All Speakers by Session Number

CE SESSION # 1
Best Practice: Preventing Re-Hospitalization (Clinical/Care Practices)

Presenter(s): Jeri Lundgren, President, Senior Providers Resource

Speaker Bio: Jeri Ann Lundgren, RN, BSN, PHN, CWS, CWCN has been working in Long Term Care since 1990, specializing in wound care nationally since 1994. Her extensive background in long term care nationally includes: survey management, litigation support, wound care consultation, program development, consultant/presenter for several state Quality Improvement Organizations and clinical expert/presenter for several departments of health (MN, IN, KY). Her background also includes 4 years as a Director of Nurses in a Long Term Care facility. Currently she is the President of Senior Providers Resource.

CE SESSION # 2
Clinical Readiness, Capacity and Competency in the New Value Based Payment Models – Not an Option but an Expectation (Finance/Development)

Presenter(s): Lisa Thomson, Chief Marketing and Strategy Officer, Pathway Health

Speaker Bio: Lisa Thomson is the Chief Marketing and Strategy Officer at Pathway Health Services. She has over 25 years’ experience in the post-acute and long-term care setting as well as other healthcare settings. Lisa has had extensive experience in leadership and oversight of daily operations of numerous health care organizations in the Post-Acute Care Continuum. She has been instrumental in supporting leadership teams (from all levels) through a number of organizational changes to establish regulatory compliance, standards of practice, operational strategies as well as Joint Commission Accreditation.

CE SESSION # 3
Managing and Understanding Diversity in a Health Care Setting (Leadership/Management)

Presenter(s): Lynn M. Hood, General Manager, HCR ManorCare

Speaker Bio: Lynn M. Hood is the Vice President, General Manager for HCR Manor Care. Lynn has been with HCR for 24 years and is responsible for 62 Skilled Nursing Facilities in 9 States. Under Lynns organization she has 7 Regional Directors of Operations that have been with her for over an average of 13 years. Currently her employee workforce numbers over 7000 strong. Lynn believes that a focus on a happy and engaged workforce creates a positive environment for our patients and residents.
CE SESSION # 3
Managing and Understanding Diversity in a Health Care Setting (Leadership/Management)

Presenter(s): Marjorie Lozama, Immediate Past President, Haitian American Nurses Association

Speaker Bio: Marjorie Lozama, Immediate Past President of the Haitian American Nurses Association (HANA) and now chair the International Affairs Committee. She has been a registered nurse for the past 17 years and holds a Master of Science in Nursing and Health Care Education. She is a licensed Qualified Rehabilitation Provider for the State of Florida and holds a Certification as a Disability Management Specialist.

CE SESSION # 4
Hot Topic: PPS, PBJ and Other Points of Interest (Legal/Regulatory/Survey)

Presenter(s): Lee Ann Griffin, Director of Regulatory and Education Development, Florida Health Care Association

Speaker Bio: Lee Ann Griffin is the Director of Regulatory and Education Development for Florida Health Care Association (FHCA). With a fifteen-year career, Lee Ann has developed extensive expertise in the rules, laws and policy interpretations for nursing homes and assisted living facilities. Lee Ann’s career also includes the development of education and unique tools that support providers in compliance and internal training.

CE SESSION # 4
Hot Topic: PPS, PBJ and Other Points of Interest (Legal/Regulatory/Survey)

Presenter(s): Thomas Parker, Director of Reimbursement, Florida Health Care Association

Speaker Bio: Tom Parker has over eight years of reimbursement experience and currently serves as the Director of Reimbursement for Florida Health Care Association. On behalf of FHCA, he serves as a liaison to the Florida Legislature, Agency for Health care Administration, Department of Elder Affairs, Centers for Medicare and Medicaid Services, American Health Care Association, FHCA Reimbursement Committee and other relevant state and federal entities regarding issues of reimbursement and health care finance policy.
CE SESSION # 4
Hot Topic: PPS, PBJ and Other Points of Interest (Legal/Regulatory/ Survey)

Presenter(s): Peter Corless, Executive Vice President of Enterprise Development, OnShift

**Speaker Bio:** Peter Corless is the Executive Vice President of Enterprise Development of OnShift, a leader in human capital management software for post-acute care and senior living. Peter is also currently the Associate Business Member President on AHCA/NCAL’s Board of Governors. Peter is a recognized HR leader in post-acute care and is well-known for his achievements at some of the country’s largest post-acute care organizations, including Kindred Healthcare and Genesis HealthCare.

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CE SESSION # 5
Hospitals and Skilled Nursing Centers: Forging Partnerships in a Changing Landscape (Operations/Quality Improvement)

Presenter(s): Carmen Creed, Quality Improvement Specialist, Health Services Advisory Group

**Speaker Bio:** Ms. Creed has a broad knowledge of the healthcare industry and extensive experience in community team building and healthcare improvement. As a Quality Improvement Specialist at HSAG, Ms. Creed participates in the Coordination of Care initiative of community coalition building through stakeholder collaboration to reduce avoidable hospital readmissions by improving transitions of care, reducing adverse drug events and increasing beneficiary community tenure throughout Florida.

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CE SESSION # 5
Hospitals and Skilled Nursing Centers: Forging Partnerships in a Changing Landscape (Operations/Quality Improvement)

Presenter(s): Kathleen Miller, Director of Business Development, Conway Lakes Health and Rehabilitation Center

**Speaker Bio:** Kathleen Miller began at Orlando Health in 2005 where we bridged knowledge gaps between the Hospitals and post-acute care providers. We worked to understand post-acute challenges and offer solutions to prevent readmissions. In 2013 joined the team at Conway Lakes Health & Rehabilitation Center where we have developed a Care Navigation Program and are currently initiating several pilot programs to defer patients from the community directly to a SNF to prevent readmissions.
CE SESSION # 5
Hospitals and Skilled Nursing Centers: Forging Partnerships in a Changing Landscape (Operations/Quality Improvement)

Presenter(s): Amy Osborn, Executive Director QIN-QIO, Health Services Advisory Group

Speaker Bio: Amy Osborn is the Executive Director for Health Services Advisory Group the CMS Quality Innovation Network-Quality Improvement Organization (QIN-QIO) in Florida. Ms. Osborn oversees project teams working on CMS initiatives within hospitals, home agencies, nursing centers, and physician offices. Ms. Osborn served 12 years as a Florida Nursing Home Administrator.

CE SESSION # 5
Hospitals and Skilled Nursing Centers: Forging Partnerships in a Changing Landscape (Operations/Quality Improvement)

Presenter(s): Kim Streit, Vice President/Healthcare Research and Information, Florida Hospital Association

Speaker Bio: Ms. Streit serves as the Vice President of Health Care Research and Information for the Florida Hospital Association (FHA), a state association that represents 239 hospitals and health systems. Through representation and advocacy, education, and informational services, FHA supports the mission of its members to provide the highest quality of care to all Floridians. In her role with FHA, Ms. Streit spearheads the Association’s work on quality and patient safety, managed care issues, data analysis and reporting, community benefits and physician issues.

CE SESSION # 6
Collaborative Activity and Wellness Programming for Individuals with Cognitive Deficits (Clinical/Care Practices)

Presenter(s): Angela Edney, Clinical Director, Aegis Therapies

Speaker Bio: Angela Edney, MS, OTR/L, is a National Clinical Director for Aegis Therapies. Ms. Edney serves as a clinical resource for speech-language pathology, occupational therapy, and physical therapy. She has over 30 years of experience in rehab and approximately 20 years of experience as a clinical director in long term care.
CE SESSION # 7

**Accounts Receivable Management - "The Life Cycle of a Claim"
(Finance/Development)**

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

**Speaker Bio:** Felice Landry has over 30 years’ experience in all types of medical and insurance claims processing, including Medicare, Medicaid, managed care, workers’ compensation, auto liability and supplemental insurance. She has been involved with and established a variety of billing and collection systems, including manual and electronic billing processes, development of billing policies and procedures, staff training and quality improvement activities and monitoring status of reconsiderations and appeals. She is experienced in the application, licensure and certification process necessary to obtain Medicare and Medicaid provider numbers.

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CE SESSION # 8

**Leadership: Catching, Motivating and Retaining Your Best Employees
(Leadership/Management)**

*Presenter(s): Earl Suttle, Ph.D., Leadership Success International, LLC*

**Speaker Bio:** Dr. Earl Suttle is the CEO and founder of Leadership Success International, LLC, an international consulting and training company based in Atlanta, GA, that works with businesses and organizations to increase their profits and productivity through developing their people. As a business consultant and dynamic entertaining keynote professional speaker, Dr. Suttle delivers numerous presentations throughout the year in the United States and South Africa. He is also a best-selling author of five books.

