

Operations/Quality Improvement Track

CE SESSION #5

Developing Your Successful Elopement Prevention and Response Plans (Operations/Quality Improvement)

Presenter(s): Robin Allen, Risk Manager, Consulate Health Care

Speaker Bio: Robin Allen received her undergraduate and graduate degrees at Florida State University in Speech Language Pathology. She has over 30 years of health care experience including operational, leadership and direct Patient care roles. Robin became a Healthcare Risk Manager in 2002. She has focused her efforts on preventative Risk Management efforts in long term care working previously for Cypress Health Group. She is currently the Risk Manager for Consulate Health Care Management.



CE SESSION #5

Developing Your Successful Elopement Prevention and Response Plans (Operations/Quality Improvement)

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

Speaker Bio: Robin Bleier is President of RB Health Partners, Inc., a clinical, risk, Medicare and operations consultancy firm that consults with FHCA on quality affairs. She is a featured state and national presenter, a special topics advisor to the FHCA Quality Foundation, Immediate Post Chair of the FHCA Emergency Preparedness Council, Immediate Post Chair of the FHC PAC, Past Executive Board Member of FADONA, a vested long term care advocate through her volunteerism and affiliation with numerous professional committees, and Consultant to FHCA Quality Affairs Department. She is the FHCA RAI-PPS Certificate/Endorsement Program Educator, and has been educating on this and other topics since 1998.



CE SESSION #5

Developing Your Successful Elopement Prevention and Response Plans (Operations/Quality Improvement)

Presenter(s): Theresa DeCanio, HQA-Field Office 7, Field Office Manager, Agency for Health Care Administration

Speaker Bio: Theresa DeCanio has over 42 years of experience as a Registered Nurse in Acute Medical/Surgical/Psychiatric care, Long Term care, Performance Improvement, and Risk Management. She has 18 years of experience in Federal & State Health Care Compliance codes and statutes, and has been working for the Agency for Health Care Administration since 2010 and is currently the Orlando, Florida Field Office Manager.

Operations/Quality Improvement Track

CE SESSION #5

Developing Your Successful Elopement Prevention and Response Plans

(Operations/Quality Improvement)

Presenter(s): Michelle Dillehay, Orlando - HQA AREA 7, Registered Nurse Consultant Surveyor, Agency for Health Care Administration

Speaker Bio: Michelle Dillehay, RN-BC, has been employed with the Agency for Healthcare Administration for over 18 years. Currently, she is a Supervisor and Preceptor for the Orlando Field Operations office that includes Orange, Seminole, Brevard, and Osceola counties. She has also served as a Registered Nurse Specialist Surveyor. She was a Quality of Care Monitor for nursing homes and assisted living centers from Daytona Beach to Miami. She received her Bachelor of Science in Nursing from Kent State University in Ohio in 1988 and has her Certification in Gerontology from the American Nurses Credentialing Center. She has enjoyed being a Registered Nurse for 29 years with over 24 years of experience in long term care.

CE SESSION #5

Developing Your Successful Elopement Prevention and Response Plans

(Operations/Quality Improvement)

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

Speaker Bio: Karen Goldsmith currently serves as FHCA's Regulatory Counsel and previously served as the association's Legal Counsel since 1980. She is on the American Health Care Association's Legal Subcommittee and served as its Chair for three years. She is active in the American Health Lawyers Association and served as Chair of their Long Term Care subgroup for two years. She has been published in several books produced by AHLA. She practices primarily in long term care.



CE SESSION #5

Developing Your Successful Elopement Prevention and Response Plans

(Operations/Quality Improvement)

Presenter(s): Peggy Norris, Consultant, Signature HealthCARE, LLC

Speaker Bio: Peggy Norris is a Registered Nurse in the State of Florida since 1972 and has 45 years of health care experience. She is also a Certified Dementia Practitioner as of November 2016, SMQT certified with CMS/AHCA as of 2003 and has been employed since 2012 with Signature HealthCare as Signature Care Consultant for the Signature homes in the Panhandle. She is an currently an active member of FHCA Senior Clinicians Committee, FHCA Culture Change Committee and FHCA Risk & Compliance Council (Elopement Work Group).

