

I consult for the following organizations:

Emerald North Nursing & Rehabilitation Center  
Emerald South Nursing & Rehabilitation Center  
DePaul Senior Living  
Safire Rehabilitation of Northtowns  
Regal Heights  
Safire Rehabilitation of Southtowns  
Sapphire of Fishkill  
Sapphire Center for Rehabilitation & Nursing of Central Queens  
South Shore Rehabilitation  
Wesley Gardens Nursing Home  
Sapphire Nursing at Wappingers Falls

@RalphPeterson08

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FEATURING  
*Ralph Peterson*

@RalphPeterson08

Building a Five Star Leadership Team

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CMS STAR RATING

★★★★★

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Excellent Care

Above Average Care

Average Care

Below Average Care

Poor Care

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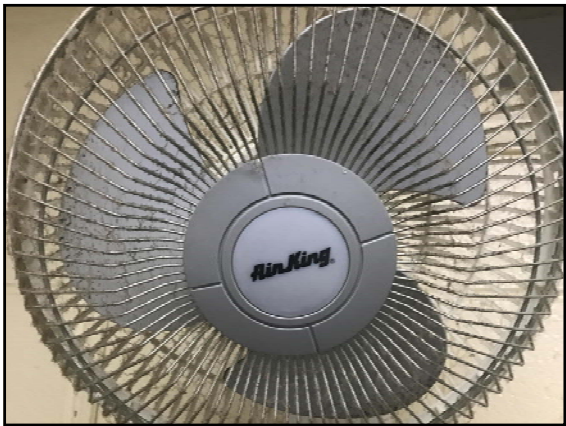
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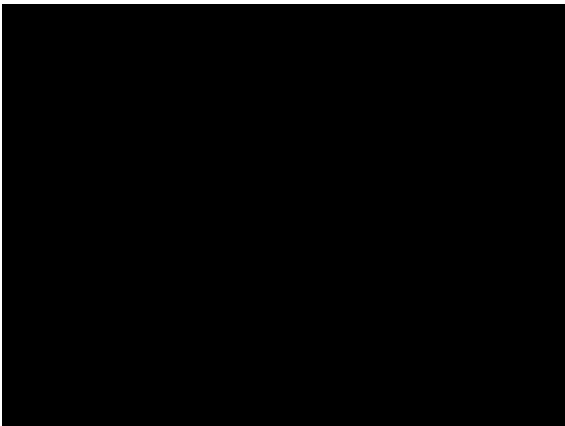
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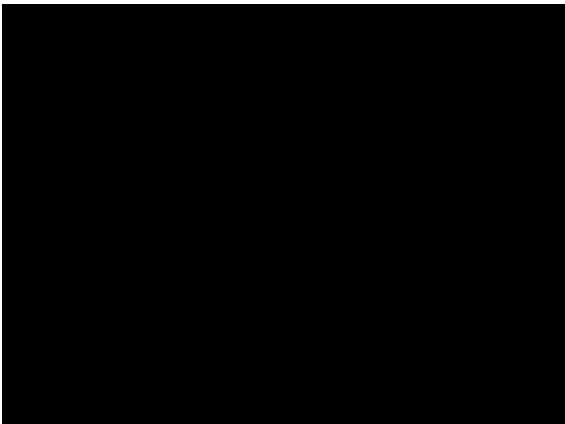
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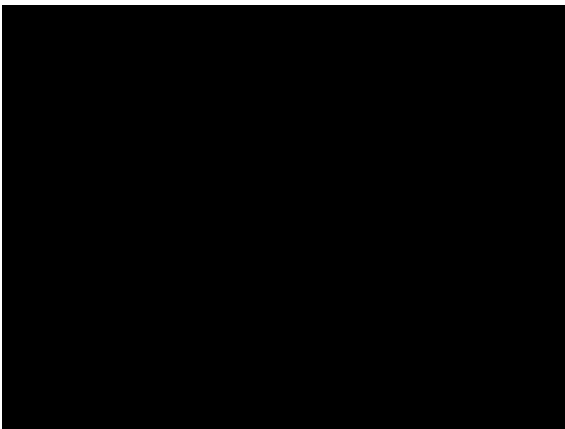
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Trash