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CE SESSION # 9

**Culture Change Showcase: Open Dining and Holistic Caregivers
(Operations/Quality Improvement)**

*Presenter(s): Kimberly Braham-Moody, Vice President, Rolling Fields Elder Care Community*

**Speaker Bio:** Kimberly Braham-Moody, is the Vice Pres. and Administrator of Rolling Fields Elder Care Company. Kim holds a BS degree in Psychology, is a licensed nursing home administrator, and is a Certified Eden Associate and Eden Educator and Eden Mentor. Over the past fifteen years, Rolling Fields has successfully shifted focus toward a social model where Elders and caregivers are the decision makers. As a result of the hard work and dedication of many, Rolling Fields was awarded the Optima Award from Long-Term Living magazine in 2009.
CE SESSION # 9
Culture Change Showcase: Open Dining and Holistic Caregivers (Operations/Quality Improvement)

Presenter(s): Bret Brown, Administrator, Washington Rehabilitation & Nursing Center

Speaker Bio: Bret Brown began his career in healthcare in 2003. Prior to his career in long term care, Bret worked as a High School Chemistry teacher and coach. He currently is the Administrator at Washington Rehabilitation and Nursing Center (WRNC) which was recently nominated for the Seedling Award at the International Eden Alternative Conference. WRNC received the 2015 Embracing Quality Award for Customer Satisfaction.

CE SESSION # 9
Culture Change Showcase: Open Dining and Holistic Caregivers (Operations/Quality Improvement)

Presenter(s): Heather Exum, Director of Nursing, Washington Rehabilitation & Nursing Center

Speaker Bio: Heather Exum, DON, has been in Long Term Care for 17 years, beginning her career as the 11-7 RN Supervisor at Washington Rehab and Nursing Center in Chipley, FL. She progressed in her position and became the ADON in 2002. In 2010 she became Director of Nursing, a position she continues to hold today. Under her direction, Washington Rehab and Nursing Center became a 5 Star facility as well as an Eden Registered home. Heather is a true advocate for culture change in Long Term Care and spoke on a Panel at the Pioneer Network Convention in Seattle, Washington in 2013 on Antipsychotic Medication Reduction and Culture Change. She is currently working with her team to continue to change Long Term Care through implementation of the Holistic Caregiver.

CE SESSION # 9
Culture Change Showcase: Open Dining and Holistic Caregivers (Operations/Quality Improvement)

Presenter(s): Cindy Godfrey, Vice President, Rolling Fields Elder Care Community

Speaker Bio: Cindy Godfrey is the Vice President of Rolling Fields; a family owned Elder care community in Conneautville, Pennsylvania’ founded over thirty years ago by her parents, Duane and Marlene Braham. She and her sister, Kimberly Moody, have managed the home since 1994. After attending the College of Wooster and exploring several career opportunities, Cindy joined the family business in 1987, beginning her employment as the receptionist. Cindy received her NH Administrator's license in 1991.
CE SESSION # 9
Culture Change Showcase: Open Dining and Holistic Caregivers
(Operations/Quality Improvement)

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

Speaker Bio: Ms. Goldsmith has been legal counsel for FHCA since 1980. She currently serves as FHCA’s regulatory counsel. She is on the AHCA Legal Subcommittee and served as its chair for 3 years. She is active in the American Health Lawyers Association and served as chair of their long term care subgroup for 2 years. She has published in several books produced by AHLA. She practices primarily in long term care.

CE SESSION # 9
Culture Change Showcase: Open Dining and Holistic Caregivers
(Operations/Quality Improvement)

Presenter(s): Diane Hall, President, Balanced Senior Nutrition

Speaker Bio: Diane Hall with Balanced Senior Nutrition has over 30 years of experience in Long Term Care. She began her career as a Dietary Manager/Dietitian and soon became a Nursing Home Administrator. Diane's many years in long term care have resulted in a depth and wisdom which she utilizes for the ultimate goal of promoting quality of life for seniors.

CE SESSION # 10
Gold Medal Winners of Nutritional Care in Rehabilitation Settings
(Clinical/Care Practices)

Presenter(s): Janet McKee, President, Nutritious Lifestyles

Speaker Bio: Janet S. McKee, MS, RDN, CSG, LD/N, DAPWCA is the president and owner of Nutritious Lifestyles, a group of 80-85 RDNs, LDs, DTRs and CDMs that provide nutrition and foodservice consultations throughout the United States. Mrs. McKee has a BS degree in Home Economics Education, and a MS degree in Nutrition, Foodservice and Institutional Management.
CE SESSION # 11
**Getting the Gold in Future Reimbursement** (Finance/Development)

*Presenter(s):* Scot Aurelius, Shareholder, Moore Stephens Lovelace, P.A.

*Speaker Bio:* Coming Soon

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CE SESSION # 11
**Getting the Gold in Future Reimbursement** (Finance/Development)

*Presenter(s):* Jeff Goolsby, Shareholder, Moore Stephens Lovelace, P.A.

*Speaker Bio:* Jeff is a Shareholder with Moore Stephens Lovelace, P.A. and the Firm’s Acute Care Leader with more than 18 years of experience in serving both long-term care and acute care providers. He serves on a variety of committees related to health care including HFMA and the FICPA. He is Florida CPA and has a master’s degree in accounting from Florida State University.

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CE SESSION # 12
**Winning the Millennial Market: How to Attract & Engage Millennials in Senior Care** (Leadership/Management)

*Presenter(s):* Peter Corless, Executive Vice President of Enterprise Development, OnShift

*Speaker Bio:* Peter Corless is the Executive Vice President of Enterprise Development of OnShift, a leader in human capital management software for post-acute care and senior living. Peter is also currently the Associate Business Member President on AHCA/NCAL’s Board of Governors. Peter is a recognized HR leader in post-acute care and is well-known for his achievements at some of the country’s largest post-acute care organizations, including Kindred Healthcare and Genesis HealthCare.
CE SESSION # 12
Winning the Millennial Market: How to Attract & Engage Millennials in Senior Care
(Leadership/Management)

**Presenter(s):** Irene Fleshner, Principal, Reno, Davis & Assoc. Inc.

**Speaker Bio:** Irene Fleshner, RN, MHA, FACHE is a Principal for the consulting firm of Reno, Davis and Associates, Inc. where she provides consulting services, to professional associations, nursing organizations, and businesses in the acute and long term care sectors. Her expertise is in the areas of nursing leadership and professional development, clinical operations, business strategy and quality improvement. In addition, Irene serves in a part time capacity as the Senior Vice President for Strategic Nursing Initiatives at Genesis Health Care.

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CE SESSION # 13
Going for Gold with MDS/Staffing - Focused Surveys (Legal/Regulatory/ Survey)

**Presenter(s):** Jennifer Gross, Senior Healthcare Specialist, PointRight

**Speaker Bio:** Jennifer Gross with PointRight has experience in the nursing field includes work in psychiatric rehab and in long term care as a staff nurse, MDS coordinator, and as a consultant. She has an extensive knowledge of the MDS and PPS process, focusing on the use of the MDS assessment to maximize quality of care, identify residents at risk, and prevent decline.

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CE SESSION # 14
The Director of Nurses and Non-Clinical Administrator Approach - Going for the “Gold” on Quality Measures (Operations/Quality Improvement)

**Presenter(s):** Robin Bleier, President, RB Health Partners, Inc.

**Speaker Bio:** Robin A. Bleier, RN, LHRM, CLC is the President of RB Health Partners, Inc., a clinical risk consulting firm. Robin is a special topics advisor to the FHCA Quality Foundation, Chair of the FHCA Emergency Preparedness Council, Chair of the FHC PAC, Co-Chair of the FHCA Risk Management Development Group and a vested long term care advocate through her volunteerism and affiliation with numerous professional committees. She is an FHCA RAI-PPS Certificate/Endorsement Program Educator.
CE SESSION # 14
The Director of Nurses and Non-Clinical Administrator Approach - Going for the “Gold” on Quality Measures (Operations/Quality Improvement)

Presenter(s): Katie Piperata, Senior Partner, MedBest Recruiting

Speaker Bio: Drawn to the elderly at age 12, Katie volunteered at nursing homes. After a USF Gerontology degree, she made her mark as a Nursing Home Administrator. Fast forward from the wide-eyed child who sat and talked with seniors, and you have a Senior Partner at MedBest, a nationally recognized recruiting firm specializing in senior care. Katie also has an MBA and is certified in the DISC/Motivators Success Insight Practitioner Program.

CE SESSION # 15
Self-Directed Care Plans Made Easy (Clinical/Care Practices)

Presenter(s): Karen Goldsmith, Attorney, Goldsmith & Grout

Speaker Bio: Ms. Goldsmith has been legal counsel for FHCA since 1980. She currently serves as FHCA’s regulatory counsel. She is on the AHCA Legal Subcommittee and served as its chair for 3 years. She is active in the American Health Lawyers Association and served as chair of their long term care subgroup for 2 years. She has published in several books produced by AHLA. She practices primarily in long term care.