Operations/Quality Improvement Track

CE SESSION #11

Evacuation Decision-Making and the Process of Evacuating a Long Term Care Center
(Operations/Quality Improvement)

Presenter(s): Bob Asztalos, Chief Lobbyist, FHCA

Speaker Bio: Bob Asztalos, Chief Lobbyist for Florida Health Care Association, represents the Association on long term care issues at both the State and Federal levels. His prior experience includes serving as Director of Legislative Affairs for Florida Health Care Association and Senior Congressional Affairs Representative for American Health Care Association in Washington, DC.

CE SESSION #11

Evacuation Decision-Making and the Process of Evacuating a Long Term Care Center (Operations/Quality Improvement)

Presenter(s): Sally Bishop, Director, Pinellas County Office of Emergency Management

Speaker Bio: Sally Bishop, a 32-year veteran of Emergency Management, was named Director of Pinellas County Emergency Management on January 7, 2008, after serving as Interim Director for nearly a year. Prior to the promotion, she served for nearly two years as Assistant Director under former Director Gary Vickers. Bishop's experience is a culmination of more than three decades of emergency planning and disaster response and operations in the field. She had started with Pinellas County's Emergency Management in 1986 and over the next eight years worked numerous storm, disaster and recovery efforts, including: Storm of the Century, 1993; Severe Weather Incident, 1991; Tropical Storm Keith, 1988; Hurricane Floyd, 1987; and Jones Chemical Fire, 1986. She spearheaded the development and refinement of numerous county programs and operations, including the Hurricane Evacuation Implementation Guide, Special Needs Evacuation Program and the county's healthcare facility planning. Bishop is credited with the co-creation of Hurricanes and Health Care, the county-health-care-agencies-attended hurricane conference, which provides critical training and information to county health providers. With 11 years experience at the Federal Emergency Management Agency (FEMA), Bishop is known for her strength and first-hand knowledge in recovery efforts. Bishop and her team are responsible for the county's comprehensive emergency management plans, their advancement and implementation.



Operations/Quality Improvement Track

CE SESSION #11

Evacuation Decision-Making and the Process of Evacuating a Long Term Care Center (Operations/Quality Improvement)

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

Speaker Bio: Robin Bleier is President of RB Health Partners, Inc., a clinical, risk, Medicare and operations consultancy firm that consults with FHCA on quality affairs. She is a featured state and national presenter, a special topics advisor to the FHCA Quality Foundation, Immediate Post Chair of the FHCA Emergency Preparedness Council, Immediate Post Chair of the FHC PAC, Past Executive Board Member of FADONA, a vested long term care advocate through her volunteerism and affiliation with numerous professional committees, and Consultant to FHCA Quality Affairs Department. She is the FHCA RAI-PPS Certificate/ Endorsement Program Educator, and has been educating on this and other topics since 1998.



CE SESSION #11

Evacuation Decision-Making and the Process of Evacuating a Long Term Care Center (Operations/Quality Improvement)

Presenter(s): Kathryn Hyer, Professor and Director, Florida Policy Exchange Center on Aging, USF

Speaker Bio: Kathryn Hyer, PhD, MPP, is Director of the Florida Policy Exchange Center on Aging and Professor in the School of Aging Studies, College of Behavioral and Community Sciences, at the University of South Florida. Since 2004, Dr. Hyer has studied the impact of natural disasters, especially hurricanes, on elders residing in nursing homes, assisted living facilities and in the community. She's served on FHCA's Disaster Preparedness Committee for 15 years and helped develop many FHCA training materials. Since 2015 she's been a member of the Florida Gold Seal Panel on Excellence in Long-Term Care. In 2017 Dr. Hyer testified before the US Senate Special Committee on Aging hearing, "Disaster Preparedness and Response: The Special Needs of Older Americans" and before Florida's House Select Committee on Hurricane Response and Preparedness on "Transitioning Nursing Home Residents during Hurricane Emergencies: the Mortality and Morbidity Consequences of Evacuating Versus Sheltering in Place."