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Time

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Dress code

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report

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finish

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\*Trash

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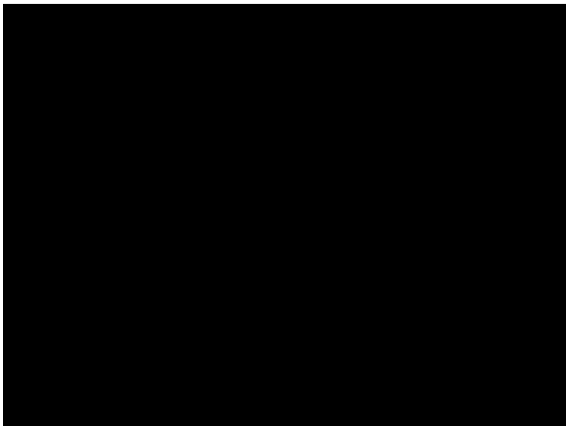
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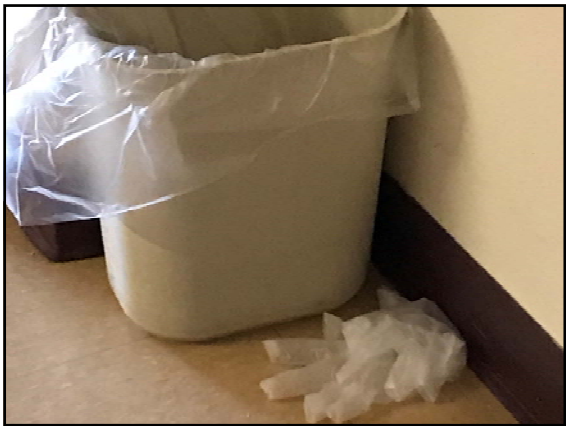
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3 Levels of Leadership

Responsible

Authorized

Ability

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Ability

Authorized

Responsible

3 Levels of Leadership

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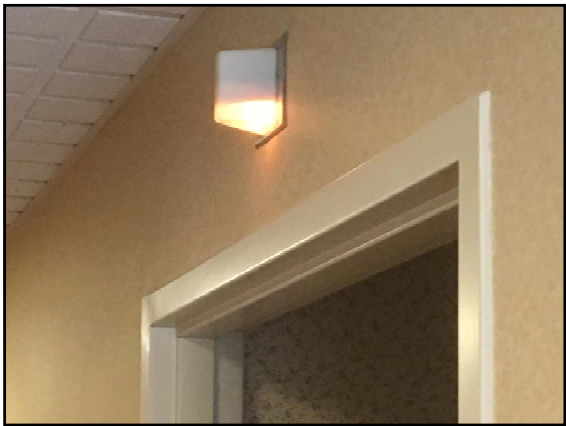
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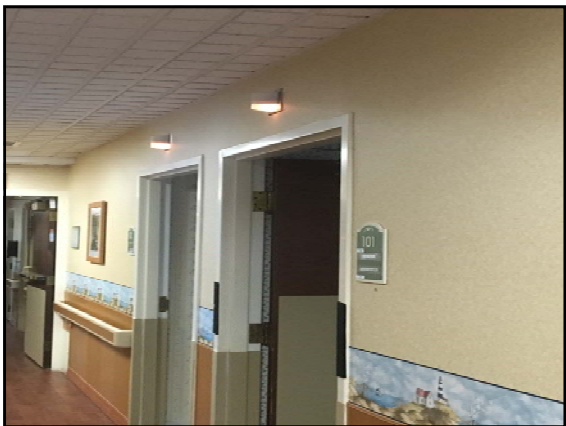
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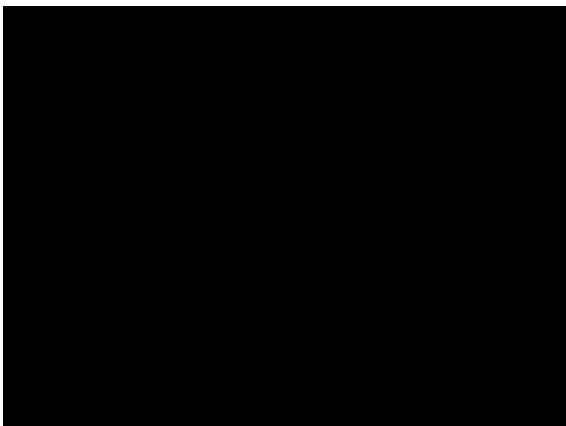
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Super-Worker to Super-Visor