CE SESSION # 15
Self-Directed Care Plans Made Easy (Clinical/Care Practices)

Presenter(s): Diane Hall, President, Balanced Senior Nutrition

Speaker Bio: Diane Hall with Balanced Senior Nutrition has over 30 years of experience in Long Term Care. She began her career as a Dietary Manager/Dietitian and soon became a Nursing Home Administrator. Diane’s many years in long term care have resulted in a depth and wisdom which she utilizes for the ultimate goal of promoting quality of life for seniors.
CE SESSION # 16
Strategic Relationships with Acute/Post-Acute Providers to Ensure Future Success When ACOs and Bundling Drives Business (Finance/Development)

Presenter(s): Fred Bentley, Vice President, Avalere Health

Speaker Bio: Fred Bentley with Avalere Health advises clients on health delivery and payment innovation, providing analytic and strategic insight on issues related to the delivery of care. As an expert in fields ranging from payer strategy to hospital-physician alignment and post-acute care. Mr. Bentley has worked with providers – including integrated delivery networks, academic medical centers, and long-term care organizations – as well as national and regional health plans.

CE SESSION # 17
Reducing Staff Stress: Person-Centered Approaches for Handling Difficult Residents (Leadership/Management)

Presenter(s): Nathalie de Fabrique, Clinical Psychologist, Cotler Healthcare and Development

Speaker Bio: Dr. Nathalie de Fabrique earned her Psy.D. in Psychology from Nova Southeastern University. Dr. de Fabrique is the clinical director at Cotler Healthcare where she provides direct clinical care to residents at nursing facilities as well as training and support for the Licensed Psychologists and Licensed Clinical Social Workers.

CE SESSION # 18
Affordable Care Act 2016 (Legal/Regulatory/ Survey)

Presenter(s): Jeff Beck, Vice President, Bouchard Insurance

Speaker Bio: Jeff Beck joined Bouchard Insurance in 2008 the same year as a Sales Executive. He specializes in identifying and analyzing emerging risks. He focuses within the healthcare industry, including senior living, developmental disability facilities, hospice, and physician groups.

CE SESSION # 18
Affordable Care Act 2016 (Legal/Regulatory/ Survey)

Presenter(s): Kelly Davis, Benefits Client Advocate, Bouchard Insurance

Speaker Bio: Kelly began working as a large employees benefit consultant in 1998, joining the Bouchard team in 2014. Kelly’s focus is on healthcare reform compliance, self-funded benefit programs and total healthcare risk management. With experience consulting for hospitals, school boards, municipalities, sheriff’s offices, county governments, Medicare plans, public and private sector large group employers, she has been able to delve deep in to the varied employees benefit offering and compliance methodologies nationwide.
CE SESSION # 18
Affordable Care Act 2016 (Legal/Regulatory/Survey)

Presenter(s): Jeff Welch, Vice President, Bouchard Insurance

Speaker Bio: Jeff is part of the ownership group of Bouchard Insurance and has been part of the long range planning team since 2006. He plays an intricate role in the development of sales talent and has been instrumental in program design. Jeff has focused his efforts in the health care sector and is recognized as an industry expert in senior living, home health care and hospice exposures.

CE SESSION # 19
Do You Have Management OCD? (Operations/Quality Improvement)

Presenter(s): Deborah Franklin, Director of Operations, Florida Living Options, Inc.

Speaker Bio: Deborah Franklin is the Director of Operations of not-for-profit Florida Living Options, which operates the Hawthorne Villages in Florida. She has a Bachelor of Health Care Administration and a licensed nursing home administrator. She is past president of FHCA and has received the Legislative award, Administrator of the Year award and the Circle of Excellence Award. Deborah has successfully opened several new facilities along with turn around of troubled facilities.

CE SESSION # 19
Do You Have Management OCD? (Operations/Quality Improvement)

Presenter(s): Laura Haraburda, Administrator, Hawthorne Village of Sarasota

Speaker Bio: Coming Soon

E SESSION # 19
Do You Have Management OCD? (Operations/Quality Improvement)

Presenter(s): Janice Myers, Executive Director/Administrator, Hawthorne Village of Ocala

Speaker Bio: Janice Myers is Executive Director of Hawthorne Village of Ocala and Administrator of Hawthorne Health and Rehab of Ocala. She is a licensed Administrator and has BS Business Management. Janice has twenty-five years of experience in several arenas of health care which includes marketing, admissions, business office and administration.
CE SESSION # 19
Do You Have Management OCD? (Operations/Quality Improvement)

Presenter(s): Vernon Zeger, Executive Director/Administrator, Hawthorne Village of Brandon

Speaker Bio: Vernon Zeger is Executive Director of Hawthorne Village of Brandon, a retirement community consisting of skilled nursing, assisted living and independent living apartments. He has a bachelor of Health Care Administration, is a certified Risk Manager and licensed nursing home administrator. He has held various FHCA offices and is currently Region IV Vice President. In addition to being the Executive Director of the campus, Vern is Administrator of Hawthorne Health and Rehab which is a 5 star facility.

CE SESSION # 20
Mega Session: Kick-Off Membership Meeting

Presenter(s): Ruben Gonzalez, Four-Time Olympian

Ruben’s story of adventure, determination and perseverance will fill us with the spirit of teamwork, commitment to excellence, and personal dedication we need to succeed. He will teach the personal effectiveness system he used to achieve success again and again in both the Olympics (with the luge) and in business. Ruben will inspire us with the message that ordinary people can do extraordinary things.

A seemingly “ordinary guy”, Ruben Gonzalez wasn’t a gifted athlete. He didn’t take up the sport of luge until he was 21. Against all odds, four years later he was competing in the Winter Olympics. Ruben speaks from Olympic experience, He is proof that ordinary people can achieve extraordinary things if they will follow a few simple steps. In this Mega Session, you will learn how to build confidence and destroy fear, how to unleash your passion and drive, how to unlock you full potential, how to turn defeat into victory, and how to achieve your personal or professional ambitions.

CE SESSION # 21
Antibiotic Stewardship in Long Term Care - Meeting Regulatory Compliance (Clinical/Care Practices)

Presenter(s): Shelley Bhola, Nurse Consultant, Senior Providers Resource

Speaker Bio: Ms. Bhola has over 25 years experience in geriatrics. She was board certified as a Gerontological Nurse, trained in Infection Control, maintains an active membership with APIC and has a Master’s as a Nurse Educator. She is a Nurse Consultant with Senior Providers Resource.
CE SESSION # 22
**Mastering ICD-10-CM to Attain the Gold** (Finance/Development)

*Presenter(s): Marigene Barrett, Senior Director of Utilization & Regulatory Compliance, Palm Healthcare Management, LLC*

**Speaker Bio:** Marigene Barrett, RN, MBA has over 18 years of skilled nursing and long term care experience at facility, regional, and corporate levels with emphasis in clinical reimbursement and regulatory compliance. She is currently the Senior Director of Utilization and Regulatory Compliance at Palm Healthcare Management, LLC in Sarasota, Florida. She has recently earned her credential as a Certified Coding Specialist (CCS) and is an AHIMA-Approved ICD-10 Trainer.

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CE SESSION # 23
**Preparing for Your Next Life Safety Code Survey** (Legal/Regulatory/Survey)

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

**Speaker Bio:** Max Hauth is president/owner of Hauth Health Care Consultants, Inc. He holds nursing home administrator licenses in Indiana, Illinois and Florida, and is a Florida-certified residential contractor. With 35+ years in health care administration, he has a strong working knowledge of the requirements of the health care delivery system. Max has been active developing new health care facilities, renovations and additions, and in helping centers achieve code compliance with various states and CMS.

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CE SESSION # 24
**O2: Outcomes and Opportunities in Assisted Living** (Operations/Quality Improvement)

*Presenter(s): Leigh Ann Frick, Chief Clinical Officer, Heritage Healthcare*

**Speaker Bio:** Leigh Ann with Heritage Healthcare has worked in long-term care since 1993 starting as a PT. Since, she has been involved in clinical training, management, compliance, consulting, operations, and clinical program development/implementation. Her experience has focused on ensuring quality rehabilitation service delivery in the post-acute care industry while adapting to regulatory/reimbursement changes.
CE SESSION # 24

O2: Outcomes and Opportunities in Assisted Living
(Operations/Quality Improvement)

Presenter(s): Melissa Moffitt, Senior Vice President of Senior Living & Home Health, Heritage Healthcare

Speaker Bio: Melissa Moffitt's broad operating experience along the continuum of care has helped shape the strategy and operating platform for Heritage Healthcare's CCRC, Assisted and Independent Living service model. As a Speech Language Pathologist, Melissa uses her clinical knowledge to shape a progressive approach to therapy, including collaborative care models with Home Heath providers to ensure continuity of care and effective downstream partnerships for the Company's customers.

