

## *Diane D. Morrow, LNHA*

Diane has 30-years experience in the Residential Care, Assisted Living, and Long Term Care industries.

Since 1990, she has been a recognized court expert, author, educator and advocate for the Care Service Industry.

PLUS, Diane has successfully operated her own care facility for 20 years!

The impetus for her accomplishments stemmed from a horrendous childhood accident. At the age of 14, she fell four stories down an elevator shaft and was hospitalized in traction. After being confined to a wheelchair, she spent the next year on crutches. She learned how it felt to be dependent on other people and was shocked at the prevalence of unprofessional conduct among caregivers at that time. She became determined to promote significant improvements in care giving services.

**By the age of 21, she was a Licensed Nursing Home Administrator. She held numerous administrative positions in various Skilled Nursing Facilities, including Acting Administrator, Assistant Administrator, Admission Coordinator, Medical Records Coordinator, Social Service Director, and Activity Director.**

She opened her first care facility at the age of 24. It was so successful; she then designed and built a 30-bed facility, and shortly thereafter, increased the size to 49 beds. For 20 years her facility has been used as a test site to develop "care" quality assurance standards.

In 1989, she wrote a "How To" Residential Care Administrator Manual. It fell in step with a 1990 program initiated by the State of California, which stated that all current licensees, and all people who wanted to get into the business must attend a 40-hour certification class.

Diane became the CEO of American College of Community Care Education (ACCCE) in 1990.

She taught the very first Certified Residential Care Administrator class in California. She trained over 3000 providers, supervised professional teachers, and created a variety of continuing education classes. She also created the first regulation-policy manual, which was published by ACCCE. During her 7 years with ACCCE, Diane lobbied, consulted, wrote, taught, lectured, and was recognized as an expert for the industry. She headed ACCCE's Network News, a care industry publication with a circulation of over 12,000.



**Books by Diane**  
Emergency Services  
Activity Manual  
Dietary Manual  
Rights, Culture & Beliefs  
Staff Management  
Medication Manual  
Dementia Care  
Care Services  
Business Essentials  
Admissions  
The Works  
RCF Administration

Diane has served on many committees, boards and workgroups for the California Department of Health and Human Services Division of Community Care Licensing. She served as an Executive Board Member for the National Institute for Health's Residential Care Project for RCFE's in the mid 1990's; and she served on Governor Wilson's Secured Perimeter Committee for Alzheimer and Dementia.

Diane's current efforts are focused on ProvidersWeb.com, an Internet based Publishing Company and National Association providing management products, administrative tools, and expert technical support for residents, staff, owners, and operators of various types of care facilities.

Diane continues to educate providers in quality assurance - risk management practices and to champion ethical care standards for owners, residents and staff through ProvidersWeb.com.

Diane holds is a Licensed Nursing Home Administrator (LNHA), a Certified Medical Assistant (CMA), Certified Activity Director (CAD) and holds a Bachelor's Degree Equivalent. Diane also has a good proven track record as a past CCL and BRN Educational Vendor.

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