

Karen A. Wolfrom, MSA, RN-BC, CMC, CDCP®
20 Tall Pines Rd. Hendersonville, NC 28739
Cell: 484-459-3118 Office: 828-595-9271
karen@holisticelderservices.com www.holisticelderservices.com

Founder and President

Holistic Elder Services@LLC

January 2002 - Present
West Chester, PA & Hendersonville, NC

- Assess client, advocate to meet needs, implement support
- Develop and implement care plans
- Assist with client placement in appropriate care level and assure access to services

Director of Marketing/Health Insurance Agent/Long Term Care Consultant March 1982 – Oct. 2019

Wolfrom Financial Services

West Chester, PA & Hendersonville, NC

- Research LTC information
- Assist with applications
- Consult with prospects and clients

Director Surrey @ The Hickman

August 2011- March 2014
West Chester, PA

- Develop and grow home care business
- Attract donors for non-profit development
- Implement policies and procedures
- Hire, train, manage staff; recruit Board of Directors
- Recruit & supervise volunteers

Hospice Nurse Case Manager

Neighborhood Health Agencies

February 2007 – May 2011
West Chester, PA

- Assess client needs, implementing plan of care, evaluating outcomes
- Provide education, counsel, and emotional support for clients and family members
- Manage pain and give physical care to dying clients

Planetree Coordinator

Lankenau Hospital

October 2005 - January 2007
Wynnewood, PA

- Educate and motivate staff to produce cultural and environmental changes
- Implement programs with staff teams to improve patient care and staff satisfaction, and decrease liability through patient and family education
- Analyze and present results of Planetree initiatives to Senior Executives
- Position eliminated due to Reduction in Force (RIF) in January 2007, received severance & Consultant offer from Planetree organization

Director of Home Care

Surrey Services for Seniors

May 2002 - October 2005
Berwyn, PA

- Recruit, hire, and supervise RNs and caregivers
- Assess clients' needs via phone and in-person; care management
- Plan for department growth and financial accountability
- Networking and marketing activities to generate new clientele and revenue

Director of Community Relations

Sunrise Assisted Living

July 1997 - November 2001

Haverford and Exton, PA

- Present information, and counsel prospective residents and advocates to achieve sales
- Gather and organize information for administrative files
- Plan events and networking to increase census

Assistant Director of Health Services/RN Assessment Coordinator

Friends Hall

January 1989 - October 1996

West Chester, PA

- Advocate for residents and staff
- Develop and implement policies and procedures
- Serve on corporate committees
- Screen admissions for case management
- Review Medicare eligibility
- Perform Continuous Quality Improvement activities

Hospital Staff RN - Brandywine, Paoli Memorial, Lankenau, Chester County, St. Francis (NY) 1971-1981

Maternity, Medical/Surgical, and Emergency Departments

- Provide direct patient care in 60-450 bed acute care hospitals
- Maintain patient records
- Instruct patients and families about medical care

Part-time Employment**Marketing Consultant**

Intersections Institute – Lutheran Philadelphia & Gettysburg Seminaries

February 2011- November 2011

- Report on marketability of new Masters degree & certificate program for nurses
- Develop marketing strategy and communication tools
- Assist in authoring article for professional journal

RN, Per Diem

Bayada Nurses

January 2002 - October 2005 & 2012

Haverford, PA

- Provide professional nursing services to individuals at home or in health care facilities

Nursing Supervisor

Broomall Presbyterian Village

December 2001 - January 2003

Broomall, PA

- Staff, manage, and support nursing personnel
- Problem-solve to create safe, therapeutic environment for residents
- Clinical interventions including wound care and assessing residents

Interim Faculty Member

Delaware County Community College

October 1996 - May 1997 and January 2002 - May 2002

Downingtown, PA

- Clinical long term care teaching assignment for Associate degree RN candidates at a Chester County skilled nursing facility
- Supervise students providing care in clinical setting
- Counsel and instruct on topics per curriculum
- Present information, demonstrate clinical skills, evaluate performance, and prepare students to take Nursing Assistant state certification exam

Healthcare Resource Nurse at Call Center

Brandywine Hospital

February - June 1997

Coatesville, PA

- Provide health information, schedule educational classes, and perform triage via phone using computer protocols

Education

- Certified Dementia Care Partner (CDCP®) from Inspired Memory Care NY, NY January 2024
- Yoga Teacher Training Certificate 230 hours Asheville Yoga Center June 2020
- Lutheran Theological Seminary Gettysburg, PA - Certificate Leadership of Faith-based Organizations
2 courses completed Summer 2011 & Spring 2012 – program discontinued
- National Academy of Certified Care Managers, CMC – since June 2008
- The American College, Registered Health Underwriter, RHU August 2004
- Personal Care Home Administrator Certification July 1999
- West Chester University, **M.S.A. Health Services Administration**
- ANCC Certified Gerontological Nurse - since October 1995
- West Chester University, **B.S. Business Administration**
- Lankenau Hospital School of Nursing, **Professional Nursing RN**

Memberships and Affiliations

- Aging Life Care Association™ (formerly National Association of Professional Geriatric Care Managers)
Advanced Professional status - since 2002
- Aging Projects, Inc. Board member – since July 2021
- Parents of Estranged Adult Kids (PEAK) Board member & Secretary - April 2023; support group facilitator –February 2020
- Member - Henderson County Chamber of Commerce; Business Growth Award recipient 2022, 2019, 2018 & Honorable Mention Award 2020
- WNC Falls Prevention Coalition – Volunteer, Community Education Committee
- Former WNC Dementia Friendly – Volunteer facilitator
- Former Four Seasons Compassion for Life -Volunteer

Awards

- Chamber of Commerce Blue Ridge Business Growth – 2018, 2019, 2021 (honorable mention), 2023
- Aging Projects Inc. President Award 2023
- ALCA SE Chapter Appreciation 2023