

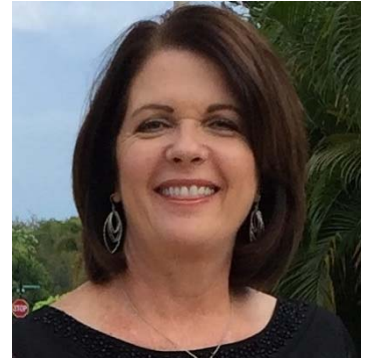
Leadership/Management Track

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 # 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.



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.



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 # 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.

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 # 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 # 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 # 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.



CE SESSION # 59

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

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

Speaker Bio: Holli Benthussen, 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 # 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.

