



Lisa A. Tupper, R.N.
Director of Resident Services
PBH Residential Care Homes

Lisa Tupper is the director of resident services for PBH Residential Care Homes. With more than 29 years of health care experience, from running her own health care agencies to assisting in the development, startup and turnaround of new and existing agencies and facilities, Lisa serves as a key contributor to the PBH Residential Care Homes team.

At PBH Residential Care Homes, Lisa is responsible for all administrative and facility operations, including human resources management, staffing, policy and procedures development, disease management, resident care supervision, vendor coordination, and grounds and maintenance supervision.

Prior to joining PBH Residential Care Homes, Lisa served as director of resident care services at the Isle at Watermere in Southlake, Texas. There, she was responsible for the development and implementation of this startup community's nursing operations, as well as the overall supervision, provision and quality control of nursing and supportive services in assisted living and memory care. She also managed procurement of supplies and equipment.

Early in her career, Lisa gained invaluable experience when she founded her own home health care agencies – Carson Family Health Center and Acute Care Professionals, both in Carson City, Nevada. Carson Family Health Center provided urgent medical care, including physician services, X-rays and laboratory services. The agency staffed five physicians, three nurse practitioners and five additional personnel, and generated \$1 million in annual revenue. Acute Care Professionals provided Medicare/Medicaid certified home health care services, facility relief staffing and industrial medical services. The agency had two locations, staffing together more than 125 employees, and generated \$1.5 million in annual revenue.

Throughout her career, Lisa has also held management, director and nursing positions within several health care facilities and hospitals, including Long Beach Community and St. Frances Hospital, both in Southern California; St. Mary's Hospital in Reno, Nev.; In Home Health Care, Coram Healthcare, and Parkland Health and Hospital System in Dallas, Texas; XL Health in Dallas and Fort Worth, Texas; Girling Health Care in Dallas, Texas and Las Colinas Medical Center in Irving, Texas.

Lisa is proud to be a member of the PBH Residential Care Homes startup team, and she considers it her job to ensure every resident feels "right at home." To achieve this, she will supervise everything from staffing and vendor relations to scheduled activities and community visits – all with the focus of ensuring maximum dignity, comfort, safety and mobility for all.

A Registered Nurse licensed in the State of Texas, Lisa obtained her Bachelor of Science in Health Care Administration from Baker College. Lisa served on the editorial board for Aspen Publishers that produced the Emergency Department Compliance Manual in 2003.

Lisa is a proud mother of three. She loves spending her spare time outdoors and traveling.

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