Florida Health Care Association

Conference Title Sponsor

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2014

FLORIDA HEALTH CARE ASSOCIATION

Denim & Diamonds

ANNUAL CONFERENCE & TRADE SHOW

July 7-11, 2014

Orlando World Center Marriott

PROGRAM

Celebrating 60 Years in Long Term Care

Welcome

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Melany Looper, *District XVI President*

Welcome to the FHCA 2014 Annual Conference & Trade Show! This year marks a special anniversary for Florida Health Care Association as we celebrate 60 years in long term care. Conference is a time to reflect back on the many accomplishments of the year, thanks to the enormous amount of work completed by board members, volunteers, staff and the many family members who have supported these individuals. Let's use this Conference to celebrate the past 60 years and at the same time, look for ways to improve our profession over the next 60 years and beyond.

We have a great lineup of keynote presenters, ranging from a mentalist who will blow your mind to our Circle of Excellence Award Luncheon speaker Erik Wahl, who will present the Art of Vision in an unconventional way. We are also honored to have with us AHCAINCAL's President & CEO, Governor Parkinson, who will discuss federal and quality initiatives and share the national perspective for long term care.

I'd like to thank Alex Terentev, FHCA Annual Conference Committee Chair, for leading the charge in planning this year's Conference. I'd also like to recognize this year's FHCA officers and directors and the many volunteers who have given up countless hours of their time. Your commitment is what continues to make FHCA a success, allowing us to better the long term care community.

Sincerely,

Scott J. Allen

Scott J. Allen, FHCA President

P.S. Don't forget to don your finest cowboy and cowgirl boots and meet me at this year's Starlight and Spurs Fun Night on Thursday night!

60th Anniversary
An Incredible Beginning
A Brilliant Future
1954-2014

GENERAL CONFERENCE INFORMATION

CONTINUING EDUCATION:

TUESDAY – 22 CE Sessions, including 1 Membership Meeting and Keynote, with 6.5 potential contact hours

WEDNESDAY – 10 CE Sessions, including 1 Plenary and 1 Membership Meeting and Keynote, with 5 potential contact hours

THURSDAY – 20 CE Sessions, including 1 Plenary and 1 Keynote, with 7.5 potential contact hours

FRIDAY – 11 CE Sessions with 5 potential contact hours and the Preceptor Provider Training

Approved for 24 hours of continuing education – FHCA Provider Number 50-720:

- Florida Board of Nursing Home Administrators
- Florida Board of Nursing
- Florida Board of Clinical Social Work
- Florida Board of Occupational Therapy
- Florida Board of Speech-Language Pathology & Audiology

Conference has been approved by NAB for 20.5 participant hours. Program Approval Number: 0872014-89.50-13023-in

SPECIAL EVENTS:

MONDAY – Politics in the Park

TUESDAY – 295-booth Trade Show, Welcome Cocktail Party, Silent Auction and Golf Tournament

WEDNESDAY – 295-booth Trade Show, Cardio Networking, Silent Auction and Hospitality Hops

THURSDAY – Circle of Excellence Award Luncheon/Officer Installation and Starlight and Spurs Fun Night

ADMISSION INTO EVENTS:

TRADE SHOW – You must have a name badge to enter the Trade Show. If you do not have a badge, you can purchase one at the FHCA Onsite registration desk. This includes the Welcome Cocktail Party on Tuesday night.

Representatives of vendor companies who have not purchased a booth will not be allowed general access into the Trade Show. Companies interested in potentially exhibiting in the future can purchase a Vendor Pass at the registration desk and will then be able to participate in a Trade Show Tour.

CE SESSIONS – You must have a name badge to enter the CE Sessions. If you do not have a badge, you will need to register at the FHCA Onsite registration desk. CE Session seating is available on a first-come, first-served basis. Please get there early as seats will fill up and CE Sessions may be closed due to Fire Marshal regulations.

SINGLE DAY REGISTRATIONS – Individuals who have purchased a Single Day Registration may only attend CE Sessions and special events included for that day. Contact hours will only be reported for the day in which the individual is registered/paid.

FHCA 2013 – 2014

Annual Conference Committee

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Anita Faulmann, Vice Chair
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Yale Metz, AMSC Liaison

Conference Program TABLE OF CONTENTS

Hotel Information 4-5

Trade Show Exhibitor & Sponsor Listing ..centerfold

CE Session Grid by Topic Area 6-7

Schedule of Events & Session Descriptions..... 8

Starlight and Spurs Fun Night Information 24-25

Schedule At-A-Glance ..... back cover

Hotel Information

Orlando World Center Marriott

Discover the completely redesigned Orlando World Center Marriott. This impressive Orlando resort hotel is the quintessential destination for meetings and families alike. Take advantage of the following features during your stay: Fitness Center and Spa; Falls Pool Oasis & Kid's Splash Zone; Hawk's Landing Golf Club; Kid's Activity Center; The G.R.I.D. (Gaming Recreational Interactive Destination); and more.

Onsite Food and Beverage Outlets:

- ***Siro*** — Casual atmosphere serving a modern take on traditional Italian cuisine; open for dinner.
- ***Solaris*** — American home-style cooking with an expansive breakfast buffet; open for breakfast and lunch.
- ***High Velocity*** — Sports bar and grill; open for dinner.
- ***Hawks Landing Steakhouse & Grille*** — Steak and seafood restaurant overlooking the golf course; open for dinner.
- ***Mikado Japanese Steakhouse*** — Classic Teppanyaki-style restaurant with sushi; open for dinner.
- ***Falls Pool Bar & Grill*** — All-new poolside eatery; open for lunch and dinner.
- ***Food Court*** — Quick bite eatery, offering an array of meal choices; open for lunch.
- ***Starbucks*** — Coffee shop and café located in the main hotel lobby; open for breakfast, lunch and dinner.

Parking:

Hotel guests will receive a discounted self-parking rate of $5 per day, which will be assessed to their room rate. Attendees not staying at the hotel can visit the FHCA Info Desk for discounted self-parking vouchers.

Stay Connected

2014 Annual Conference Mobile App

Be sure to download the FHCA Annual Conference App on your smart phone or tablet to build a custom agenda of CE Sessions and social/networking events. You can also view a list of Exhibitors and the virtual floor plan to help you navigate through the Trade Show. Scan the QR code or search for "FHCA" in your app store to download. Be sure to stay active on the app throughout Conference to view real-time posts from event organizers and other attendees. At the end of the week, the attendee with the most activity on the app, through posts, check-ins, comments and photo uploads, will win a $100 VISA Gift Card!

Mobile App Sponsored By: Healthcare Services Group (Booth #516, 518)

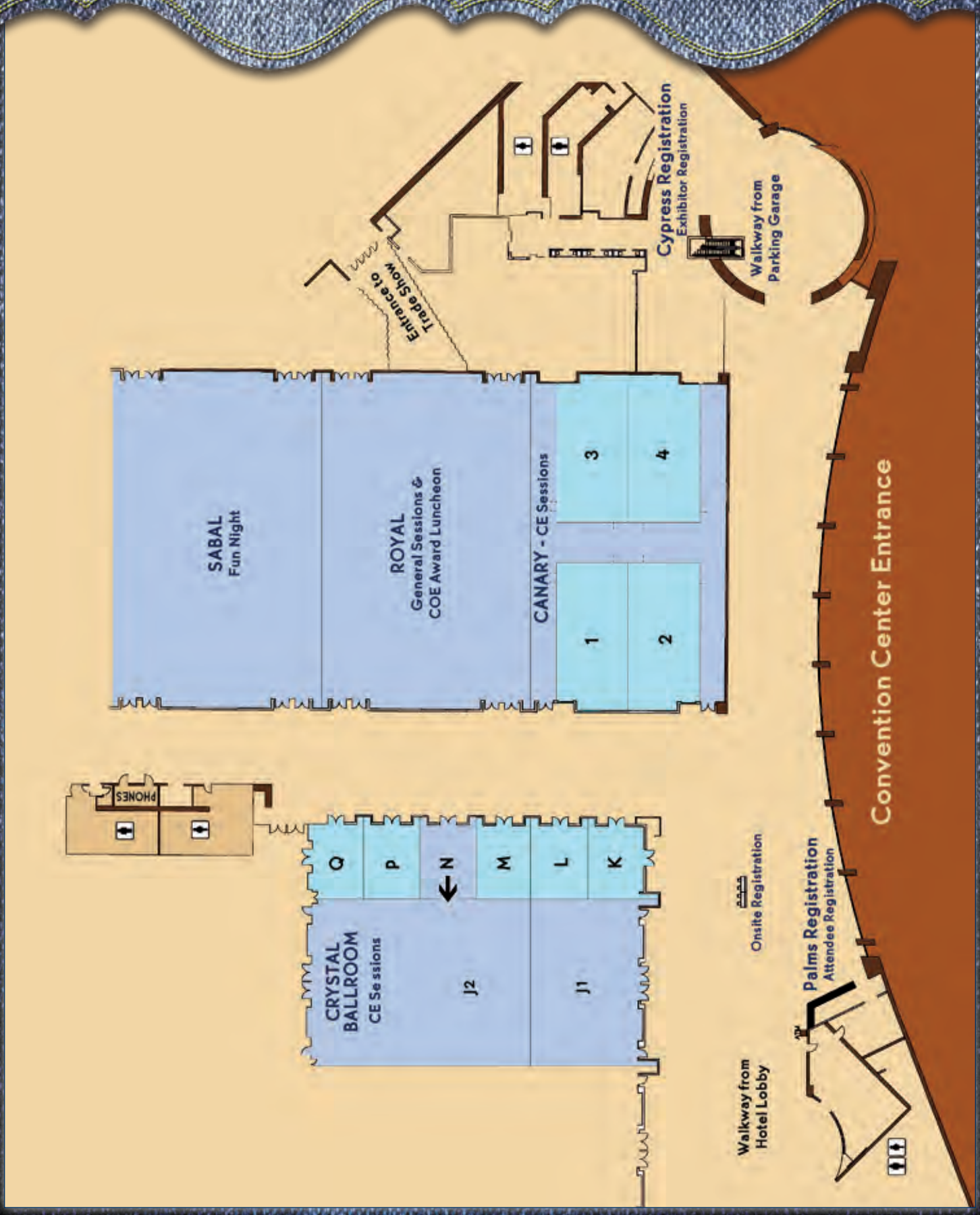
Trade Show Internet Lounge and Charging Stations

Visit the Trade Show Internet Lounge and Charging Stations to gain internet access, charge your devices, meet up, mingle and relax. It's a great place to recharge during the day, or download the handouts for CE Sessions you plan to attend. See the Trade Show floor plan for two different locations.