Operations/Quality Improvement Track

CE SESSION #11

Evacuation Decision-Making and the Process of Evacuating a Long Term Care Center (Operations/Quality Improvement)

Presenter(s): Molly McKinstry, Deputy Secretary, Division of Health Quality Assurance, Agency for Health Care Administration

Speaker Bio: Molly McKinstry is the Deputy Secretary for the Division of Health Quality Assurance within the Florida Agency for Health Care Administration. The Division includes over 700 staff responsible for licensing of 50,000 health care providers ranging from hospitals to home and community based agencies. Her team is responsible for the review of center architectural plans, investigation of consumer complaints, managed care plan networks, Medicaid Program Integrity, Health Information Exchange, and FloridaHealthFinder.com, the Agency's health information transparency portal.



CE SESSION #11

Evacuation Decision-Making and the Process of Evacuating a Long Term Care Center (Operations/Quality Improvement)

Presenter(s): Donna Rogers, Administrator, Tarpon Bayou Center

Speaker Bio: Donna Rogers is a Nursing Home Administrator at Tarpon Bayou Center. She received her Bachelor of Science degree from University of South Florida in Gerontology and holds a Master's degree in Human Resource Management from Nova Southeastern University. Ms. Rogers has over 20 years' experience in the long-term care industry and 10 of those years served as a Nursing Home Administrator. Past contributions include one year as Vice President of FHCA District 5 and served on the Culture Change Committee for two years. She enjoys spending time with family and hopes to complete her doctoral degree one day having completed all the course work and just needs the dissertation to take it off her bucket list.

CE SESSION #11

Evacuation Decision-Making and the Process of Evacuating a Long Term Care Center (Operations/Quality Improvement)

Presenter(s): Miki States, Administrator, Wright's Healthcare & Rehabilitation Center

Speaker Bio: Miki States has worked in Long term care for thirty years. She graduated with a degree in Social Work from Capital University in 1987 and became a NHA in 2010. She has worked at Oak Manor and Wright's Healthcare since 2001.

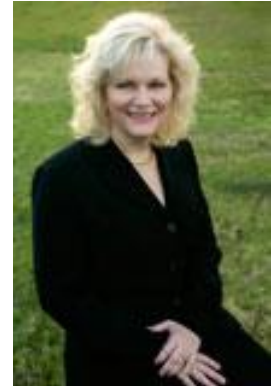
Operations/Quality Improvement Track

CE SESSION #17

The Medical Director's Role in Long Term Care (Operations/Quality Improvement)

Presenter(s): Deborah Franklin, Senior Director of Quality of Affairs, FHCA

Speaker Bio: Deborah Franklin is the Senior Director of Quality Affairs for Florida Health Care Association (FHCA). She is responsible for leading the Association's internal quality department while pioneering initiatives on quality improvement in long term care. Previously Deborah has served as Director of Operations for the not-for-profit Florida Living Options, which operates the Hawthorne Villages in Florida. She has successful experience with organizational leadership and health care management, opening and managing new facilities and turning around troubled facilities. Deborah Franklin is a past president of FHCA, a Walter M. Johnson, Jr. Circle of Excellence Award an Arthur H. Harris Government Services Award recipient and a graduate of the American Health Care Association Future Leaders of Long Term Care in America program. She has served on the Governor's transition team for the Florida Department of Elder Affairs, the Lt. Governor's Health Care Planning Council and the Hillsborough County Indigent Health Care Advisory Council.



CE SESSION #17

The Medical Director's Role in Long Term Care (Operations/Quality Improvement)