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CE SESSION # 25

Mega Session: Membership Meeting & Election of Officers

Presenter(s): Meagan Johnson, Generational Expert, Author and Professional Speaker

The global marketplace has become a myriad of different generations. What the multiple generations want from an employer, their expectations of corporate culture and their motivation to do what is best for business differs from generation to generations. Your challenge is NOT figuring out how to work together but how to interface with the varied generations to achieve financial success, personal growth and enriched company moral. Meagan will have you laughing and learning at the same time as providing generational information that will allow you to feel differently and act decisively when it comes to discovering generational solutions for your center.

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CE SESSION # 26

Acuities are Rising in the Assisted Living...Are You Ready?
(Clinical/Care Practices)

Presenter(s): Edward Broom, Administrator, Hawthorne Inn of Lakeland

Speaker Bio: Eddie Broom is a licensed AL Administrator and currently Administrator of Hawthorne Inn of Lakeland. He has served on Board of Directors for Patchwork Memory Bridges Inc., Alzheimer's Support group facilitator 6/2009 to present, Social work and grief counselor with hospice 2011 - 2014, Music Pastor for 18 years and currently Lead Pastor for the past 10 years.
CE SESSION # 26
Acuities are Rising in the Assisted Living...Are You Ready? (Clinical/Care Practices)

Presenter(s): Kim Broom, Regional Clinical Specialist, Florida Living Options, Inc.

Speaker Bio: Kim Broom is a Registered Nurse, licensed Risk Manager, licensed Assisted Living Administrator and currently the Regional Clinical Specialist for Florida Living Options, Inc. She has been Director of Nursing, QA Nurse, Risk Manager, Assisted Living Administrator in her years of working with Florida Living Options. She was selected as FHCA AL Administrator of the Year, and recently has been selected to serve on the FHCA Quality Foundation Clinician's Council.

CE SESSION # 26
Acuities are Rising in the Assisted Living...Are You Ready? (Clinical/Care Practices)

Presenter(s): Deborah Franklin, Director of Operations, Florida Living Options, Inc.

Speaker Bio: Deborah Franklin is the Director of Operations of not-for-profit Florida Living Options, which operates the Hawthorne Villages in Florida. She has a Bachelor of Health Care Administration. She is past president of FHCA and has received the Legislative award, Administrator of the Year award and the Circle of Excellence Award. Deborah has successfully opened several new facilities along with turn around of troubled facilities.

CE SESSION # 27
The Big Wide World of MDS Data: Who Sees and Uses the Information? (Finance/Development)

Presenter(s): Karolee Alexander, Director of Reimbursement and Clinical, Pathway Health

Speaker Bio: Ms. Alexander has over 22 years of nursing leadership in long term care, including 12 years as a Director of Nursing Services for various facilities. In these roles, she has established herself as an expert in the management of transitional care units. In her role as a Consultant, she has proven success with regulatory turn around, mentoring of Nursing management, Interim Director of Nursing roles as well as systems analysis and implementation of policies and procedures.
CE SESSION # 28
**Knowledge to Wisdom: A Path to Positive Workplace Culture** (Leadership/Management)

*Presenter(s): Steven Schrunk, Administrator/CEO, CountrySide Lakes*

**Speaker Bio:** Steven is the current ALF Vice President for FHCA, he is a teacher, leader and innovator, with over 21 years as an assisted living owner/operator. He has a Ph.D. in Biblical studies and a MBA from Stetson University. His community won the AHCA Bronze quality award in 2013 and the Silver in 2015. They have most recently submitted for the Gold quality award.

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CE SESSION # 29
**Regulatory Updates, Trends and Future Expectations** (Legal/Regulatory/ Survey)

*Presenter(s): Karen Goldsmith, Shareholder, Goldsmith & Grout, P.A.*

**Speaker Bio:** Ms. Goldsmith has been legal counsel for FHCA since 1980. She currently serves as FHCA's regulatory counsel. She is on the AHCA Legal Subcommittee and served as its chair for 3 years. She is active in the American Health Lawyers Association and served as chair of their long term care subgroup for 2 years. She has published in several books produced by AHLA. She practices primarily in long term care.

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CE SESSION # 30
**Emergency Preparedness Case Study for Senior Care** (Operations/Quality Improvement)

*Presenter(s): Lucas McCurdy, Director Sales and Marketing, Coastal Reconstruction Group*

**Speaker Bio:** As Director of Sales and Marketing at Coastal Reconstruction Group, a family owned disaster restoration general contracting firm, he is part of the third generation management. There is no doubt property remediation is in Lucas’ blood; his family’s vast experience positions him as an expert resource on catastrophe management and building restoration.
CE SESSION # 31
Mega Session: Legislative Update

Presenter(s): Alex Vogel

For this year’s panel presentation, FHCA will welcome political guru, Alex Vogel, who will give an update from Washington and exciting insight on the 2016 Presidential election. In addition to hearing from Mr. Vogel, the FHCA Government Affairs team will provide a recap of Florida’s 2016 legislative Session and the impacts these legislative changes will have on long term care. The panel will review the FHCA Legislative Scorecard to help attendees understand how legislators voted in their area on specific issues. Current political leaders and future candidates have been invited to address the group, stick around to see who stops by!

CE SESSION # 32
Nationwide Focused Survey MDS Assessment Expansion (Clinical/Care Practices)

Presenter(s): Karolee Alexander, Director of Reimbursement and Clinical, Pathway Health

Speaker Bio: Ms. Alexander has over 22 years of nursing leadership in long term care, including 12 years as a Director of Nursing Services for various facilities. In these roles, she has established herself as an expert in the management of transitional care units. In her role as a Consultant, she has proven success with regulatory turn around, mentoring of Nursing management, Interim Director of Nursing roles as well as systems analysis and implementation of policies and procedures.

CE SESSION # 33
Going Beyond the Resume: How to Choose the Best Candidate (Leadership/Management)

Presenter(s): Lori Elrod, Manager – Field Marketing Strategy, PointClickCare

Speaker Bio: Lori Elrod has almost 20 years of experience in senior living. Over the last eight years Lori has worked with facilities throughout North America. In that time, she has helped operators optimize business operations and quality of care through the use of software solutions. Lori has visited hundreds of senior living facilities in her career and has extensive industry knowledge. Lori is now the Marketing Manager - Skilled Nursing at PointClickCare.
CE SESSION # 34
ALF Regulatory and Survey Update (Legal/Regulatory/ Survey)

Presenter(s): Laura Manville, ALF Enforcement Team Manager, Agency for Health Care Administration

Speaker Bio: Laura Manville began her career with the State of Florida in 1998 and has worked for the Agency for Health Care Administration since March 2012. She works for the Survey & Certification Support Branch and is the manager of the Statewide Assisted Living Enforcement Team. Prior to joining AHCA, she worked for the Department of Children and Families as an investigator and supervisor for both children and vulnerable adults.

CE SESSION # 35
Redesign and Refresh in the New Health Care Marketplace
(Operations/Quality Improvement)

Presenter(s): Lisa Thomson, Chief Marketing and Strategy Officer, Pathway Health

Speaker Bio: Lisa Thomson is the Chief Marketing and Strategy Officer at Pathway Health Services. She has over 25 years’ experience in the post-acute and long-term care setting as well as other healthcare settings. Lisa has had extensive experience in leadership and oversight of daily operations of numerous health care organizations in the Post-Acute Care Continuum. She has been instrumental in supporting leadership teams (from all levels) through a number of organizational changes to establish regulatory compliance, standards of practice, operational strategies as well as Joint Commission Accreditation.

CE SESSION # 36
Mega Session: Update with Polly Weaver of AHCA

Presenter(s): Polly Weaver, Assistant Deputy Secretary, Health Quality Assurance, Agency for Health Care Administration

Speaker Bio: Ms. Weaver has 30 years of regulatory experience from the various roles she has filled in the Florida State Government regulatory realm. From 1995 to 2014, Ms. Weaver has been the Chief of Field Operations for the Division of Health Quality Assurance, Agency for Health Care Administration. And, most recently, Ms. Weaver has been appointed as the Assistant Deputy Secretary of Health Quality Assurance at the Agency. Responsibilities include serving as State Survey Agency Director and oversight of the Bureau of Field Operations and the Bureau of Plans and Construction. In addition, Ms. Weaver is responsible for oversight of health care facility complaint administration activities.
CE SESSION # 37
**Capturing Hearts and Minds: Revolutionizing Care of the Cognitively Impaired** (Clinical/Care Practices)

**Presenter(s):** Karmen Morgan, Consultant, Signature Health Care

**Speaker Bio:** Karmen Morgan is a registered nurse, currently working as a consultant for Signature Health Care as a Clinical Reimbursement Specialist. Karmen has 12 years of experience in the field of Clinical Reimbursement. Karmen also has experience working as a Legal Nurse Consultant, most recently for a defense law firm who provides legal counsel assistance to Skilled Nursing Facilities. She currently resides in Tampa Florida.