Internet Lounges Sponsored By: Airamid Health Services (Booth #125, 224); Accomplish Therapy (Booth #225, 324); McNair, McLemore & Middlebrooks & Co., LLC (Booth #419); and TD Bank (Booth #616)

Orlando World Center Marriott

Meeting Room Layout



Education Sessions at

TUESDAY, JULY 8	Assisted Living (Crystal K)	Clinical / Care (Canary 4)	Finance/Development (Crystal N/J2)
8:15 to 9:15 a.m. (5 Sessions)	#2 - ALF Administrator 101	#4 - Hearing Loss: The Invisible Villain	#1 - ACA: The New "3-Letter Word"
9:30 to 11:30 a.m. (6 Sessions)	#6 - Practical Quality Measures for Assisted Living	#8 - Developing an Antibiotic Stewardship Program	#10 - Medicaid Managed Care: Contractual and Operational Issues
11:45 a.m. to 12:45 p.m. (6 Sessions)	#13 - Legislative 360 and Grassroots Advocacy for ALFs	#16 - Simple Nutritional Cultural Changes	
2:00 to 4:00 p.m.	KICK-OFF MEMBERSHIP MEETING #18 - Keynote: The Totally Mental Makeover (Royal)		
7:00 to 8:30 p.m. (4 Sessions)			#22 - Reducing Pharmacy-related Costs
WEDNESDAY, JULY 9			
8:30 to 10:30 a.m.	MEMBERSHIP MEETING & ELECTION OF OFFICERS #23 - Keynote: National Update (Royal)		
2:30 to 3:30 p.m. (5 Sessions)	#28 - Risk Management and Reporting for ALFs	#27 - Infection Control: F441	#25 - The Affordable Care Act is Here to Stay
3:45 to 5:15 p.m.	PLENARY SESSION #29 - Legislative Update (Royal)		
5:30 to 7:00 p.m. (3 Sessions)		#30 - Activities for Residents with Dementia	#32 - Solutions for Reimbursement Challenges
THURSDAY, JULY 10			
8:15 to 10:15 a.m.	PLENARY SESSION #33 - Survey Update for Long Term Care Facilities (Royal)		
10:30 to 11:30 a.m. (6 Sessions)	#35 - Hospice and Assisted Living	#39 - Recognizing Abuse and Neglect	#34 - Defending Your Medicare Claims
12:00 to 2:00 p.m.	CIRCLE OF EXCELLENCE AWARD LUNCHEON #40 - Keynote: The Art of Vision (Royal)		
2:15 to 3:45 p.m. (6 Sessions)	#45 - Regulatory Trends and Survey Readiness for ALFs	#44 - FHCA's Senior Clinicians' Panel	
4:00 to 6:00 p.m. (6 Sessions)	#47 - Managed Medicaid Gems for ALFs	#48 - Inspiring the CULTURE	#49 - Medicaid Managed Care Billing
FRIDAY, JULY 11			
8:15 to 9:45 a.m. (5 Sessions)	#53 - Health Care Reform's Impact on ALFs	#56 - Therapy Metrics for Administrators	#55 - MDS, Therapy and Quality Measures
8:30 a.m. to 3:00 p.m.	PRECEPTOR PROVIDER TRAINING - with 30-minute lunch (Canary 2)		
10:00 to 11:30 a.m. (4 Sessions)	#61 - Plans of Care in ALFs	#60 - Palliative Care Implementation	
11:45 a.m. to 1:45 p.m. (2 Sessions)		#62 - Documentation to Avoid Claims Denials	

a Glance by Topic Area

Leadership / Management (Canary 1)	Legal / Public Policy / Risk Management (Crystal J1)	Operations / Quality Improvement (Canary 3)	Regulatory / Survey (Canary 2)
#3 - Decision-Making for a Bright Future		*#5 - Preparing for Upcoming Code Changes*	
#11 - The Quality Award Journey	*#9 - Developing a Risk Management Program*	*#7 - Quality Care through Staff Engagement*	
#14 - Proud Again to be an Administrator	*#12 - Beware the Reptile Deposition Trend*	*#17 - Will the REAL Re-Admission Rate Please Stand Up?*	*#15 - Mine Your Way Through Audit Groups*
#20 - Top Ten Missed Opportunities in the SNF		*#21 - Electronic Health Records Solutions*	*#19 - Therapy's Role in a QAPI World*
	#24 - Hot Topics in Long Term Care		*#26 - Framing the Florida Ombudsman Program*
#31 - Giving Great Customer Service			
#38 - Creating a Great First Impression	*#36 - Medicaid Managed Care: The Grievance Process*		*#37 - Nursing Home 101*
#46 - The Administrator and DON: Business Partners	*#41 - 2014 OIG Work Plan*	*#43 - Creating a QAPI Program that Shines*	*#42 - Care without Antipsychotics*
#51 - Preceptor Refresher Course	*#50 - Labor and Employment Law*	*#52 - Emergency Preparedness and Disaster Drill*	
	#54 - Mitigating Professional Liability	*#57 - Understanding and Using Data*	
#59 - Change: It's All in Your Perspective		*#58 - Reduce Dining Costs Using the QAPI Approach*	
	#63 - Picket Lines and Protests: Organized Labor's New Strategy		

Schedule of Events

Monday, July 7

3:00 TO 6:00 P.M. — **PALMS REGISTRATION**
ATTENDEE REGISTRATION

3:00 TO 6:00 P.M. — **CYPRESS REGISTRATION**
EXHIBITOR REGISTRATION AND MOVE-IN / SETUP

6:00 TO 8:00 P.M. — **CRYSTAL N/J2**
POLITICS IN THE PARK

Join us for an evening with visits from several legislators and candidates. There will be plenty of food and fun for cowboys and cowgirls alike. This family-friendly event is free for all Conference attendees and their guests.

Exchange your Starlight and Spurs Fun Night ticket by 11:00 a.m. Wednesday for an admission and complimentary beverage ticket.

Tuesday, July 8

7:30 A.M. TO 7:30 P.M. — **PALMS REGISTRATION**
ATTENDEE REGISTRATION

9:00 A.M. TO 7:00 P.M. — **CYPRESS REGISTRATION**
EXHIBITOR REGISTRATION

7:30 TO 9:00 A.M. — **PALMS BALLROOM FOYER**
WELCOME REFRESHMENT BREAK

Refreshment Break Sponsored By: United Heartland

7:30 A.M. TO 1:30 P.M. — **HAWKS LANDING GOLF CLUB (LUNCHEON - NEW YORK/NEW ORLEANS)**
GOLF TOURNAMENT AND AWARDS LUNCHEON

FHCA's Golf Tournament, sponsored by Medline Industries, Inc., offers a fun time for players of all skill levels and the opportunity to win a number of great prizes. The event begins with a continental breakfast at 7:30 a.m. Shotgun start will be at 8:00 a.m. and the Winners Circle Awards Luncheon will follow.

Tuesday, July 8 *(continued)*

8:15 TO 9:15 A.M.

CONTINUING EDUCATION SESSIONS

CE SESSION #1 — CRYSTAL N/J2

ACA: The New "3-Letter Word"

(Track: Finance / Development)

Presenter(s): Steve Jones, CPA Shareholder; and Lorne Simmons, Supervisor; both of Moore Stephens Lovelace, P.A.

This session will provide an update on the latest Affordable Care Act developments that will impact you as an employer and business manager and will offer tips on how you can plan to position yourself and your employees for success. You will also learn about planning/modeling for the impact of various coverage pay options for the most successful implementation.

CE SESSION #2 — CRYSTAL K

ALF Administrator 101 (Track: Assisted Living)

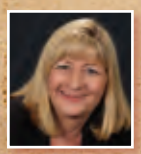
Presenter(s): Lee Ann Griffin, Director of Quality & Regulatory Services; and Peggy Rigsby, Director of Government Affairs; both of Florida Health Care Association

ALF administrators are "Jacks of all trades," juggling resident care and services, human resources, coordination of third party services, adverse incident reporting, physical plant demands and much more. Being equipped with the right regulatory information supports administrators across all their responsibilities. This session is all about showing ALF administrators how to find and use the best, authoritative regulatory resources.

CE SESSION #3 — CANARY 1

Decision-Making for a Bright Future

(Track: Leadership / Management)



Presenter(s): Sue Bunevich, Principal, CliftonLarsonAllen, LLP; and Jean Eccleston, CPA, Chief Financial Officer, John Knox Village of Florida

As senior housing providers look to the future, there are a number of factors outside of your control that will significantly affect your operations. Understanding the financial impact of these factors is vital to staying viable. The CLA Intuition™ process is designed to evaluate the impact of key performance drivers on key financial performance targets. This information can assist post-acute care providers in the development of ways to prepare for changes in resident population, total cost of care models and reimbursement. The process allows for the interactive evaluation and analysis of critical success drivers in addition to allowing for a better understanding of the financial value created. In this session, hear from a senior housing professional whose community has used this process.

CE SESSION #4 — CANARY 4

Hearing Loss: The Invisible Villain

(Track: Clinical / Care Practice)

Presenter(s): Ernest Walden, President and Director of Audiology, Hear Now, LLC

It is estimated that more than 60 percent of residents in long term care have an invisible health problem - hearing loss. Hearing loss has been linked to a multitude of medical, social and cognitive problems as well as showing a strong connection with Alzheimer's/Dementia. Research from major medical facilities is also finding a relationship between falls and hearing loss. This session will share these findings and demonstrate how to implement an effective Hearing Health Care Program.

CE SESSION #5 — CANARY 3

Preparing for the Upcoming Code Changes - Don't Look Back (Track: Operations / Quality Improvement)

Presenter(s): Max Hauth, President/Owner, Hauth Health Care Consultants, Inc.