"Congratulations! Now Get Over Yourself"

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Expert

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Care

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Teach

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Act

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Yes

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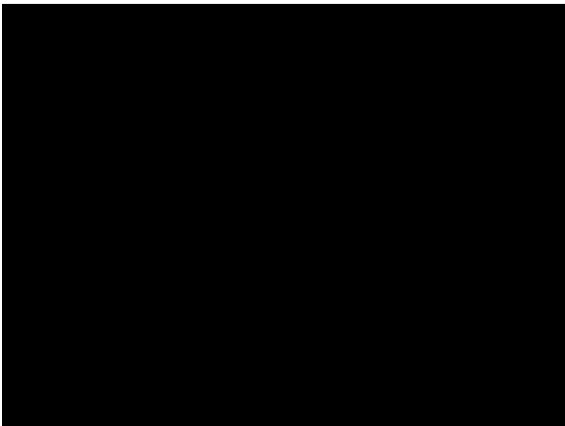
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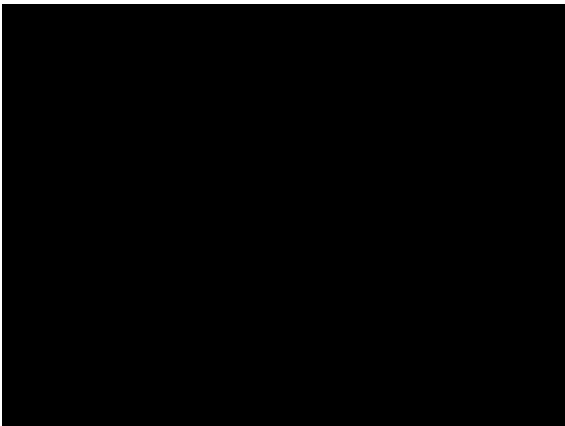
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How to build a  
5-Star Leadership Team