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CE SESSION # 37
**Capturing Hearts and Minds: Revolutionizing Care of the Cognitively Impaired** (Clinical/Care Practices)

**Presenter(s):** Betsy Rozelle, Owner, Rozelle Communication, LLC

**Speaker Bio:** After several years in non-profit administration and grantmaking, Betsy Rozelle started Rozelle Communication, LLC and created the Build Affinity program to help professionals build more effective relationships. She works as a consultant with Signature HealthCARE and helped to design the “Serenity Immersion,” an experiential learning tool designed to build empathy and awareness about the needs and feelings of individuals with cognitive impairments. Rozelle was a member of ThedaCare’s Community Health Action Team Leadership in Wisconsin for several years and is passionate about advocating for improvements in health care.

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CE SESSION # 38
**Medicaid Prospective Payment Update** (Finance/Development)

**Presenter(s):** Thomas Parker, Director of Reimbursement, Florida Health Care Association

**Speaker Bio:** Tom Parker has over eight years of reimbursement experience and currently serves as the Director of Reimbursement for Florida Health Care Association. On behalf of FHCA, he serves as a liaison to the Florida Legislature, Agency for Health care Administration, Department of Elder Affairs, Centers for Medicare and Medicaid Services, American Health Care Association, FHCA Reimbursement Committee and other relevant state and federal entities regarding issues of reimbursement and health care finance policy.
CE SESSION # 38
Medicaid Prospective Payment Update (Finance/Development)

Presenter(s): Lorne Simmons, Healthcare Manager, Moore Stephens Lovelace CPA’s & Advisors

Speaker Bio: Lorne Simmons is a Manager on the Moore Stephens Lovelace (MSL) Healthcare Team and is a member of the Firm’s Senior Housing and Long-Term Care Practice Groups. He has 20 years experience in long term care, 12 of which are with MSL. He has presented at FHCA’s Annual Conference on six previous occasions, the most recent being a presentation on the current rules and methodology for Medicaid reimbursements and cost reporting.

CE SESSION # 39
Keys to Building Census (Leadership/Management)

Presenter(s): Margaret Ferrino, Regional Director of Marketing, Florida Living Options

Speaker Bio: Margie has over 30 years of experience in Marketing all levels of senior services. She is a certified marketing professional and a graduate of ICM School of Business. She has a creative, can-do attitude that is coupled with a passion for seniors. Results focus is the product of experience, clinical and administrative, in Independent and Assisted Living, Rehabilitation, and Long-Term Care in both for profit and not-for-profit markets.

CE SESSION # 39
Keys to Building Census (Leadership/Management)

Presenter(s): Deborah Franklin, Director of Operations, Florida Living Options, Inc.

Speaker Bio: Deborah Franklin is the Director of Operations of not-for-profit Florida Living Options, which operates the Hawthorne Villages in Florida. She has a Bachelor of Health Care Administration. She is past president of FHCA and has received the Legislative award, Administrator of the Year award and the Circle of Excellence Award. Deborah has successfully opened several new facilities along with turn around of troubled facilities.
CE SESSION # 40
Risk Management with a Quality Assurance Performance Improvement Twist (Legal/Regulatory/ Survey)

Presenter(s): Robin Bleier, President, RB Health Partners, Inc.

Speaker Bio: Robin A. Bleier, RN, LHRM, CLC is the President of RB Health Partners, Inc., a clinical risk consulting firm. Robin is a special topics advisor to the FHCA Quality Foundation, Chair of the FHCA Emergency Preparedness Council, Chair of the FHC PAC, Co-Chair of the FHCA Risk Management Development Group and a vested long term care advocate through her volunteerism and affiliation with numerous professional committees. She is an FHCA RAI-PPS Certificate/ Endorsement Program Educator.

CE SESSION # 40
Risk Management with a Quality Assurance Performance Improvement Twist (Legal/Regulatory/ Survey)

Presenter(s): Polly Weaver, Assistant Deputy Secretary, Health Quality Assurance, Agency for Health Care Administration

Speaker Bio: Ms. Weaver has 30 years of regulatory experience from the various roles she has filled in the Florida State Government regulatory realm. From 1995 to 2014, Ms. Weaver has been the Chief of Field Operations for the Division of Health Quality Assurance, Agency for Health Care Administration. And, most recently, Ms. Weaver has been appointed as the Assistant Deputy Secretary of Health Quality Assurance at the Agency. Responsibilities include serving as State Survey Agency Director and oversight of the Bureau of Field Operations and the Bureau of Plans and Construction. In addition, Ms. Weaver is responsible for oversight of health care facility complaint administration activities.

CE SESSION # 41
AHCA/NCAL National Quality Awards: What Successful Applications Have in Common (Operations/Quality Improvement)

Presenter(s): Koko Okano, Health Services Research Analyst, Florida Health Care Association

Speaker Bio: Koko Okano is Health Services Research Analyst for Florida Health Care Association. Koko serves as a master examiner for AHCA/NCAL National Quality Award program and serves on the AHCA/NCAL Board of Overseers. She is also an examiner for the Florida Governor's Sterling Award Program.
CE SESSION # 42
COE Luncheon & Installation of Officers

**Presenter(s): Diana Nyad**

After not taking a single stroke for 30 years, Diana Nyad returned to her lifelong dream (which she termed the Xtreme Dream) to swim from Cuba to Florida, a long 103 miles – at the age of 62 – requiring 60 non-stop hours of continuous swimming. Twice in 2011, in August the again in September, she attempted the swim. The effort took incredible courage to battle the potential fatal stings of Box Jellyfish. It took deep resolve to persist for 39 hours, then 41 hours the second time, with Mother Nature winning each time out. Diana showed the world that it is never too late to chase a larger-than-life dream, that to live life boldly is to live an inspired life. On September 2, 2013, at the age of 64, Diana finally achieved her goal reaching the shores of Key West and becoming the first person to swim from Cuba to Florida without a protective cage.

CE SESSION # 43
Achieving Success in Reducing Inappropriate Use of Antipsychotic Medication in Residents with Dementia (Clinical/Care Practices)

**Presenter(s): Maureen Brown, Administrator, Miami Shores Nursing & Rehab Center**

**Speaker Bio:** Maureen Brown RN, MSN, MBA, HCM, RAC is the administrator at Miami Shores Nursing and Rehabilitation Center for the past nine years. Maureen’s experience includes working as a Director of Nursing and as a MDS Care Plan Coordinator. She has been a Registered Nurse for the past twenty two years and License Nursing Home Administrator for the past nine years.

CE SESSION # 43
Achieving Success in Reducing Inappropriate Use of Antipsychotic Medication in Residents with Dementia (Clinical/Care Practices)

**Presenter(s): Richard Foley, Consultant Pharmacist, University of Florida College of Pharmacy**

**Speaker Bio:** Dr. Rick Foley is a Clinical Professor of Geriatrics for the University Of Florida College Of Pharmacy and the current president of the Florida Chapter of the American Society Of Consultant Pharmacists. He is also a full-time consultant pharmacist for ten nursing homes in Central Florida. He was appointed in November 2011 by Governor Rick Scott to the Florida Medicaid Pharmacy and Therapeutics Committee, and has been re-appointed twice, most recently in October 2015.
CE SESSION # 43
Achieving Success in Reducing Inappropriate Use of Antipsychotic Medication in Residents with Dementia (Clinical/Care Practices)

Presenter(s): Amy Osborn, Executive Director QIN-QIO, Health Services Advisory Group

Speaker Bio: Amy Osborn is the Executive Director for Health Services Advisory Group the CMS Quality Innovation Network-Quality Improvement Organization (QIN-QIO) in Florida. Ms. Osborn oversees project teams working on CMS initiatives within hospitals, home agencies, nursing centers, and physician offices. Ms. Osborn served 12 years as a Florida Nursing Home Administrator.