The 2012 Life Safety Code is anticipated to be adopted by CMS in 2014. Some facilities may think they will not be influenced by the enforcement of the new Code provisions. This session will stress the areas that will be implemented across all facilities, including the grandfathered-in long term care facilities. CMS is planning a more intensive look behind at facilities' physical plant and security planning in case a disaster occurs. Other examples will be provided to ensure providers are up to date and prepared for the life safety surveyors coming from the local, state and federal levels.

Visit the Trade Show for your chance to win big! The AMSC "Good Guys" are sponsoring the second annual AMSC Wine Toss, where attendees can play for a chance to win a free bottle of wine or beer! Check out the Trade Show floor plan for two different AMSC Wine Toss locations.

Tuesday, July 8 *(continued)*

9:30 TO 11:30 A.M.

CONTINUING EDUCATION SESSIONS

CE SESSION #6 — CRYSTAL K

Practical Quality Measures for Assisted Living

(Track: Assisted Living)

Presenter(s): Kim Broom, Regional Clinical Specialist, Florida Living Options; Rosemary Carbonelli, ALF Administrator, Pines of Sarasota ALF; Lee Ann Griffin, Director of Quality & Regulatory Services, Florida Health Care Association; Jim Mikula, PhD, Adminstrator, Pacifica Senior Living Ocala; and Steven Rule, Executive Director, Park Summit at Coral Springs

Through a panel of assisted living administrators and nurses, attendees will explore useful and practical quality measures, learn how to make effective, facility-specific measures for quality improvement programs and review current national measures and tools. Florida's assisted living risk management and quality improvement regulatory structure will also be assessed for its role in performance improvement projects.

CE SESSION #7 — CANARY 3

Adding Bling to Quality Care through Staff Engagement (Track: Operation / Quality Improvement)

Presenter(s): Susan Crane, Co-Chair, Florida Pioneer Network; Nicole Daigneault, Director of Nursing, Westminster Towers; Cathy Lieblich, MA, Director of Network Relations, Pioneer Network; and Heather Prinzel, Nurse Manager, Health Central Park

Several homes in the Orlando area participated in the Pioneer Network National Learning Collaborative facilitated by Sue Crane with Florida Pioneer Network. During 5 Learning Sessions, the homes learned about and implemented foundational practices of individualized care and applied them to improve clinical areas, such as promoting mobility. By strengthening organizational systems and integrating MDS, QIS and QAPI into daily practice, they were able to tackle more complex clinical areas, such as reduction of antipsychotic medications and pressure ulcers. In this session, staff from two of the homes will talk about their successes and challenges. Cathy Lieblich, Director of Network Relations with Pioneer Network, will introduce the Starter Toolkit developed from the Collaborative. Phase II of the project, which began in October of 2013, will also be discussed.

CE SESSION #8 — CANARY 4

Developing a Flawless Antibiotic Stewardship Program (Track: Clinical / Care Practice)

Presenter(s): Blanca Morales, Consultant Pharmacist, Partner Care Pharmacy Services; and Kelley Rice-Schild, Executive Director, Floridean Nursing Home, Inc.

Even though antibiotics provide life-saving defense from infections, the adverse effects of treatment must be carefully considered when prescribing for the elderly patient. Deadly "superbugs," which include CRE and MRSA, are now stalking facilities as a byproduct of overuse of antibiotics. According to the Society for Healthcare Epidemiology of America, as many as 70 percent of residents in skilled nursing facilities have at least one antibiotic treatment every year. Using the CDC's most recent recommendations, this session will explain how an Antibiotic Stewardship Program can be a valuable asset to any health care facility. The benefits of the simple Program include reducing antibiotic resistance, decreasing C. difficile infection and saving on drug costs.

CE SESSION #9 — CRYSTAL J1

Developing a Priceless Risk Management Program that Protects and Promotes Excellence

(Track: Legal / Public Policy / Risk Management)

Presenter(s): Polly Weaver, Bureau Chief, Field Operations, Agency for Health Care Administration; and Robin A. Bleier, RN, HCRM, LNC, President; RB Health Partners, Inc.

Florida statutes require that all licensed facilities establish an internal risk management and quality assurance program, the purpose of which is to assess resident care practices and review facility quality indicators, facility incident reports, resident grievances and deficiencies cited by the Agency for Health Care Administration, Chapter 400.147, F.S. Further, Florida law requires that facilities develop plans of action to correct and respond quickly to identified quality deficiencies. Now, the Affordable Care Act requires long term facilities to have a Quality Assurance Performance Improvement process in place in 2014. This session is geared to the experienced long term care professional who is interested in evaluating and/or revising their facility or organization clinical risk program. Topics will include confirmation of requirements, state and federal programs such as 1.800, Adverse Incidents, Abuse Neglect Exploitation, Elder Justice Act-Suspicion of a Crime and more.

Tuesday, July 8 *(continued)*

CE SESSION #10 — CRYSTAL N/J2

Medicaid Managed Care: Contractual and Operational Issues (Track: Finance / Development)

Presenter(s): Karen Goldsmith, JD, Partner, Goldsmith & Grout, P.A.; Tony Marshall, Senior Director of Reimbursement, Florida Health Care Association; and Jennifer Ziolkowski, Senior VP Finance, Opis Management Resources

This session will critique the statewide rollout of the Long Term Care component of the Statewide Medicaid Managed Care Program across the continuum, from SNFs to home and community-based services. Presenters will provide the latest and most up-to-date information about the SMMC LTC program, including legal and operational issues for providers, implications on service delivery and integration with the Managed Medical Assistance component of the SMMC Program.

CE SESSION #11 — CANARY 1

The Quality Award Journey: What is Your Return on Investment? (Track: Leadership / Management)

Presenter(s): Nina Willingham, Senior Executive Director, Life Care Center of Sarasota

The AHCA/NCAL National Quality Award program is a powerful resource for quality improvement within all organizations. The criteria are based on the Baldrige Performance Excellence Program, a nationally-recognized method of achieving performance excellence. This session will provide real-life examples of performance improvement activities focusing on deployment, learning and innovation and will demonstrate the return on investment made by the organization's workforce in satisfaction, engagement and bottom line.

11:30 A.M. TO 1:30 P.M. — **PALMS BALLROOM FOYER**
(SEATING — CRYSTAL N-Q & J2)
CASH CONCESSIONS LUNCH

11:45 A.M. TO 12:45 P.M.
CONTINUING EDUCATION SESSIONS

CE SESSION #12 — CRYSTAL J1

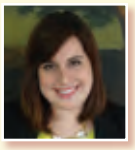
Beware the Reptile: A No Longer Rare Deposition Trend (Track: Legal / Public Policy / Risk Management)

Presenter(s): Raymond Watts, Partner, Wicker Smith O'Hara McCoy & Ford

So, you have to give a deposition? Understand and prepare yourself for the Reptile approach to questioning. The Reptile will be explained, with examples given and strategies provided for defending yourself when faced with these questions. The session will discuss the traditional plaintiff model and new model for questioning owners, administrators and clinicians in depositions. The new Reptile approach, and its appeal with certain types of questions to survival instincts, is no longer rare; it's something you face regardless of your role in long term care. Prepare yourself with helpful tips from our presenter.

CE SESSION #13 — CRYSTAL K

Legislative 360 and Grassroots Advocacy for ALFs
(Track: Assisted Living)



Presenter(s): Bob Asztalos, Chief Lobbyist, Florida Health Care Association; Steven Schrunk, Administrator, Countryside Lakes; and Melody Selis, Government Affairs Manager, Florida Health Care Association

With a focus on assisted living, this session will highlight what passed, what almost passed but didn't, and all the political buzz around assisted living from the 2014 legislative session. All politics are local, and this session will provide ALFs with tips and ideas for getting in the game and influencing the legislative direction of policies that affect the whole assisted living community and the well-being of the residents served.

CE SESSION #14 — CANARY 1

Proud Again to be an Administrator
(Track: Leadership / Management)

Presenter(s): John Simmons, FHCA Secretary and Administrator/Preceptor, Macclenny Nursing & Rehab Center

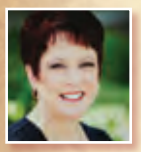
In honor of the Association's 60th Anniversary and the celebration of long term care, this session is being offered this year by popular request after a similar presentation several years ago.

Lost your drive and your pride? Tired of being a target for everything that goes wrong? The presenter, using his many years of experience in the professional media world, as well as his years teaching in medical schools and colleges, will walk you down his own path and offer you concrete ways to regain your pride in serving your residents. Learn to recognize and use your strengths to overcome the "down days." Come and enjoy the humor and concrete learning tips, then walk out with your head held high! No matter your years of experience in the profession, every administrator will benefit from the message of this session to refresh and regroup.

Tuesday, July 8 *(continued)*

CE SESSION #15 — CANARY 2

Puzzled by Risk? Mine Your Way Through the Different Audit Groups (Track: Regulatory / Survey)



Presenter(s): Lisa Pando, LTC Consultant, GPS Healthcare Consultants

This session will navigate the variety and complexity of the audit groups, including OIG, Fraud Prevention System, ZPIC, Medicaid audits and more. Gain a better understanding of the audit requirements and the facility responsibilities associated with each. Learn how to prepare your facility in advance and define outcomes related to each different entity.

CE SESSION #16 — CANARY 4

Using Simple Nutritional Cultural Changes to Make your Residents Sparkle (Track: Clinical / Care Practice)

Presenter(s): Janet McKee, President/ Owner, Nutritious Lifestyles, Inc.

Cultural change is the hot button topic. Learn how to use simple nutritional cultural changes to improve your residents' health and prevent avoidable weight loss. These changes will demonstrate your commitment to your residents' health, as well as to cultural change, and can help to achieve positive survey outcomes.

CE SESSION #17 — CANARY 3

Will the REAL Re-Admission Rate Please Stand Up?

(Track: Operations / Quality Improvement)

Presenter(s): Steve Jones, CPA Shareholder, Moore Stephens Lovelace, P.A.

This session will review the calculation of readmisson rates using the various models so attendees can not only understand the differences between them and why the hospital has a different figure, but can also determine which is the most relevant for various purposes.

2:00 TO 4:00 P.M. — ROYAL

KICK-OFF MEMBERSHIP MEETING

At this official kick-off for the 2014 Annual Conference, FHCA members gather to hear business reports, enjoy an entertaining and informative keynote presentation and celebrate their peers with presentations of the Long Term Care Excellence Awards. Candidates for the 2014-15 FHCA offices will also be announced.

