

## **Tricia Smith, CEO & President of Wilshire Health & Community Services**

**Education:** Tricia is a life-long resident of the Central Coast and graduate of California Polytechnic State University, San Luis Obispo and attended the University of Laverne, Health Administration graduate program. Tricia also received her certification as an Advanced Certified Home Health & Hospice Executive in November 2010 from the National Board of Home Health & Hospice and was also licensed as a Residential Care Facility for the Elderly Administrator by the California Department of Social Services in 2007.

**Professional experience:** Tricia has been a leader in the healthcare industry both on the Central Coast and in Los Angeles for over 25+ years.

**Role and Years with Wilshire:** Tricia started with Wilshire 20 year ago, has been part of Executive Management at Wilshire for over 18 years and the President/CEO for the last 12 years. Tricia provides overall leadership to all Wilshire agencies, programs and subsidiary corporations. She is responsible for setting the organization's strategy and vision, developing and maintaining the company culture and building optimal teams to accomplish desired outcomes set by the Board of Directors. Tricia is responsible for all mergers and acquisitions, establishing and operating agencies & programs that are sustainable, compliant and deliver on the organization's mission of helping people live a better life.

**Your philosophy working with Wilshire:** Tricia has a passion for innovative technology, programs and new opportunities that improve care delivery; specifically, those that allow individuals to remain at home. This passion for innovation is shared by Wilshire, which Tricia and her team has successfully incorporated into the organization's culture. This can be seen in the organization's openness to pilot or test new products or programs; the organization's philosophy and spirit of collaboration to work with others to fulfill an unmet need in the community; and the willingness to take some risk for the benefit of the organization's patients and community.

**Your commitment to healthcare and/or this community:** Any additional leadership roles within our community/state/nation: Tricia has served on committees for the National Association for Home Care and Hospice, most recently as a member of the Finance Committee and was selected to serve as a provider member through all phases of their Strategic Planning Process, NAHC 2.0. She has been a member of the Board of Directors for the California Association for Health Services at Home for the last years, of which she has served as Board Chair and is currently serving on the Executive Committee as Immediate Past for the last two years. As 2019 ends her term last term as a Board Member, Tricia will continue her commitment to the industry and her passion for innovation serving as the Association's Education and Conference Committee Chair and their subsidiary board responsible for home health and hospice certification programs, the National Board for Home Health and Hospice. She also is a member of the association's finance committee and Medicare committee. Locally, Tricia has been a member of the San Luis Obispo Chamber of Commerce Business Council, an active member of the Arroyo Grande High School FFA Boosters, and a member of the Santa Maria Fairpark Foundation Heritage Club. Locally, Tricia was a member of the San Luis Obispo Chamber of Commerce, Leadership SLO Class XII in 2002-2003.