & Procedures, Business Management, Elder Abuse, Adult Abuse, Staff Management, General Laws & Regulations, Psychosocial Needs of the Elderly, RCF Medication Management, Admission-Retention Assessment, and Community and Support Services.

VI. RCFE Owner/Operator, 6-Bed Facility

1984 – 1987 RCFE Owner/Operator of a 6-bed RCFE facility in San Andreas, CA.

As the owner/operator I did almost all the care and services myself. I had a part-time employee 20 hours a week and family to help me. The services provided included care and supervision, medication assistance, plus basic services such as meals, housekeeping and activities. This business evolved into the 30-bed facility.

VII. Skilled Nursing Facility (SNF) Experience

Employed from 1977 to 1986 in various Skilled Nursing Facilities.

Administrator in Training “AIT” Positions held:

AIT — Acting Administrator, St. Michael’s Convalescent Hospital Hayward, CA

AIT — Asst. Administrator, Hayward Convalescent Hospital

AIT — Asst. Administrator, Majestic Pines Convalescent Hospital

Other positions held:

Admission Coordinator – St. Michael’s Convalescent Hospital, Hayward CA

Medical Records Coordinator – Majestic Pines Convalescent Hospital, Hayward, CA

Social Service Director – Essex’s Convalescent Hospital, Oakland, CA and Mark Twain Convalescent Hospital, San Andreas, CA

Activity Director – Park Merritt and Alpha Convalescent Hospital Oakland CA

Program Manager - HRC Sunshine Program San Andreas - trained Home Health Aides

VIII. Family Caregiver Experience

Over the years I have taken care of several family members due to their illness or age.

Great-Grandma – broken hip

Great Uncle Jack– Cancer

Grandpa Denny – Severe Alzheimer’s and Heart Conditions

Brother-in-law – Bob - Cancer

Grandma Denny - Cancer

Grandpa White –96 year old with seizure disorder

Attorney references available upon request

Visit www.DianeDMorrow.com for more information

KEYWORDS:

RCFE Elder Abuse Expert

Residential Care Facilities for the Elderly Expert Witness

Residential Care Facility Expert Witness

Community Care Expert Witness

Community Care Facility Expert Witness

Adult Residential Facilities for the Developmentally Disabled Expert Witness

Adult Residential Facilities for the Mentally Ill Expert Witness

Elder Abuse Expert Witness

Elder Neglect Expert Witness

Adult Abuse Expert Witness

Adult Neglect Expert Witness

Elder Fall Precautions Expert Witness

Adult Fall Precautions Expert Witness

Dementia Care Expert Witness

Elderly Residential Care Facility Expert Witness

Adult Residential Care Facility Expert Witness

Disabled Adult Residential Care Facility Expert Witness

Licensed Nursing Home Administrator Expert Witness

Regulatory Compliance Expert Witness

RCFE Expert Witness

CCF Expert Witness

ARF Expert Witness

ALF Expert Witness

Licensed Nursing Home Administrator Expert Witness