Refreshment Break Sponsored By: HCPCS, Inc. - Health Care Professional Consulting Services, Inc. (Booth #511)

CE SESSION #18

Keynote: The Totally Mental Makeover

Presenter(s): Michael C. Anthony

Get ready for content and a whole lot of fun with this entertaining and motivational keynote. Your mind will be both inspired and blown. Mentalist Michael C. Anthony will use his unique style of comedic mind reading to extend the reach of his message. Interlaced throughout his comedy and mental tricks, he will challenge you to push forward and accept no limitations. He will share his three-point "cut to the chase" model of Belief, Tenacity and Expectation, using stories and humor as a metaphor to make the points hit home. You will be intrigued and sitting on the edge of your seat wanting more. Come see the speaker you can't get off your mind!

Keynote Speaker Sponsored By: Novaerus (Booth #425, 524)

3:45 P.M.

FHCA is honored to have Florida Governor Rick Scott address the FHCA membership and share his thoughts about long term care issues in Florida at the conclusion of the Kick-Off Membership Meeting.

4:00 TO 7:00 P.M. — CYPRESS 1 & 2

TRADE SHOW: COUNTY FAIR

(With Welcome Cocktail Party 5:00 to 7:00 p.m.)

This year's Trade Show County Fair will feature 295 booths, recharging stations for the mind, body and mobile device, and fun fair food and drinks during the Welcome Cocktail Party. Plan to visit our exhibitors displaying the latest in long term care products and services. Step right up for your chance to win a free bottle of wine or beer at the AMSC Wine Toss. It will be a blue ribbon bash, with the prize going to the best decorated booth. Attendees can also enjoy great giveaways from exhibitors and a Silent Auction to benefit the Florida Health Care Political Action Committee.

Internet Lounges Sponsored By: Airamid Health Services (Booth #125, 224); Accomplish Therapy (Booth #225, 324); McNair, McLemore & Middlebrooks & Co., LLC (Booth #419)

Wine Toss Sponsored By: AMSC "Good Guys"

Representatives of vendor companies who have not purchased a booth will not be allowed general access into the Trade Show. Companies interested in potentially exhibiting in the future can participate in a Trade Show Tour to learn more about the Show. A Vendor Pass must be purchased in order to do so.

Tuesday, July 8 *(continued)*

6:00 P.M. **CYPRESS REGISTRATION**

TRADE SHOW TOUR

A guided tour of the Trade Show will be conducted by representatives of the FHCA Associate Member Support Committee for companies that are not participating this year as an exhibitor. It will provide the opportunity to evaluate setup, attendance and special events in the Show. Meet at Exhibitor Registration with your purchased Vendor Pass.

7:00 TO 8:30 P.M.

CONTINUING EDUCATION SESSIONS

CE SESSION #19 — CANARY 2

Celebrating Therapy's Role in a QAPI World

(Track: Regulatory / Survey)

Presenter(s): William Goulding, National Director of Outcomes and Reimbursement, Aegis Therapies

This session will focus on the potential role the therapy department can play in contributing vital elements to a skilled nursing facility's QAPI program. It will also focus on identifying quality measures that might be most important to potential partners in risk-sharing relationships, such as ACOs. In order to be effective in such relationships, nursing facilities need to enhance their abilities to predict outcomes vs. costs, as well as manage risks as much as possible.

CE SESSION #20 — CANARY 1

Diamonds in the Rough: Top Ten Missed Opportunities in the Skilled Nursing Facility

(Track: Leadership / Management)

Presenter(s): Kris Mastrangelo, President & CEO, Harmony Healthcare International

This session will provide comprehensive training on the rules and regulations allowing Medicare Part A and Medicare Part B coverage during a SNF stay. This forum provides current regulatory updates and insight into key elements of the Final Rule as they relate to changes in skilling criteria for both nursing and rehabilitation. An overview of Medicare entitlement, eligibility and coverage will be provided. This program enables health care providers to ensure quality care through an understanding of the Medicare reimbursement system in a SNF.

CE SESSION #21 — CANARY 3

Polished Electronic Health Records Solutions

(Track: Operations / Quality Improvement)

Presenter(s): Irene Fleshner, Sr. VP Strategic Nursing Initiatives, Genesis Health Care; Donna Megrey, Consultant; and Renee Reber, Sr. VP Clinical and Regulatory Compliance, Consulate Health Care

This session will review the white paper developed by the CIO Consortium and the Nurse Executive Council. This white paper calls attention to the need for an EHR that is patient-centered, comprehensive, intuitive, versatile and becomes a "one and done" product. The EHR should support coordination versus redundancy of patient care across internal and external settings and services. This session will conclude with a call to action for both providers and EHR vendors.

CE SESSION #22 — CRYSTAL N/J2

Same Pills, Less Bills: Gems for Reducing Pharmacy-related Costs (Track: Finance / Development)

Presenter(s): Saul Greenberger, Principal, PharmScript, LLC

As health care continues to be hit with cuts, facilities are increasingly looking to trim expenses without affecting quality. Your pharmacy vendor is likely one of your largest cost centers. Learn the insider approach to aggressive pharmacy cost containment as you've never heard before. Presented by a former administrator and a current pharmacy operator, this session is designed to be educational at its core, but at the same time, thought-provoking and entertaining.

Wednesday, July 9

7:30 A.M. TO 7:00 P.M. **PALMS REGISTRATION**
ATTENDEE REGISTRATION

8:30 A.M. TO 3:00 P.M. **CYPRESS REGISTRATION**
EXHIBITOR REGISTRATION

6:30 A.M. **HOTEL LOBBY**
CARDIO NETWORKING

If you'd like to jog or walk with some of your FHCA peers, meet in the lobby of the hotel at 6:30 a.m. T-shirts and other goodies will be given to all who participate, courtesy of Aegis Therapies and Race Addict, LLC.

7:30 TO 8:30 A.M. **PALMS BALLROOM FOYER**
CASH CONCESSIONS **(SEATING - CRYSTAL N-Q & J2)**

8:30 TO 10:30 A.M. **ROYAL**
MEMBERSHIP MEETING & ELECTION OF OFFICERS

Join your colleagues for more of the Long Term Care Excellence Awards presentations, committee reports and the election of officers for 2014-15, followed by an informative keynote presentation by Governor Mark Parkinson, AHCA/NCAL President & CEO.

Refreshment Break Sponsored By: Mauldin & Jenkins, LLC (Booth #424)

CE SESSION #23

Keynote: National Update

Presenter(s): Governor Mark Parkinson, President & CEO, AHCA/NCAL

We are honored once again to have American Health Care Association and National Center for Assisted Living's President & CEO, Governor Mark Parkinson, as our Membership Meeting Keynote Speaker. AHCA/NCAL represents members who provide essential care to approximately one million individuals in 12,000 not-for-profit and proprietary member facilities. Governor Parkinson will discuss the federal and national political landscape, share updates on the AHCA/NCAL Quality Initiative and other activities related to long term care providers.

Keynote Speaker Sponsored By: Vista Clinical Diagnostics (Booth #615, 617, 714, 716)

10:30 A.M. TO 2:30 P.M. **CYPRESS 1 & 2**
TRADE SHOW

Use this opportunity before the Show closes to spend more quality time with our exhibitors and make your final bids on great items available at the Silent Auction. Cash concessions lunch will be available in the Trade Show hall, as well as a complimentary coffee break. There's still time to try your hand at the free AMSC Wine Toss and you don't want to miss all the excellent prize giveaways which will be awarded near the end of the Show!

Coffee Break Sponsored By: Sunshine Health

Internet Lounges Sponsored By: Airamid Health Services (Booth #125, 224); Accomplish Therapy (Booth #225, 324); McNair, McLemore & Middlebrooks & Co., LLC (Booth #419)

Wine Toss Sponsored By: AMSC "Good Guys"

Representatives of vendor companies who have not purchased a booth will not be allowed general access into the Trade Show. Companies interested in potentially exhibiting in the future can participate in a Trade Show Tour to learn more about the Show. A Vendor Pass must be purchased in order to do so.

11:00 A.M. **CYPRESS REGISTRATION**
TRADE SHOW TOUR

A guided tour of the Trade Show will be conducted by representatives of the FHCA Associate Member Support Committee for companies that are not participating this year as an exhibitor. It will provide the opportunity to evaluate setup, attendance and special events in the Show. Meet at Exhibitor Registration with your purchased Vendor Pass.

11:00 A.M. **PALMS REGISTRATION**
DEADLINE TO EXCHANGE FUN NIGHT TICKET

Don't forget to exchange your Starlight and Spurs Fun Night ticket by 11:00 a.m. Wednesday for an admission and complimentary beverage ticket, sponsored by McKesson Medical-Surgical (Booth #528); ARKRAY USA, Inc. (Booth #530); and TENA-SCA Personal Care (Booth #514).

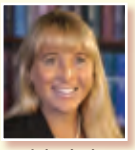
11:00 A.M. TO 2:30 P.M. **CYPRESS 1 & 2**
CASH CONCESSIONS LUNCH IN THE TRADE SHOW

Wednesday, July 9 *(continued)*

2:30 TO 3:30 P.M.
CONTINUING EDUCATION SESSIONS

CE SESSION #24 — CRYSTAL J1

An Uncut Look at Hot Topics in Long Term Care
(Track: Legal / Public Policy / Risk Management)



Presenter(s): Kirsten Ullman, Esq., Managing Partner - Tampa, Lewis Brisbois Bisgaard & Smith, LLP

This session will discuss developing legal and liability issues impacting skilled nursing and assisted living facilities, as well as a review of recent trials/ arbitrations and verdicts. The presenter will also address the impact of arbitration agreements on settlements and verdicts, along with recommendations for preventing, managing and resolving legal/liability issues. Lastly, ways to identify practices that are working well, areas for improvement to consider and how to prevent exposure through education and proactive response to the issues will be discussed.

