

# Operations/Quality Improvement Track

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.



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.



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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.



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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.

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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.



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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.



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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): 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 # 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.



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CE SESSION # 19

**Do You Have Management OCD?** (Operations/Quality Improvement)

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

**Speaker Bio:** Coming Soon



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CE 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.

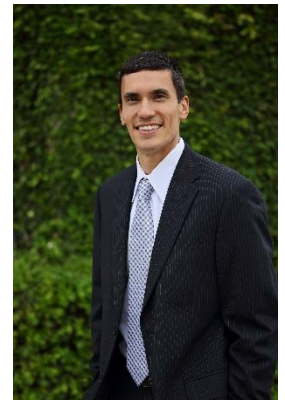


CE SESSION # 19

**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.



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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.



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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 Health providers to ensure continuity of care and effective downstream partnerships for the Company's customers.



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.

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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 # 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 # 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.



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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.

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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 # 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.



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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.



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.



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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.



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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.



