

In Your Corner, Advisory Board Members



Rick Cronen Biography

Richard Cronen has over 30 years experience as a business owner, senior executive, CEO, and consultant. He has provided consulting, coaching and training services to private sector, government, military, and not-for-profit organizations throughout the United States, Canada, Mexico, and Italy since 1989.

He is a ‘cultural strategist’ helping organizations build employee engagement by eliminating the whitespace that prevents people from connecting with their work, their organization and each other in a meaningful way.

Rick is on the faculty of the University of Phoenix, Graduate Business School and the American Management Association where he co-authored the AMA’s Course for Presidents and CEOs and the strategy workshop, “Succession Planning”.. He holds a B.A. in Sociology and a Juris Doctorate degree.

Jerilyn (Muffy) Ratto, R.N., BSN, MPH Biography

I am a registered nurse in the State of California and have over 40 years of experience in health care including acute care, skilled nursing and residential care facilities in varied clinical, administrative, teaching and consulting positions. Highlights of my positions include staff nurse, supervisor, project director, nurse manager, director of nursing services in acute hospitals and skilled nursing facilities, acute hospital administrator, skilled nursing facilities administrator and consulting services for a variety of entities.

I am currently an owner and the CFO for Professional Health Consulting Services, Inc. which provides consulting services to multiple levels of health care facilities, residential care facilities and senior living campuses. Services include assistance with regulatory compliance, quality improvement, director of nursing orientation/mentoring, teaching, special projects and legal nurse consultant / expert witness.

I provide legal nurse consulting and expert witness services for multiple attorneys and re-auditing services for the California Coronary Artery Bypass Graft Outcome Reporting Program (CCORP) through the Office of Statewide Health Planning and Development (OSHPD).

Marge Patzer and I have written and published the following Policy and Procedure Manuals for long term care facilities: Resident Care, Quality Management and Infection Control. I have worked with multiple facilities to operationalize these policies and Procedures and systems to improve quality of care and quality of life as well as to meet the intent of standards and regulations.

I received a BSN from California State University, Sacramento and a Masters degree in Public Health from the University of Minnesota. I am certified as an Administrator for Residential Care Facility for the Elderly (RCFE) and a past Licensed Nursing Home Administrator.

I am a member of the American Association of Legal Nurse Consultants and the Greater Sacramento Area Legal Nurse Consultants. I am a past member of the California Association of Health Facilities.

Paula Chenoweth

Marriage and Family Counselor, I/O Professional
Biography



Paula Chenoweth is an Industrial and Organizational (I/O) Professional who has streamlined human resource processes and created corporate policies. She began her career at AT&T Long Lines in San Francisco, CA. She worked her way into the field of human resources, which took her to Pleasanton, CA; Seattle, WA; and Denver, CO. Because of AT&T's divestiture in 1984, Paula broke off with Lucent Technologies working as a Sr. Staff Manager providing HR, Safety, and Training support to a 13-state western region. After leaving Lucent in 2004, Paula began teaching undergraduate psychology and human services with University of Phoenix in the classroom and online and graduate courses in human resource with Keller Graduate School online. Paula then worked as an HR Analyst for Butte County in Oroville, CA for four years. Paula was a Curriculum Development Manager with DeVry University, where she worked for two years. Paula currently works for University of Phoenix in the classroom, The Chicago School of Professional Psychology online, and contracts with other universities for course development. Paula is currently in partnership with a clinical psychologist building and delivering online workshops in psychology and I/O psychology.

Paula's educational background includes an MA in Industrial and Organizational (I/O) Psychology from Northcentral University (2009), an MA in Marriage and Family Counseling from City University (2000), a BA in Management from University of Phoenix (1995), and is currently completing a PhD in I/O Psychology. Paula also completed a certificate program in Human Resource with University of California, Sacramento (2008).

As the daughter of a Naval Officer, Paula has lived in over 15 cities, adding to that count with 7 more moves while working with AT&T/Lucent Technologies. Paula and her family have finally settled down in Oroville, CA, which is about 70 miles north of Sacramento. Paula enjoys riding her Honda Shadow motorcycle a few paces behind her husband's Harley. She spends her down time painting watercolors.