CE SESSION #25 — CRYSTAL N/J2

Diamonds are Forever: The Affordable Care Act is Here to Stay (Track: Finance / Development)

Presenter(s): Josh Kurella, Account Executive, Employee Benefits Department; and John Lacy, Vice President, Employee Benefits Department; both of Bouchard Insurance

This presentation outlines the details of the Affordable Care Act (ACA) and how it is going to affect the Senior Living Industry/ Operators. Topics discussed will include ACA highlights, employer responsibilities under ACA, discrimination mandate, affordability requirements, understanding the employer mandate and Pay or Play modeling.

CE SESSION #26 — CANARY 2

Framing the Florida Ombudsman Program
(Track: Regulatory / Survey)

Presenter(s): Leigh A. Davis, State Ombudsman, Florida Long-Term Care Ombudsman Program

This presentation gives an introduction to the Florida Long-Term Care Ombudsman Program, discusses promoting successful aging and shows how working together, we can improve the quality of care and life for long term care residents.

CE SESSION #27 — CANARY 4

Infection Control: Covering the Carat, Cut, Color and Clarity of F441 (Track: Clinical / Care Practice)

Presenter(s): Debi Damas, Product Manager, Senior Care, Relias Learning

Infections account for up to half of all skilled nursing facility transfers to hospitals. Senior care communities are required to follow federal, state and local infection control guidelines. F-Tag 441 states, "The facility must establish and maintain an infection control program designed to provide a safe, sanitary and comfortable environment and to help prevent the development and transmission of disease and infection." This session will re-visit the importance of infection control management in your facility.

CE SESSION #28 — CRYSTAL K

Risk Management and Reporting Precision for ALFs
(Track: Assisted Living)

Presenter(s): Dorene Bissonette, Clinical Risk Manager, Opis Management Resources; and Lee Ann Griffin, Director of Quality & Regulatory Services, Florida Health Care Association

Florida's assisted living facilities operate with specific resident protections, including reporting adverse incidents and allegations of abuse, neglect and exploitation. While risk management and quality assurance programs are voluntary in assisted living (except for those with the ECC specialty license), these concepts of managed risk are accessible to all ALFs and arguably already part of daily operations, though perhaps informally and undocumented. This session will review regulatory requirements for adverse incident and abuse reporting and explore how concepts of risk management connect with assisted living.

Wednesday, July 9 *(continued)*

3:45 TO 5:15 P.M. **ROYAL**

PLENARY SESSION

CE SESSION #29

Legislative Update

This presentation will provide a review of the Florida 2014 legislative session and an opportunity to discuss the impact of legislative changes on long term care providers. Priority topics include Medicaid reimbursement, Certificate of Need, Nursing Home Litigation Reform, Assisted Living Facility Reform and several other regulatory issues. We will review FHCA's Legislative Scorecard to understand how legislators in your area voted this year on specific issues facing the profession. There will be a recap of Lobby Day activities and an overview of the importance of grassroots advocacy and ways you can help. A special political guest or two may stop by, so don't miss out!

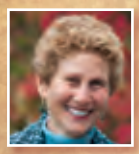
Plenary Session Sponsored By: Ponce de Leon LTC RRG, Inc.

5:30 TO 7:00 P.M.

CONTINUING EDUCATION SESSIONS

CE SESSION #30 — CANARY 4

Creating Meaningful Activities for Residents with Dementia (Track: Clinical / Care Practices)



Presenter(s): Nancy Kriseman, Owner, Geriatric Consulting Services

In this session, the presenter will offer some creative ways to organize or develop meaningful activities for residents with dementia that are person-centered with an emphasis on "activities of the heart and spirit." Attendees will better understand how relationships with residents directly impact successful outcomes.

CE SESSION #31 — CANARY 1

Giving Great Customer Service, Even When You Don't Feel Like It (Track: Leadership / Management)

Presenter(s): Kim Hofmann, RD, LD, Get to the Point

Need a unique approach to customer service? This is not tips on how to deal with the friendly, agreeable customer. Instead, this presentation will teach you how to work with the customer who is rude, belligerent, in-your-face, demanding…you get the picture. Learning the skills to provide exceptional customer service (even when you don't want to and when you feel they don't deserve it!) is critical to success in today's competitive environment. The emphasis of this session is you and how your choices and attitude determine the level of service you choose to give your customers. This entertaining and thought-provoking program helps you see your customers in a new light and gives you ways to provide great customer service.

CE SESSION #32 — CRYSTAL N/J2

Precision Solutions for Reimbursement Challenges (Track: Finance / Development)

Presenter(s): Felice Landry, Senior Healthcare Consultant, Reingruber & Company, P.A.

This session will stress practical solutions to address common barriers to successful billing and collection in the current SNF environment. Topics will include ensuring good admission data for billing, insurance verification, resolution of problem claims and interfacing with payers. The importance of interdisciplinary cooperation and effective data collection will be a focus area, as will tips to facilitate accurate identification of the underlying cause of collection issues to assist management in problem resolution.

8:00 TO 10:00 P.M. **ANAHEIM, ATLANTA, BOSTON**

HOSPITALITY HOPS: WILD WEST

Hospitality Hops Sponsored By:
Moore Stephens Lovelace, P.A. (Booth #517);
Bouchard Insurance (Booth #725);
TD Bank (Booth #616);
Law Offices of Peter A. Lewis;
Florida Alliance of Portable X-Ray Providers (Booth #331);
Therapy Management Corporation (Booth #537);
PharMerica (Booth #115);
PointClickCare (Booth #504)

HOSPITALITY HOPS
WILD WEST

WEDNESDAY, 8:00 TO 10:00 P.M.
ANAHEIM/ATLANTA/BOSTON

LAST YEAR'S HOSPITALITY HOPS WERE A GREAT TIME, AND OUR SPONSORS WANT TO WELCOME YOU BACK FOR A NIGHT IN THE WILD WEST. ENJOY AN EVENING OF FOOD, DRINKS, AND FUN IN THE OLD FRONTIER. DON'T MISS OUT ON WHAT'S IN STORE!

Sponsored By: Moore Stephens Lovelace, P.A.; Bouchard Insurance; TD Bank; Law Offices of Peter A. Lewis; Florida Alliance of Portable X-Ray Providers; Therapy Management Corporation; PharMerica; and PointClickCare

JOIN US FOR THE SHOWDOWN

FHCA Trade Show

AS OF JUNE 2, 2014

(As of 6/2/14)

Sponsors and Service Corporation Recommended Companies in Blue
Associate Member Support Committee (AMSC) Companies in Red
Sponsor/Service Corp and AMSC in Teal

360 Healthcare Staffing 925
A Total Solution, Inc. 211
A/R SNF Solutions 738
Accelerated Care Plus (ACP) 316
Accomplish Therapy 225, 324
Advanced Health Solutions 829
Advanced Pharmacy 404, 406
Aegis Therapies 512
Airamid Health Services 125, 224
Allied Mobile X-Ray & Ultrasound 527, 529, 626, 628
Alpha Bridge Connections. LLC 302
AlterG 403
American Ambulance Service, Inc. 804
America's Best Medical/Lincare 104
American Data 535
American Health Associates, Inc. 111
American HealthTech 1039
American Medical Response Ambulance Service 427
American Medical Technologies 335
American Recruiters 1005
Amerinet-HRS 711, 810
Apollo Corporation/ Strategicare Inc. 228
ARKRAY USA, Inc 530
Assure Health 108
Atlantic Business Systems 1031
BankFinancial, F.S.B. 912
Basic American Medical Products 634
Bessolo Design Group, Inc. 633
Biocodex USA 812
Bionix Medical Technologies 1033
Bottomline Solutions, LLC 705
Bouchard Insurance 725
Brown & Brown Inc. 811
Buckeye International, Inc. 201
Buerger Energy 328
Cambro Manufacturing Company 334
Careworx, Inc. 802
Carstens 203
Cerner Extended Care 830
Clear Choice Health Care 726
CliftonLarsonAllen, LLP 817
Clover Medical Solutions 828
Coastal Reconstruction Group 426
ComfiHips® by Worldwide Ortho, LLC 632
COMS Interactive, LLC 433
Consulate Management Company 214
CORE Construction Services of Florida, LLC 816
Cotler Health Care and Development, Inc. 636
Covidien 700
Decubex Incorporated 440
DermaRite Industries 1027
Direct Supply, Inc. 737
DJO Global 405
Drive Medical 1030
Eccolab Group Co. 710
Edge Information Management, Inc. 505
Edwards Construction Services, Inc. 732
eHealth Data Solutions 417
Encompass Group, LLC 106
Encore Rehabilitation Services 942
Endeavor HealthTech, Inc. 400
Enovative Technologies 1002
ERG Law Firm 1013
eSolutions 839
Evergreen Rehabilitation 428
EZ Way, Inc. 129
FacilityDude 803
FastFingerprints 326
Felder Services LLC 1028
First Choice Medical Supply 401
First Quality Products, Inc. 937
Florida Alliance of Portable X-Ray Providers 331
Florida Power & Light Company 807, 906
Freedom Outdoor Furniture 905
Functional Pathways 303
Gainsborough Specialist Bathing 938
Generations Salon Services 510
Genesis Rehabilitation Services 827
Global Access Medical 300
Global Imaging and Diagnostics, Inc. 113
Gordon Food Service 841, 843
GPL Promotions 107
Grove Medical 601
Guardian Pharmacy 818
Hansen Hunter & Co. 410
Harmony Healthcare International 932
Hospital Corporation of America 1015
HCPCS, Inc. - Health Care Professional Consulting Services, Inc. 511
HD Supply Facilities Maintenance 304
Healogics Specialty Physicians 914
Healthcare Services Group, Inc. 516, 518
Healthy Seniors Dental 110
Hear Now, LLC 929
Heritage Healthcare Services 837
Heritage Healthcare, Inc. 411
Hill-Rom 500
Holsag Canada 739
HPS 735
HPSI Purchasing Services 838
Humana Inc. 515
INNERFACE Architectural Signage 1026
INNOVATIX 229
Insight Health Network, Inc. 210
Invacare Continuing Care 1000
Joerns/Recovercare 306
Just Medical, Inc. 806
Kaleidoscope Limited 1034
Kent Precision Foods Group, Inc. 436
Kenwood Communications/ CGX Radios 435
KG Health Partners, Inc. 414
Kodiak Systems 1007
Kronos Incorporated 413
Kwalu, LLC 116
LeaderStat 310
Legacy Physiatry 438
Lewis, Brisbois, Bisgaard & Smith, LLP 727
LG CNS 713
Life Care Centers of America 834
LifeGas 217
Lifeline Pharmacy Florida 434
Lilly USA, LLC 231
Managed Care Consultants of Florida, Inc. 325
Marsh & McLennan Agency - Seitlin 610
Matrixcare from MDI Achieve 213
Mauldin & Jenkins, LLC 424
McCall Service, Inc. 1036
McKesson Medical-Surgical 528
McLauchlin & Company 1009
McNair, McLemore & Middlebrooks & Co., LLC 419
MedApps Inc.- MedQIS(R) 801
MedBest Recruiting & Consulting 507
Medical Equipment and Supplies of America, LLC 832

Thursday, July 10

7:30 A.M. TO 5:30 P.M. **PALMS REGISTRATION**
ATTENDEE REGISTRATION

7:30 TO 8:15 A.M. **PALMS BALLROOM FOYER**
(SEATING - CRYSTAL N-Q & J2)
CASH CONCESSIONS

7:15 TO 8:10 A.M. **CRYSTAL Q**
FLORIDA LEADERS BREAKFAST
(Invitation only)

Current class members and alumni of FHCA's Florida Leaders program are invited to this special breakfast, which includes recognition of the 2014 class graduates and guest speaker, Jack Levine of the 4Generations Institute, who will discuss how leaders can bridge generations for mutual benefit of staff, residents and families.