CE SESSION # 44
Bundled Payment Experience in Multiple States: Why You Need to Know What Happened Somewhere Else (Finance/Development)

Presenter(s): Ron Scharff, Assistant Vice President, Research, Kindred Rehabilitation Services

Speaker Bio: Ron Scharff directs RehabCare’s post-acute continuum research for hospital and community based rehabilitation providers. He guides a range of clients, including IRF, TCU, SNF, Outpatient therapy, and Home Health Agencies, in using data and strategic insights to achieve better acute and post-acute care integration, fewer rehospitalizations, and strengthen their rehabilitation therapy services. He focuses on understanding opportunities to optimize patient screening, improve transfer processes, and enhance rehabilitation services. Ron leads his team in presenting cutting-edge data in a clear format.

CE SESSION # 45
Take Your Team from Zero to Gold With High Performance Communications (Leadership/Management)

Presenter(s): Carol Westberry, CEO/Founder, The Westberry Group, Inc.

Speaker Bio: Carol Westberry, SPHR, SHRM-SCP, is a human resources guru, trainer, motivational speaker and bestselling author with more than 30 years of HR experience. She provides straightforward, business-based HR solutions that has earned her an impressive track record of defusing potential HR complaints before they turn into costly lawsuits.
CE SESSION # 46
Payment and Policy Changes for Medicare Skilled Nursing Centers: An Overview (Legal/Regulatory/ Survey)

**Presenter(s): Marsida Domi, Research Analyst, American Health Care Association**

**Speaker Bio:** Marsida Domi is an Analyst of the AHCA/NCAL Research Division. Her portfolio includes developing, testing, and completing the National Quality Forum applications for various quality measures, assisting in developing data reports for LTC Trend Tracker and providing data-driven support to members.

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CE SESSION # 46
Payment and Policy Changes for Medicare Skilled Nursing Centers: An Overview (Legal/Regulatory/ Survey)

**Presenter(s): James Muller, Senior Director of Research, American Health Care Association**

**Speaker Bio:** James Muller is the Senior Director of the AHCA/NCAL Research Division, and manages a portfolio of programs including the development and modeling of LTC reimbursement and quality improvement policy, quality measure development, developing strategies for improving quality in the sector, monitoring the operating patterns of LTC providers, and developing and maintaining the reports and data of LTC Trend Tracker.

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CE SESSION # 47
AHCA/NCAL National Quality Awards: It Is Not Just About the Awards (Operations/Quality Improvement)

**Presenter(s): Koko Okano, Health Services Research Analyst, Florida Health Care Association**

**Speaker Bio:** Koko Okano is Health Services Research Analyst for Florida Health Care Association. Koko serves as a master examiner for AHCA/NCAL National Quality Award program and serves on the AHCA/NCAL Board of Overseers. She is also an examiner for the Florida Governor’s Sterling Award Program.
CE SESSION # 47
AHCA/NCAL National Quality Awards: It Is Not Just About the Awards
(Operations/Quality Improvement)

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

Speaker Bio: Nina Willingham is a skilled nursing facility administrator who loves creating new programs and services to benefit the lives of her stakeholders. Her career focus on quality initiatives and leadership development have led her facility to achieve multiple national and state awards, including the AHCA’s Bronze, Silver and Gold National Quality Awards. Nina has been recognized as Florida Health Care Association Administrator of the Year, and received both President’s Award and Chairman’s Award, the highest honor an associate can receive from Life Care Centers of America. She most recently received FHCA’s Walter M. Johnson Award. Nina is also a Past President of both Florida Health Care Association and FHCA Quality Foundation.

CE SESSION # 48
Be A Winner: How Therapy Can Impact Your Five Star Rating
(Clinical/Care Practices)

Presenter(s): Liz Barlow, Senior Director of Quality, Kindred Rehab Services

Speaker Bio: Liz Barlow, RN, CRRN, RAC-CT, C-NE is a Registered Nurse with over 22 years in Long Term Care and over 18 years in the therapy industry. Her past roles have included National Director of Quality Improvement, Vice President of Clinical Services and she currently serves as Senior Director of Quality with Kindred Rehab Services.

CE SESSION # 48
Be A Winner: How Therapy Can Impact Your Five Star Rating (Clinical/Care Practices)

Presenter(s): Matt Sivret, Divisional Vice President, Clinical Operations, RehabCare

Speaker Bio: Matt Sivret, PT, CLT is the Divisional Vice President, Clinical Operations for RehabCare. He has held various positions with the company over the past 21 years, including Rehab Manager, Area Rehab Director, and Education and Compliance Coordinator. He also has his Certification as a Wound Specialist (CWS) and Lymphedema Therapist (CLT).
CE SESSION # 49
**Skilled Nursing Consolidated Billing** (Finance/Development)

*Presenter(s): Carol Maher, Director of Education, Hansen Hunter & Co.*

**Speaker Bio:** Carol Maher is a Board Certified Gerontological Registered Nurse with over 30 years long term care experience and has worked in long term care in many roles. She has worked as one of the Gold Standard nurses for MDS 3.0, serving on the RAP workgroup to prepare the way for the CAAs for MDS 3.0, and participating on a number of Technical Expert Panels related to MDS, Quality Measures and care planning. Ms. Maher is the Director of Education for Hansen Hunter & Co.

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CE SESSION # 50
**Managing Your Managers and Yourself, Will Help Your Organization Win!**
(Leadership/Management)

*Presenter(s): Randall Blue, Administrator, West Melbourne Health and Rehabilitation Center*

**Speaker Bio:** Working in long term care since 1991, Randall Blue has been a successful Health Care Professional and trainer for over 25 years. He has taken his facilities to 5 Star and twice winner of the Governors Gold Seal of Excellence and currently is utilizing the skills he will be speaking about to turn an older building into a successful one. He successfully has trained many to become successful administrators and looks forward to sharing some strategies to change cultures, manage time and have a positive outlook to achieve successful organizations.

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CE SESSION # 51
**Crisis Communications - Be Ready to Communicate Before a Crisis Communicates for You!**
(Legal/Regulatory/ Survey)

*Presenter(s): Greg Crist, Senior Vice President, Public Affairs, American Health Care Association*

**Speaker Bio:** Greg Crist leads the American Health Care Association’s Public Affairs team with over 21 years of professional media experience. Greg’s department is in charge of all external and internal media relations, and he meets regularly with Washington’s health press corps to brief them on developments within the profession. In his first year with the Association, the team received a coveted Silver Anvil award for excellence in public affairs, the second Silver Anvil awarded to Greg in his career. National Journal counts Greg as one of the publication’s top 100 Washington Political Insiders, where he comments regularly on political items of the day. Greg sits on the board of the Public Affairs Council, a group of like-minded association executives who meet regularly to discuss emerging trends in journalism, public affairs and government relations. Prior to joining the Association, Greg headed the public affairs division for Dutko Worldwide, a DC-based consulting firm. Greg also co-directed the firm’s Latin American practice – authoring several articles and a textbook on American public policy. Greg was also a frequent guest on FOX News, C-SPAN, Reuters TV and Sirius Satellite Radio, commenting on current political affairs. He spent seven years working on Capitol Hill, including serving as Press Secretary for the House Majority Leader Dick Armey (R-TX), the Ways and Means Committee, and as Assistant Press Secretary for Virginia Governor George Allen. Greg received his bachelor’s degree in Government from the College of William and Mary, and is a Fellow at the University of Virginia’s Sorensen Institute.
CE SESSION # 51
Crisis Communications - Be Ready to Communicate Before a Crisis Communicates for You!
(Legal/Regulatory/ Survey)

Presenter(s): Lynn Fieldhouse, VP General Counsel of Litigation-Risk Services, Signature HealthCARE, LLC

Speaker Bio: Lynn is the Vice-President and General Counsel of Litigation-Risk Services for Signature HealthCARE and its affiliate companies which provide long term care, rehab, home health and other care services to residents and communities located in 10 different states. In this role, Lynn oversees all company litigation and high level risk matters, and routinely provides preventative education and advice to the company's 19,000+ employees and companies.

CE SESSION # 52
Customer Satisfaction: A Necessary Component of QAPI
(Operations/Quality Improvement)

Presenter(s): Mary Tellis-Nayak, Vice President Quality Initiatives, MyInnerView by National Research Corp

Speaker Bio: After teaching school for nine years she pursued a career in nursing. She has worked in most areas of care for the elderly: as a bedside caregiver in a hospital-based SNF, a manager of a home health agency, a DON in a freestanding nursing home, and the chief clinician in a large multifacility organization. Throughout her career, she has led quality improvement programs throughout long-term care. In leading JCAHO’s program for long-term care accreditation for ten years, she developed the first set of standards for dementia care units, subacute care, and long-term care pharmacies. She and her husband were the recipients of the 2013 AHCA Quality Award.