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Standards

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Expecations

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Rules

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Exercise

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Time

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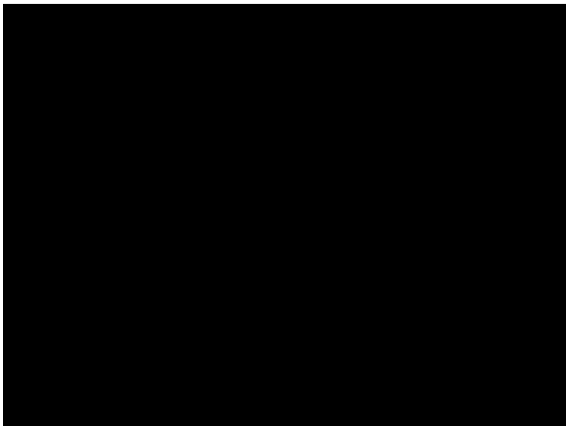
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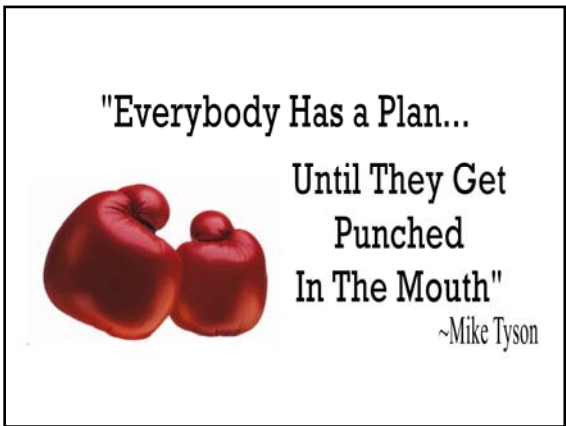
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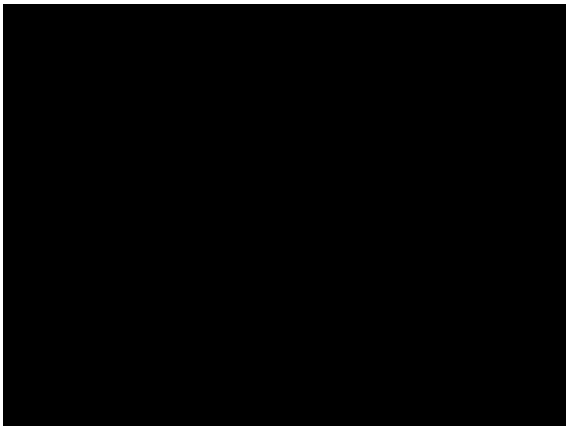
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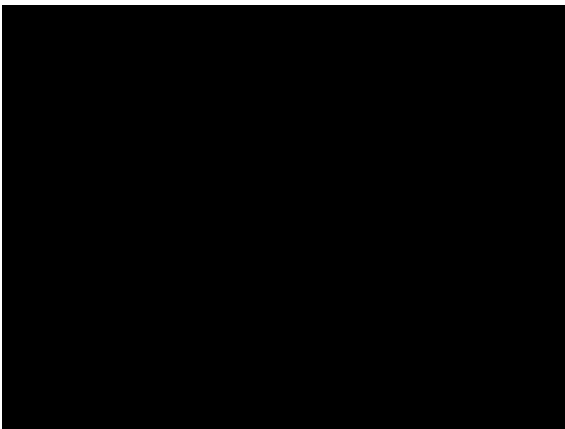
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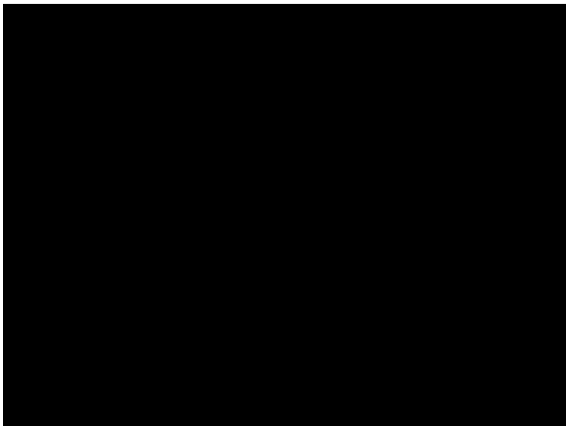
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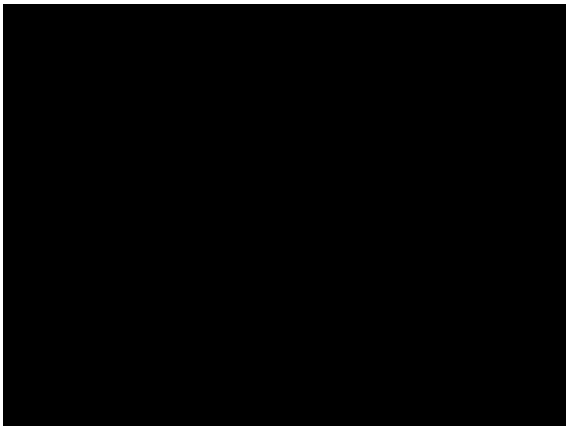
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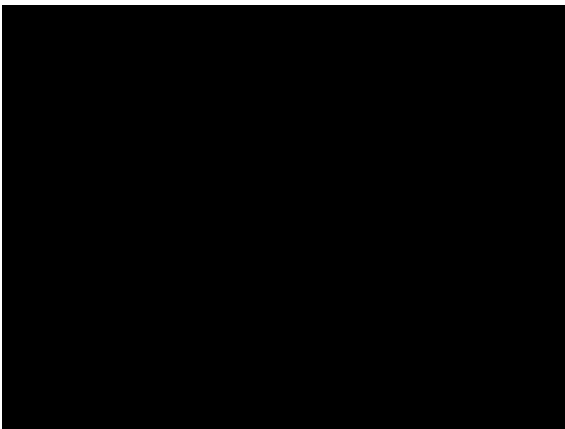
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