8:15 TO 10:15 A.M. **ROYAL**
PLENARY SESSION

CE SESSION #33
Survey Update for Long Term Care Facilities

Presenter(s): Polly Weaver, Bureau Chief, Field Operations, Agency for Health Care Administration

The State's Chief of Field Operations for the survey oversight and enforcement of SNFs and ALFs will present the overarching administration roles of state and federal governments to ensure quality of care for long term care residents. Ms. Weaver will explain major barriers to good quality of care and quality of life from the perspective of a surveyor and long term care advocate. She will discuss case examples outlining corrective actions taken that promote quality systems and more assured, sustainable outcomes. Ms. Weaver will offer resources for further developing performance improvement programs, focusing on major citation areas.

10:30 TO 11:30 A.M.
CONTINUING EDUCATION SESSIONS

CE SESSION #34 CRYSTAL N/J2
Flawless Practices for Defending Your Medicare Claims (Track: Finance / Development)

Presenter(s): Robin A. Bleier, RN, HCRM, LNC, President, RB Health Partners, Inc.

This session is to support nurses, administrators, owners, and regional and corporate staff to inspect what you expect with regard to your facility's Medicare program. This education will include practice guidelines pertaining to documentation and overall management. You will be provided examples and methods to evaluate your Medicare program and assist with re-strategizing systems and processes.

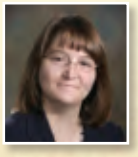
CE SESSION #35 CRYSTAL K
Hospice and Assisted Living: A Unique Relationship
(Track: Assisted Living)

Presenter(s): Mary Lou Proch, EdD, MSN, Education Manager, Chapters Health System; and Rosa Valcarcel, RN, Patient Care Administrator, VITAS Innovative Hospice Care

Everyone appreciates the hospice experience, but sometimes ALFs serving residents on hospice care encounter problems related to facility licensure and scope of practice. Presenters will provide guidance for more successful interactions between ALFs and hospice providers to keep everyone within licensure boundaries while providing sensitive and responsive care to residents.

CE SESSION #36 CRYSTAL J1
Medicaid Managed Care: The Grievance Process
(Track: Legal / Public Policy / Risk Management)

Presenter(s): Emma Hemness, Esq., Board Certified Elder Law Attorney, Law Office of Emma Hemness, P.A.; and Twyla Sketchley, BCS, Board Certified Elder Law Attorney, The Sketchley Law Firm, P.A.



This program will be a review of the grievance process available through the Medicaid Managed Care Long Term Care Waiver. Participants will learn the difference between the grievance processes within the MCOs and the fair hearing process through DCF and when each would be appropriate to challenge care decisions.

Thursday, July 10 *(continued)*

CE SESSION #37 — CANARY 2

Nursing Home 101 (Track: Regulatory / Survey)

Presenter(s): Lee Ann Griffin, Director of Quality & Regulatory Services; and Peggy Rigsby, Director of Government Affairs; both of Florida Health Care Association

Are you a brand new administrator who gets lost remembering where to find that state or federal regulation? Are you a seasoned administrator who remembers there is a rule on a certain subject but just can't remember where to find it? Regardless of your experience, this session is for you. Hear an overview of the most commonly asked questions and how to locate those critical requirements, including licensure renewal updates.

CE SESSION #38 — CANARY 1

The Rules of 3: Creating a Great First Impression

(Track: Leadership / Management)

Presenter(s): Cheryl Boldt, RN, LNHA, Senior Consultant, Maun-Lemke Speaking and Consulting

First impressions are important. Since customers are the reason we're in business, we need them to choose us. So, our team must be prepared and excited when the customer we worked so hard to get comes through the door and down the hall! But I'm sure you've heard a staff member say, "Another admission," "Nobody told me," or "What's wrong with her." If so, this is the session for you! Have you had customers admitted on Friday night who are ready to leave by Monday morning because of an "interesting" weekend experience? If so, this is the session for you! Do sticky notes, emails and messages with problems greet you in the morning? If so, this is the session for you! Join us as we explore the "wonderful world of support systems" that can be used to create a great first and lasting impression for each new post-acute care admission.

CE SESSION #39 — CANARY 4

Why the Way We Care Matters: Recognizing Abuse and Neglect (Track: Clinical / Care Practices)

Presenter(s): Nancy Kriseman, Owner, Geriatric Consulting Services

States have very specific methods of defining resident abuse, neglect and exploitation. This session will inspire a realization of why the way care is provided matters and how care impacts the resident's quality of life. Through experiential exercises, you will learn new ways to cope with the challenges faced when caring for elders who are frail.

12:00 TO 2:00 P.M. — ROYAL

CIRCLE OF EXCELLENCE AWARD LUNCHEON AND OFFICER INSTALLATION: LASTING LEGACY

Join us as we celebrate the legacy of 60 years of long term care with our featured keynote speaker, presentation of the prestigious Walter M. Johnson, Jr. Circle of Excellence Award, installation of FHCA's Board of Directors for 2014-15 and a special commemorative champagne toast!

Award Luncheon Sponsored By: Bouchard Insurance (Booth #725)

60th Anniversary Diamond Sponsors: RB Health Partners, Inc.; Senior Care Pharmacy (Booth #931); Psychcare Services, LLC (Booth #627); and Knight Electric Company, Inc.

CE SESSION #40

Keynote: The Art of Vision

Presenter(s): Erik Wahl

Don't miss featured keynote speaker Erik Wahl, an internationally recognized graffiti artist, #1 bestselling author and entrepreneur. Erik redefines the term "keynote speaker." Pulling from his history as both a businessman and an artist, he has grown to become one of the most sought-after corporate speakers available today. Erik's on-stage painting seamlessly becomes a visual metaphor to the core of his message, encouraging organizations toward profitability through innovations and superior levels of performance.

Thursday, July 10 *(continued)*

2:15 TO 3:45 P.M.
CONTINUING EDUCATION SESSIONS

CE SESSION #41 — CRYSTAL J1

2014 OIG Work Plan: A Crystal Clear Overview

(Track: Legal / Public Policy / Risk Management)

Presenter(s): Violet Parker, VP of Strategic Partnership, Opis Management Resources; and Bryan Rotella, Founder Managing Shareholder, Rotella Legal Group, P.A.

Join our presenters as they provide insight on the importance of the 2014 OIG Work Plan. The presentation will include helpful tips on practical application of processes, implementation plans, auditing and monitoring of the providers' compliance program. Understand the changing regulations and the legal basis for compliance issues you face, and walk away with best practices for implementing in your facility.

CE SESSION #42 — CANARY 2

Care without Antipsychotics: Tough but Beautiful

(Track: Regulatory / Survey)

Presenter(s): Polly Weaver, Bureau Chief, Field Operations, Agency for Health Care Administration; Jim Mikula, PhD, Administrator, Pacifica Senior Living Ocala; and Hugh Thomas, DO, CMD, FAAFP, Chairman, Florida Medical Directors Association

Antipsychotic medication use must be reduced or eliminated for many of our residents. Safe reduction needs alternative approaches, both medical and behavioral. This panel of experts will demonstrate how to safely and effectively reduce antipsychotic medication use.

CE SESSION #43 — CANARY 3

Creating a QAPI Program that Shines

(Track: Operations / Quality Improvement)

Presenter(s): Alan Obringer, Executive Director, Senior Care Pharmacy

This session will help prepare skilled nursing providers for the QAPI initiative from CMS with information on the regulatory requirements and the tools and resources that are available. The presenter will show you from start to finish how to create a successful QAPI program for your facility, using specific examples of current programs and the five elements that provide the basis for effective quality systems.

Thursday, July 10 *(continued)*

CE SESSION #44 **CANARY 4**

FHCA's Senior Clinicians' Panel: Precision Cut Strategies for Quality Care (Track: Clinical / Care Practice)

Today's skilled nursing facility is a significantly complex organization, and ALFs are serving a changing population. The resident populations represent a wide range of clinical conditions that often require care measures once deemed sufficiently complex to be treated in hospital settings. The workforce presents diversity in culture and generations represented. The regulatory and legal issues that must be complied with continue to change and grow. This panel presentation, made up of Florida Senior Clinicians Council members, will share best-pracitices and answer some of today's most pressing clinical, managerial and leadership challenges with evidence-based examples.

CE SESSION #45 **CRYSTAL K**

Regulatory Trends and Survey Readiness for ALFs

(Track: Assisted Living)

Presenter(s): Catherine Anne Avery, Operations and Management Consultant, Bureau of Field Operations, Agency for Health Care Administration

This session will explore how ALFs may access and use all the Agency tools and regulatory documents to assess and review systems and procedures in preparing for a survey. You will receive the latest regulatory news and survey trends from the Agency's lead assisted living facility official.

CE SESSION #46 **CANARY 1**

The Administrator and Director of Nursing: Daring to be Great Business Partners!