CE SESSION # 53
Take Control of Your Controlled Substances, Recent DEA Changes' Effect on Pain Management in LTC (Clinical/Care Practices)

Presenter(s): Blanca Morales, Pharmacist, Partner Care Pharmacy

Speaker Bio: Blanca V. Morales is a Registered Pharmacist and Consultant Pharmacist. Ms. Morales has worked in the long term care setting for twenty years. She currently is a partner and pharmacist at Partner Care Pharmacy Services. Partner Care Pharmacy Services provides pharmacy services for skilled nursing centers, assisted living centers and community patients.
CE SESSION # 54
*Managed Care and AR Reimbursement: How These Worlds Collide*
(Finance/Development)

*Presenter(s): Steve Shain, COO LTC Contracting, LTC Consulting Services*

**Speaker Bio:** Steve graduated college with a degree in Judaic Law and Analysis. In 2009 he joined Global Healthcare Fiscal Services first as a nursing home medical biller, and then as a Financial Coordinator at their corporate office. Upon joining LTC Contracting, Steve helps clients navigate the complicated Managed Care industry.

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CE SESSION # 55
*ALF Administrator 101 (Legal/Regulatory/ Survey)*

*Presenter(s): Lee Ann Griffin, Director of Regulatory and Education Development, Florida Health Care Association*

**Speaker Bio:** Lee Ann Griffin is the Director of Regulatory and Education Development for Florida Health Care Association (FHCA). With a fifteen-year career, Lee Ann has developed extensive expertise in the rules, laws and policy interpretations for nursing homes and assisted living facilities. Lee Ann’s career also includes the development of education and unique tools that support providers in compliance and internal training.

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CE SESSION # 56
*Roadmap for Bundled Payment Success (Operations/Quality Improvement)*

*Presenter(s): Robert Harrington, Chief Medical Officer, Reliant Post-Acute Care Solutions*

**Speaker Bio:** Robert Harrington, MD, SFHM, is the Chief Medical Officer of Reliant Post-Acute Care Solutions, where he provides clinical leadership and oversight of the evidence-based clinical protocols central to Reliant’s Post-Acute Care Network model of care. Dr. Harrington is the President of the Society of Hospital Medicine Board of Directors.
CE SESSION # 57
Wound Healing and Nutrition Food for Thought (Clinical/Care Practices)

Presenter(s): Chuck Gokoo, Chief Medical Officer, American Medical Technologies

Speaker Bio: Dr. Gokoo is the Chief Medical Officer for American Medical Technologies. For over three decades he has provided needed strategies to clinicians in the field of wound management. Dr. Gokoo is a member of multiple professional organizations and serves on advisory boards for biotechnological companies. He is a Diplomat of the American Board of Wound Management and a founding member of The American College of Clinical Wound Specialist.

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CE SESSION # 58
Managing PPS Assessments - Gold Medal Scheduling (Finance/Development)

Presenter(s): Carol Maher, Director of Education, Hansen Hunter & Co.

Speaker Bio: Carol Maher is a Board Certified Gerontological Registered Nurse with over 30 years long term care experience and has worked in long term care in many roles. She has worked as one of the Gold Standard nurses for MDS 3.0, serving on the RAP workgroup to prepare the way for the CAAs for MDS 3.0, and participating on a number of Technical Expert Panels related to MDS, Quality Measures and care planning. Ms. Maher is the Director of Education for Hansen Hunter & Co.

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CE SESSION # 59
The Exceptional Experience: Implementing Cultural Change to Improve Quality Outcomes and Customer Satisfaction (Leadership/Management)

Presenter(s): Holli Benthusen, Regional Director of Business Development and Client Relations, Select Medical Rehabilitation Services

Speaker Bio: Holli Benthusen, an Occupational Therapist with Select Medical Rehabilitation Services, has been in the long-term care for over 30 years and has extensive training and experience in Medicare compliance, documentations and program development. Holli’s experience in both operations and education have provided her with skill sets to develop innovative and quality programming.
CE SESSION # 59
The Exceptional Experience: Implementing Cultural Change to Improve Quality Outcomes and Customer Satisfaction (Leadership/Management)

Presenter(s): Margaret Kopp, Vice President of Clinical Services and Quality Management, Select Medical Rehabilitation Services

Speaker Bio: Margaret is a dynamic healthcare professional with extensive experience and leadership roles in LTC rehabilitation. Her impressive background has positioned her as a well-versed educator in both clinical operations and quality management, with expertise in staff development, organizational change and strategic planning, program development and clinical outcomes measures.

CE SESSION # 60
Go for the Gold in 2016: Staying Competitive in the Arena of Labor and Employment Law (Legal/Regulatory/Survey)

Presenter(s): Torben Madson, Attorney, Miller, Tack & Madson

Speaker Bio: Coming Soon

CE SESSION # 60
Go for the Gold in 2016: Staying Competitive in the Arena of Labor and Employment Law (Legal/Regulatory/Survey)

Presenter(s): Mike Miller, Attorney, Miller, Tack & Madson

Speaker Bio: Mike Miller has been Labor Counsel to FHCA since 1984 and has advised members on a myriad of labor and employment topics including EEOC, NLRB, Wage & Hour, and OSHA. Mike also serves as General Counsel of the Florida Association of Professional Employer Organizations and has written or assisted in writing all of Florida’s employee leasing laws.
Go for the Gold in 2016: Staying Competitive in the Arena of Labor and Employment Law (Legal/Regulatory/ Survey)

Presenter(s): Timothy Tack, Attorney, Miller, Tack & Madson

Speaker Bio: Timothy Tack is an attorney with the law firm of Miller Tack & Madson in Tampa. He is Board Certified by the Florida Bar in Labor and Employment Law and has been practicing law for 25 years. Timothy has represented exclusively management clients, including many health care facilities and FHCA members in Florida, in a wide variety of labor and employment matters and has lectured on these topics to Association members at District Meetings and at the Annual Meeting.

Go for the Gold in 2016: Staying Competitive in the Arena of Labor and Employment Law (Legal/Regulatory/ Survey)

Presenter(s): Sharon Wey, Attorney, Miller, Tack & Madson

Speaker Bio: Sharon Wey is an attorney in the law firm of Miller, Tack & Mason. She has represented numerous health care facilities in EEO matters and has regularly counseled health care facilities in labor and employment matters. Ms. Wey’s education background is in the field of human resource management. As a former HRM at a large correctional facility, Ms. Wey gained valuable practical experience which has broadened her understanding of the needs of human resources professionals.

Go for the Gold in 2016: Staying Competitive in the Arena of Labor and Employment Law (Legal/Regulatory/ Survey)

Presenter(s): Griffith J. Winthrop III, Attorney, Miller, Tack & Madson

Speaker Bio: Griff Winthrop is a trial lawyer and litigator who has dedicated much of his practice to defending employers, to include health care providers, in matters involving claims of employment discrimination. Griff is licensed to practice in Florida and Georgia and has been practicing law for more than twenty years, participating in trials in multiple states. Griff has worked with the federal government, health care providers and employers for a variety of companies, from restaurants, contractors and trucking companies to businesses involving a professional practice.
CE SESSION # 61
Emergency Preparedness Updates from the Experts: NOAA, AHCA and the EPC (Operations/Quality Improvement)

Presenter(s): Robin Bleier, President, RB Health Partners, Inc.

Speaker Bio: Robin A. Bleier, RN, LHRM, CLC is the President of RB Health Partners, Inc., a clinical risk consulting firm. Robin is a special topics advisor to the FHCA Quality Foundation, Chair of the FHCA Emergency Preparedness Council, Chair of the FHC PAC, Co-Chair of the FHCA Risk Management Development Group and a vested long term care advocate through her volunteerism and affiliation with numerous professional committees. She is an FHCA RAI-PPS Certificate/Endorsement Program Educator.

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CE SESSION # 61
Emergency Preparedness Updates from the Experts: NOAA, AHCA and the EPC (Operations/Quality Improvement)

Presenter(s): Bernard Hudson, LTC Manager/Emergency Coordination Officer, Agency for Health Care Administration

Speaker Bio: Bernard Hudson has worked in health and human service programs for over fifteen years with a focus in data analysis, incident reporting and health care facility regulation compliance with both state and federal requirements where applicable. He served as the Acting Chief for the Bureau of Long Term Care Services. He is currently the Emergency Coordinating Officer for the Agency and the Long Term Care Unit Manager where he is responsible for regulation of long-term care and facilities.