(Track: Leadership / Management)

Presenter(s): Cheryl Boldt, RN, LNHA, Senior Consultant, Maun-Lemke Speaking and Consulting

Long term care organizations have the highest level of success when the Administrator and DON have a strong, goal-driven business partnership. This means they are daring to go outside their comfort zones and cross-train each other to improve their expertise. Both professionals must support the change from parent/child and turf-based models of service delivery to practices that truly support teaming, empowerment of staff and the use of systems that drive accountability. These changes pose risks to both sides, but it is a risk most successful leaders are willing to take from the realization that they cannot lead with vision if the majority of the day is spent trying to solve multiple problems that have surfaced! Join us as we dare to change and explore the wide world of shared expertise as the Administrator and DON evolve as multi-faceted business partners and empowering leaders of great organizations.

2:30 TO 4:30 P.M. **ANAHEIM/ATLANTA**

FHCA BOARD OF DIRECTORS MEETING

4:00 TO 6:00 P.M.

CONTINUING EDUCATION SESSIONS

CE SESSION #47 **CRYSTAL K**

Brilliant Managed Medicaid Gems for ALFs

(Track: Assisted Living)

Presenter(s): Karen Goldsmith, JD, Partner, Goldsmith & Grout, P.A.

The implementation of Florida's Statewide Long Term Medicaid Managed Care Program is underway, and assisted living facilities are managing resident and family member questions and responding to process changes and contractual relationships with plans. This session will address frequently asked questions that ALF providers raised during the rollout.

CE SESSION #48 **CANARY 4**

Inspiring the CULTURE of How and When We CULTURE (Track: Clinical / Care Practice)

Presenter(s): Deborah Afasano, Vice President of Clinical Services; Marty Casper, Vice President of Operations; and Wendy Davis, Regional Director of Clinical Services; all of Avante Group, Inc.; and A.C. Burke, MA, HAI Program Manager, Florida Department of Health, Division of Disease Control and Health Protection, Bureau of Epidemiology

The CDC reports that 30-50 percent of long term care residents have a positive urine culture without any symptoms of a urinary tract infection (UTI). Many residents are inappropriately placed on antibiotics and overuse can lead to antibiotic resistant infections and related morbidity and mortality. Staff in 11 Florida facilities are working with the state health department to reframe the resident care environment to promote critical thinking, nursing assessment and awareness of key protocols that can influence a decrease in antibiotic use for asymptomatic bacteriuria and urinary tract infections which do not meet the 2012 McGeer criteria. This session will discuss the data findings and strategies recommended.

Thursday, July 10 *(continued)*

CE SESSION #49 — CRYSTAL N/J2

Medicaid Managed Care Billing: Purely A Provider's Perspective *(Track: Finance / Development)*

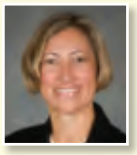
Presenter(s): Darlene Burt, Director of Reimbursement, Remington Financial Solutions; Lynette Davis, Director of Business Office Systems, Opis Management Resources; Jennifer Hubbard, Director of Business Advisory Services, Health Care Navigator; and Tony Marshall, Senior Director of Reimbursement, Florida Health Care Association

This session will review the billing requirements and processes of the Long Term Care component of the Statewide Medicaid Managed Care Program. This includes the billing requirements that are uniform for each of the SMMC LTC Plans, as well as any Plan-specific unique requirements. The session will cover billing for all Medicaid bill types including SNF, ICF and Medicare Part A and Part B coinsurance crossover claims.

CE SESSION #50 — CRYSTAL J1

Multi-Faceted Gems of Labor and Employment Law for Health Care Employers

(Track: Legal / Public Policy / Risk Management)



Presenter(s): Michael Miller, Esq., Shareholder; John M. Hament, Esq., Partner; and Gail E. Farb, Esq., Attorney; all of Kunkel Miller & Hament

Our panel of experienced labor lawyers will guide you through the latest legal developments to help prevent or defend against "10 carat" employee lawsuits. The presenters will provide clarity and insights regarding compliance with changes in Florida and federal employment laws impacting health care employers. The session will also cut through current and complex federal agency initiatives of the DOL, EEOC and NLRB. The lawyers will offer colorful innovative strategies and solutions to HR problems.

CE SESSION #51 — CANARY 1

Preceptor Refresher Course

(Track: Leadership / Management)

Presenters: Peggy Rigsby, Director of Government Affairs; and Carol Berkowitz, Associate Director of Government Affairs; both of Florida Health Care Association

Board of Nursing Home Administrators' regulations pursuant to 64B10-16.0025(2), FAC, require all Florida Nursing Home Administrators with Preceptor Certification to take a two-hour Preceptor Refresher Course upon license renewal every two years. This course will meet that requirement. If you are considering becoming a Preceptor, this session will also provide an overview to help you understand the needs and expectations of AITs and Preceptors. FHCA's Peggy Rigsby and Carol Berkowitz will moderate this session as experts, including current and past members of the Board of Nursing Home Administrators, probable cause panel members and experienced Preceptors, share their knowledge.

CE SESSION #52 — CANARY 3

What's New + How-To: Emergency Preparedness Requirements and Developing a Disaster Drill

(Track: Operations / Quality Improvement)

Presenter(s): Robin A. Bleier, RN, HCRM, LNC, President, RB Health Partners, Inc.; Bernard Hudson, Health Services & Facilities Consultant Supervisor, Agency for Health Care Administration; Tracy Greene, Administrator, Woodbridge Rehabilitation & Health Center; Martha Perez, Administrator/Vice President, Haven of Our Lady of Peace; and Vernon Zeger, Executive Director, Hawthorne Health & Rehab of Brandon

In this session, you will be briefed on the status of CMS' proposed rule on emergency preparedness and the Agency's emergency planning criteria for skilled nursing and assisted living facilities; the transition from the Emergency Status System (ESS) to the EMResource System; and the integration of LTC providers as members of local healthcare preparedness coalitions. In addition to these updates, you will learn how to develop, conduct and evaluate a disaster drill for your facility, from the pre-planning meeting to the after-action report and follow-up. You will leave with the tools and information needed to develop a similar drill for your own facility.

Thursday, July 10 *(continued)*

7:15 TO 10:45 P.M. **ARUBA**

CHILDREN'S FUN NIGHT

FHCA has coordinated a safe, fun and supervised environment for kids to enjoy while their parents attend the Starlight and Spurs Fun Night. Children ages 4 and older will enjoy arts and crafts, games, movies and more. The night will also include a kid-friendly dinner. Advanced reservation for this event is required in order to ensure a proper counselor-to-child ratio. Sign up at the Palms Registration Desk by Tuesday. For children under 4, in-room babysitting can be arranged by calling the hotel concierge at (407) 239-4200.

7:30 TO 10:30 P.M. **SABAL**

FUN NIGHT: STARLIGHT AND SPURS

Howdy Partners! Saddle up for an evening of fun at the FHCA 2014 Fun Night as we bring the Old West to life. Put on some boots, don your denim or dress up with some sparkle. Whatever your attire, mosey on over for lots of grub, a great live band and a stompin good ole' time!

A ticket to Fun Night is included in the Full Registration and in the Adult Guest Package. Additional tickets are also available for sale.

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Snack	Eccolab Group (Booth #710)
Nonalcoholic Specialty Drink	FordHarrison LLP (Booth #712)
Photo Booth	Consulate Management Company (Booth #214)
Live Auction Item	Novaerus (Booth #425, 524) *One-week stay at private Abaco Island home ($15,000 Value)*

FUN NIGHT

STARLIGHT AND SPURS

THURSDAY, JULY 10 - 7:30-10:30 PM - SABAL BALLROOM

The stars at night are big and bright and they're sure to be shining over this memorable event. So saddle up and make plans to attend Fun Night!

- Get first-hand experience of the Old West as you travel back in time and try your hand at the gun shoot, rodeo roper and other western games sure to bring out the cowboy in all of us.
- Head on over to the 1800s inspired Saloon Bar and sample old time libations from a cowboy cocktail to a mug of good old-fashioned rootbeer.
- Hit the trail and kick up your heels as the band plays into the night and teaches us classic line dances.
- The evening will also feature a Live Auction with our ever popular auctioneer, Emmett Reed.
- Take home your keepsake for the event with your very own wanted poster photo.

Friday, July 11

7:45 A.M. TO 2:00 P.M. **PALMS REGISTRATION**

ATTENDEE REGISTRATION

7:45 TO 8:30 A.M. **PALMS BALLROOM FOYER**

WAKE-UP REFRESHMENT BREAK

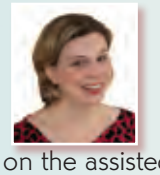
Refreshment Break Sponsored By: PharMerica (Booth #115)

8:15 TO 9:45 A.M.

CONTINUING EDUCATION SESSIONS

CE SESSION #53 — CRYSTAL K

Health Care Reform's Impact on Assisted Living: Treasure or Trinket? (Track: Assisted Living)



Presenter(s): Catherine Ratcliffe, Chief Operating Officer, Sullivan Benefits

The Patient Protection and Affordable Care Act legislation will have a unique impact on the assisted living community. From the definition of a full-time employee, to the affordability of the programs, employers will have to determine whether it is better to pay or play in the marketplace. Assisted living workforce demographics make this a different playing field from other industries. This session will address these and other effects the new requirements will have on ALFs.

CE SESSION #54 — CRYSTAL J1

Maintain Your Luster: Mitigating Professional Liability in Aging Services

(Track: Legal / Public Policy / Risk Management)

Presenter(s): Joyce Benton, Risk Control Director, CNA Insurance; and Tracey McCutchen-Rossi, Vice President, Weekes & Callaway, Inc.

The aging services industry is experiencing changes which extend across business segment, facility type, service level and location. As the industry undergoes these changes, it remains vulnerable to liability exposures, as well as regulatory, operational and financial challenges. This presentation will include information from CNA Insurance Company's seventh study on aging services' professional liability claims with the objectives to facilitate a better understanding of the risks associated with providing care for the aging population and to provide options for change.

CE SESSION #55 — CRYSTAL N/J2

MDS, Therapy and Quality Measures : A Girl's Best Friend for Reimbursement (Track: Finance / Development)

Presenter(s): Pam Petsopoulos, Senior VP of Clinical and Compliance; and Kathy Russell, Lead MDS and Nurse Consultant; both of Solaris Rehab, LLC

In today's reimbursement and audit environment, it is essential that MDS, Therapy RUGS and Quality Measures support your resident's care and you get paid for the quality care you deliver. Long term care providers, especially those not responsible for budgets and financial outcomes, may not understand the direct correlation between clinical care and reimbursement. In the complexities of PPS (prospective payment system) in the skilled nursing settings, clinical care and reimbursement are absolutely interrelated and inseparable. Because Therapy and Therapy RUGS are such a key component of every skilled nursing facility's reimbursement and daily rate, it is essential that both nursing care and therapy are considered when discussing reimbursement and patient outcomes. Learn how to maximize your reimbursement in this session.

CE SESSION #56 — CANARY 4

Radiant Therapy Metrics for Administrators

(Track: Clinical / Care Practice)

Presenter(s): Stacy Darling, MBA, MPT, AT, Vice President of Operations, Post Acute Consulting

This presentation, targeted at administrators of skilled nursing facilities, will outline the basic metrics reporting for therapy departments. By better understanding what the productivity or cost per minute numbers actually mean in relationship to the organization, you will know what questions to ask your therapy director and how to use that information to build future budgets. You will have a better understanding of how to supervise your rehab directors and be able to compare your departments to national averages and benchmarks.

Friday, July 11 *(continued)*

CE SESSION #57 — CANARY 3

Understanding and Using Data for Brilliant Performance (Track: Operations / Quality Improvement)

Presenter(s): Nancy Augustine, MSN, RN, NHA, Senior HealthCare Specialists, PointRight Inc.

We are living in the age of information, but are you making the most of the data around you? Clinical informatics is designed to assist the management and processing of data, information and knowledge to support the practice and delivery of clinical care. This session will explore the various types of SNF data available, the underlying limitations and inherent value for us, and practical strategies of use in performance improvement.

8:30 A.M. TO 3:00 P.M. — CANARY 2

PRECEPTOR PROVIDER TRAINING

(With 30-minute lunch)

FHCA's Peggy Rigsby and Carol Berkowitz will lead this interactive training program, along with experienced Preceptors, to qualify attendees to become preceptors and help shape the careers of new long term care administrators. Six (6) contact hours are earned for attending the course and 10 will be granted after serving as a Preceptor. Onsite registration is available for $199 (visit the FHCA Onsite Registration desk). Lunch and breaks are included.

10:00 TO 11:30 A.M.

CONTINUING EDUCATION SESSIONS

CE SESSION #58 — CANARY 3

A Reason to Celebrate! How You Can Reduce Dining Costs Using the QAPI Approach

(Track: Operations / Quality Improvement)

Presenter(s): Diane Hall, RD, LD, NHA, Owner; and Gail Douglas, RD, LD, Regional Director; both of Balanced Senior Nutrition; Deborah Afasano, Vice President of Clinical Services; and Lloyd Fossey, Vice President of Dining Services; both of Avante Group, Inc.

Discover how the Avante Group integrated QAPI to successfully eliminate commercial food supplements while increasing resident choice. Hear directly from both residents and staff as they share their perspectives of the process. Learn how you, too, can manage the transition, and participate in a lively discussion about the complexities of eliminating food supplements and promoting choice while balancing clinical and regulatory standards.

CE SESSION #59 — CANARY 1

Change: It's All In Your Perspective

(Track: Leadership / Management)

Presenter(s): Kim Hofmann, RD, LD, Get to the Point

One of the skills desperately needed in today's fast-paced world is the ability to adapt quickly and effectively to change. If you are willing to welcome change instead of constantly fighting it, you will hold incredible value for your company! What do you think of when you hear the word "change"? Do you feel threatened because it means that things might get worse? Are you encouraged because things may be better? Do you resist change? Are you tired of change? Are you (or do you know people who are) members of the "Ain't it Awful Club"? This program will teach you how to refocus and look at change from a new perspective.

CE SESSION #60 — CANARY 4

Palliative Care Implementation in Long Term Care Centers (Track: Clinical / Care Practice)

Presenter(s): Dorene Bissonette, Clinical Risk Manager; Michelle Brough, MSW, Social Services Director; and Donnell Fernandez, RD, Director of Food Service Operations; all of Opis Management Resources; Michelle Lewis, GNP, ARNP, Optum; and Giovanni Lupo, MD, Osler Geriatrics/Brevard Hospice (Assoc. Hospice Medical Director)

Palliative care implementation into the long term care setting requires a multidisciplinary approach. This session will bring experts who are currently providing palliative care to their customers in long term care centers in Florida to share their best-practices. Subjects to be reviewed will include symptom management, end-of-life wasting, dietary issues in palliative care and bereavement programs, with time allowed for questions and answers.

CE SESSION #61 — CRYSTAL K

Plans of Care: Jewels of Dementia Care in ALFs

(Track: Assisted Living)

Presenter(s): Rosemary Carbonelli, ALF Administrator, Pines of Sarasota ALF; and JoAnn Westbrook, Director of Pines Education Institute, Pines of Sarasota, Inc.

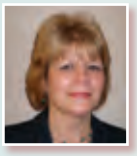
Residents may come to an assisted living facility needing specialized memory care, or a resident may begin to develop cognitive impairment as a course of their aging experience or due to external triggers such as medication introduction, surgery or illness. This session will explore recognizing and responding to residents with cognition problems, noting how plans of care support the resident and provide guidance to staff.

Friday, July 11 *(continued)*

11:45 A.M. TO 1:45 P.M.
CONTINUING EDUCATION SESSIONS

CE SESSION #62 — CANARY 4

Bring Clarity to Your Documentation to Avoid Claims Denials (Track: Clinical / Care Practice)



Presenter(s): Marigene Barrett, President, MRH Professional Services, LLC; and Sheila Capitosti, V.P. Clinical and Compliance Services, Functional Pathways

Clinical documentation is a crucial component related to ensuring payment of claims that have been selected for review by third party auditors. All payment decisions are made based on the documentation and the documentation alone. In today's health care environment, coordination of physician, therapy and nursing documentation is required to support services provided to a patient that are both reasonable and medically necessary. This program will identify key physician, therapy and nursing documentation requirements while focusing on team approaches and processes to facilitate interdisciplinary communication and coordinated documentation required to ensure payment of claims for services provided to patients in the skilled nursing environment.

CE SESSION #63 — CRYSTAL J1

Picket Lines & Protests: Organized Labor's New Strategy To Unionize Health Care Facilities

(Track: Legal / Public Policy / Risk Management)

Presenter(s): Thomas Garwood, Partner; and Tom Keim, Partner; both of FordHarrison LLP

Much has changed in the last 60 years in long term care, especially in the area of organized labor. Recently, labor unions have altered their strategies for organizing employers, particularly in Florida, and often organize picket lines and other protests to put pressure on employers to accept unionization. Labor unions have also added the use of social media to their toolkit. What can you do in advance to protect your facility, your employees and most importantly, your residents? Join our presenters for tips on developing your action plan.

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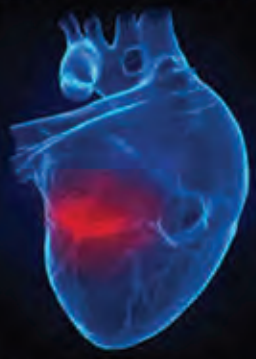

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FHCA 2014 CONFERENCE AT-A-GLANCE

MONDAY JULY 7

3:00 to 6:00 p.m.	Attendee Registration
3:00 to 6:00 p.m.	Exhibitor Registration
6:00 to 8:00 p.m.	Politics in the Park

TUESDAY JULY 8

7:30 a.m. to 7:30 p.m.	Attendee Registration
9:00 a.m. to 7:00 p.m.	Exhibitor Registration
7:30 to 9:00 a.m.	Welcome Refreshment Break
7:30 a.m. to 1:30 p.m.	Golf Tournament and Awards Luncheon
8:15 to 9:15 a.m.	Continuing Education Sessions
9:30 to 11:30 a.m.	Continuing Education Sessions
11:30 a.m. to 1:30 p.m.	Cash Concessions
11:45 a.m. to 12:45 p.m.	Continuing Education Sessions
2:00 to 4:00 p.m.	Kick-Off Membership Meeting
4:00 to 7:00 p.m.	Trade Show (with Welcome Cocktail Party 5:00 to 7:00 p.m.)
7:00 to 8:30 p.m.	Continuing Education Sessions

WEDNESDAY JULY 9

7:30 a.m. to 7:00 p.m.	Attendee Registration
8:30 a.m. to 3:00 p.m.	Exhibitor Registration
6:30 a.m.	Cardio Networking
7:30 to 8:30 a.m.	Cash Concessions
8:30 to 10:30 a.m.	Membership Meeting and Election of Officers
10:30 a.m. to 2:30 p.m.	Trade Show
11:00 a.m. to 2:30 p.m.	Cash Concessions Lunch in Trade Show
2:30 to 3:30 p.m.	Continuing Education Sessions
3:45 to 5:15 p.m.	Plenary Session: Legislative Update
5:30 to 7:00 p.m.	Continuing Education Sessions
8:00 to 10:00 p.m.	Hospitality Hops

THURSDAY JULY 10

7:30 a.m. to 5:30 p.m.	Attendee Registration
7:30 to 8:15 a.m.	Cash Concessions
8:15 to 10:15 a.m.	Plenary Session: Survey and Regulatory Update
10:30 to 11:30 a.m.	Continuing Education Sessions
12:00 to 2:00 p.m.	Circle of Excellence Award Luncheon and Officer Installation
2:15 to 3:45 p.m.	Continuing Education Sessions
4:00 to 6:00 p.m.	Continuing Education Sessions
7:15 to 10:45 p.m.	Children's Fun Night
7:30 to 10:30 p.m.	Fun Night

FRIDAY JULY 11

7:45 a.m. to 2:00 p.m.	Attendee Registration
7:45 to 8:30 a.m.	Wake-Up Refreshment Break
8:15 to 9:45 a.m.	Continuing Education Sessions
8:30 a.m. to 3:00 p.m.	Preceptor Provider Training
10:00 to 11:30 a.m.	Continuing Education Sessions
11:45 to 1:45 p.m.	Continuing Education Sessions

An individual may earn up to 24 contact hours during the FHCA 2014 Annual Conference