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CE SESSION # 61
Emergency Preparedness Updates from the Experts: NOAA, AHCA and the EPC (Operations/Quality Improvement)

Presenter(s): Scott Spratt, Warning Coordination Meteorologist, NOAA/National Weather Service

Speaker Bio: Scott Spratt has been a meteorologist with the National Weather Service (NWS) for 25 years. He began his NWS career in Jackson, Mississippi then transferred to the Melbourne, Florida Forecast Office in 1993, where he currently serves as Warning Coordination Meteorologist. In this role, Scott is in charge of forecast and warning services for east-central Florida and is the primary liaison between the NWS and all partners and customers served by the Melbourne office. He has earned several awards throughout his career including two U.S. Department of Commerce Gold Medals for providing life-saving forecasts and warnings prior to and during historic tornado and hurricane events. Scott is also the 2016 recipient of the Tropical Meteorology Award for his tireless work in hurricane preparedness outreach and expert decision support.
CE SESSION # 62
Nursing Home Physician Competencies: Implications for Care (Clinical/Care Practices)

Cancelled

CE SESSION # 63
Gaining Confidence in Your Financial Future (Finance/Development)

Presenter(s): Dana Anders, Manager, CliftonLarsonAllen, LLP

Speaker Bio: Dana Anders is a health care manager with CliftonLarsonAllen specializing in prospective financial reporting and operational consulting for senior housing providers and other healthcare providers. Dana has over 18 years of public accounting and consulting experience and specializes in providing services to the senior housing and healthcare industries, including extensive experience with analyzing senior housing markets and long-term strategic planning.

CE SESSION # 63
Gaining Confidence in Your Financial Future (Finance/Development)

Presenter(s): Mark Griffin, Managing Principal, CliftonLarsonAllen Wealth Advisors, LLP

Speaker Bio: Mark is the Managing Principal of the Institutional Investment Services division of CliftonLarsonAllen Wealth Advisors, LLC. As a member of the investment committee, he is deeply involved in developing the firm's strategic allocation policies and the capital market forecasts used in setting allocation policy. Mark also oversees the research and implementation of alternative investment structures within institutional client portfolios and has co-authored white papers on risk budgets and the employment of alternative investments within allocation policy. Mark has more than 25 years of investment experience and serves as a senior portfolio manager and consultant to the firm's highest net worth and largest clientele. Prior to formation of CliftonLarsonAllen Wealth Advisors, LLC in 2012, Mark was the Chief Investment Officer and principle architect of the investment strategies and disciplines employed by Clifton Gunderson Wealth Advisors. Mark is a frequent guest speaker around the country presenting the firm's views on the capital markets and economy. Mark currently resides in Neenah, Wisconsin, with his wife Molly and four children.
CE SESSION # 63
Gaining Confidence in Your Financial Future (Finance/Development)

Presenter(s): Charity McClure, Principal, CliftonLarsonAllen, LLP

Speaker Bio: Charity McClure is a principal in the Orlando, Florida office of CliftonLarsonAllen specializing in services to the health care industry. Charity has over 15 years of accounting and auditing experience and is experienced in preparing reimbursement reports for health care organizations and Form 990 preparation.

CE SESSION # 64
Invisible and Vulnerable: Principles of Compassionate Care for LGBT Seniors (Leadership/Management)

Presenter(s): James Lopresti, Founder, Sunshine Social Services (SunServe)

Speaker Bio: James Lopresti, PhD. LMHC, served as Director of Mental Health and Addiction Treatment Services at Washington, DC's Whitman Walker Clinic. A respected authority on LGBT care, he has lectured throughout the US and has held faculty positions in multiple graduate programs in counseling related disciplines. He chaired the group that developed a training program that certifies LGBT care competency for senior care service agencies.

CE SESSION # 65
The Torch of Knowledge: Federal & Florida Incident Reporting Guidelines (Legal/Regulatory/ Survey)

Presenter(s): Angelia Andrews, Risk Management Consultant, Consulting Support Services

Speaker Bio: Angelia has 15 years of experience as a Registered Nurse focused on quality outcomes. She has dedicated the last 10 years to LTC. Her roles as Director of Nursing, Regional Director of Clinical Operations, and Regional Risk Management Consultant have continuously given opportunities to improve care in the LTC setting.
CE SESSION # 65
The Torch of Knowledge: Federal & Florida Incident Reporting Guidelines (Legal/Regulatory/ Survey)

Presenter(s): Jason Kallen, Senior Nursing Home Administrator, Opis Riverwood Center

Speaker Bio: Jason Kallen has over 10 years of healthcare experience and became a licensed NHA in 2008. Jason is a certified preceptor qualified to train new administrators in accordance with Florida law. He is a graduate of the 2013 FHCA Florida Leaders class and is currently a Senior Administrator with Opis Senior Services Group.

CE SESSION # 66
Exploring the "P" in PDSA (Operations/Quality Improvement)

Presenter(s): Mary Tellis-Nayak, Vice President Quality Initiatives, MyInnerView by National Research Corp

Speaker Bio: After teaching school for nine years she pursued a career in nursing. She has worked in most areas of care for the elderly: as a bedside caregiver in a hospital-based SNF, a manager of a home health agency, a DON in a freestanding nursing home, and the chief clinician in a large multifacility organization. Throughout her career, she has led quality improvement programs throughout long-term care. In leading JCAHO's program for long-term care accreditation for ten years, she developed the first set of standards for dementia care units, subacute care, and long-term care pharmacies. She and her husband were the recipients of the 2013 AHCA Quality Award.

CE SESSION # 67
Fall Prevention for Successful Aging (Clinical/Care Practices)

Presenter(s): Pam Petsopoulos, Senior Vice President, Solaris HealthCare

Speaker Bio: Pam has specialized in geriatrics in the long-term care setting, assisted living, hospital rehabilitation, outpatient and wellness and home care. She has extensive experience with clinical program development and implementation. Pam received her BS in Physical Therapy from FAMU and her doctorate at USF with her research focused on falls.
CE SESSION # 68
How to Effectively Implement Your Skilled Managed Care Plan Contracts (Finance/Development)

Presenter(s): Destiny Quinones, Managed Care Liaison, Managed Care Consultants of Florida (MCCFL)

Speaker Bio: Destiny holds a Bachelor’s degree in Social Work from The University of Central Florida. Upon graduation, she became a Hospital Discharge Planner at a level one trauma center, followed by becoming a SNF Admissions Director. With over 8+ years of experience, she truly understands managed care insurance and how it impacts the Skilled Nursing industry.

CE SESSION # 68
How to Effectively Implement Your Skilled Managed Care Plan Contracts (Finance/Development)

Presenter(s): Nanette Smith, Managed Care Liaison, Managed Care Consultants of Florida (MCCFL)

Speaker Bio: Nanette holds Bachelors in Business Administration and Long Term Care Administration. Prior to joining Managed Care Consultants of Florida (MCCFL), Nanette was a nursing home administrator and an account manager in the technology sector. Her primary role is assisting SNFs in the implementation of Managed Care contracts and helping them to optimize them financially.

CE SESSION # 69
Section GG-Discharge from Medicare MDS: New Challenges (Legal/Regulatory/Survey)

Presenter(s): Carol Maher, Director of Education, Hansen Hunter & Co.

Speaker Bio: Carol Maher is a Board Certified Gerontological Registered Nurse with over 30 years long term care experience and has worked in long term care in many roles. She has worked as one of the Gold Standard nurses for MDS 3.0, serving on the RAP workgroup to prepare the way for the CAAs for MDS 3.0, and participating on a number of Technical Expert Panels related to MDS, Quality Measures and care planning. Ms. Maher is the Director of Education for Hansen Hunter & Co.
CE SESSION # 70
QAPI: Play or Pay (Operations/Quality Improvement)

Presenter(s): Colleen Gouldrick, Vice President of QAPI, Harmony Healthcare International

Speaker Bio: Colleen Gouldrick, RN is a Regional Consultant for Harmony Healthcare International with 25 years of broad-ranging experience in the acute, home care and long-term care arena working with a diverse client base with unique needs. Colleen has vast experience in Medicare RUG-III and RUG-IV Revenue Analysis as well as in multi-state Case Mix Systems.

Preceptor Refresher Course

Presenter(s): Carol Berkowitz, Senior Director of Quality Affairs, Florida Health Care Association

Speaker Bio: Carol Berkowitz, Esquire joined FHCA in 2014, bringing her advocacy, public policy, legal and legislative expertise, along with an important understanding of skilled nursing and assisted living facility regulations. Carol was previously with LeadingAge Florida and has worked for the Florida Dental Association and the Department of HRS. Carol has a Master's Degree in Gerontology from the University of South Florida and a law degree from Florida State University.

Preceptor Provider Training

Presenter(s): Carol Berkowitz, Senior Director of Quality Affairs, Florida Health Care Association

Speaker Bio: Carol Berkowitz, Esquire joined FHCA in 2014, bringing her advocacy, public policy, legal and legislative expertise, along with an important understanding of skilled nursing and assisted living facility regulations. Carol was previously with LeadingAge Florida and has worked for the Florida Dental Association and the Department of HRS. Carol has a Master's Degree in Gerontology from the University of South Florida and a law degree from Florida State University.