Presenter(s): Paul Katz, Medical Director, FSU School of Medicine

Speaker Bio: Dr. Paul Katz is the current Chair of Geriatrics at the College of Medicine at Florida State University. He graduated with an M.D. from the University of Michigan, and completed a geriatric medicine fellowship from SUNY Buffalo at the VA Medical Center in Buffalo, N.Y. Prior to moving to Florida, Dr. Katz was a professor in the Department of Medicine at the University of Toronto and Vice President of Medical Services at Baycrest Health Science Centre. He has also served as Chief of the Division of Geriatrics/Aging at the University of Rochester School of Medicine and for 16 years was Medical Director at Monroe Community Hospital, a highly regarded academic nursing home in Rochester, N.Y. Dr. Katz has also served as Medical Director of the HBPC program at the Canandaigua VA. Dr. Katz is Past President of AMDA – The Society for Post-Acute and Long-Term Care Medicine. He has co-edited 11 books and has over 120 scholarly publications. He has received grants from the NIH, the U.S. Veterans Administration, the Health Resources and Service Administration (HRSA), and the Ontario Ministry of Health and Long-Term Care. His research focus is on physician workforce issues in the post acute and long term care continuum.



Operations/Quality Improvement Track

CE SESSION #28

New Skilled Nursing Center QRP Measures for 2018

(Operations/Quality Improvement)

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 worked as the MDS Coordinator in a 300 bed skilled nursing center in Pennsylvania for eight years before moving to California to become the MDS Coordinator/Director for a 1200 bed skilled nursing center in San Francisco. She has also worked as the MDS Coordinator in a skilled nursing center that typically had 60-75 residents on Medicare in addition to 160 long term care residents. Most recently she was the Senior Vice President of Utilization Services and Director of Reimbursement for large multi-center organizations. Carol 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. A sought after speaker, she has given presentations at AANAC, AHCA and Leading Age national conferences as well as many state organization presentations. She is also a frequent author of articles related to the RAI process and PPS. Carol served as a member of the AANAC Board of Directors for nine years. She is presently serving on the AANAC Expert Advisory Panel and as an AANAC Master Teacher. Ms. Maher is the Director of Education for Hansen Hunter & Co., providing MDS and Medicare classes across the country, presenting monthly educational webinars and completing compliance audits. She is the author of Long-Term Care MDS Coordinator's Field Guide (HCPRO 2016).



CE SESSION #34

Going for Gold in Quality Awards (Operations/Quality Improvement)

Presenter(s): Koko Okano, Quality Improvement & Research Analyst, FHCA

Speaker Bio: Koko Okano is a master examiner for the National Quality Award Program and serves on the AHCA/NCAL Board of Overseers of the program. She also serves on the Board of Examiners of Governor's Sterling Award, Florida's official state Baldrige program, as an Advanced Examiner. Koko has provided various workshops to all levels of National Quality Awards for the past several years and led the FHCA Quality Award Bootcamp for Florida's applicants for the past three years.



Operations/Quality Improvement Track

CE SESSION #40

Charter New Waters Creating Partnerships to Help Reduce Readmissions
(Operations/Quality Improvement)

Presenter(s): Sara Busacca, Quality Improvement Specialist, Health Services Advisory Group

Speaker Bio: Sara Busacca has 30 years of healthcare experience as RN and NHA. As a former Nursing Home Administrator and Director of Nursing, She is dedicated to improving quality of care for Medicare beneficiaries. She currently works as a Quality Improvement Specialist for Florida's QIO-QIN, Health Services Advisory Group. She works closely with post-acute providers to improve care transitions and reduce preventable hospital readmissions.



CE SESSION #40

Charter New Waters: Creating Partnerships to Help Reduce Readmissions
(Operations/Quality Improvement)

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

Speaker Bio: Kim 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.

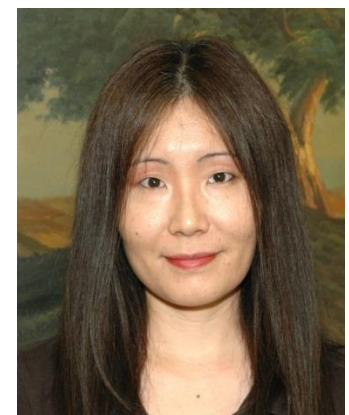


CE SESSION #45

Statewide and Regional Survey Outcomes Under New Survey Process and How it Will Affect Five Star Ratings (Operations/Quality Improvement)

Presenter(s): Koko Okano, Quality Improvement & Research Analyst, FHCA

Speaker Bio: Koko Okano is a master examiner for the National Quality Award Program and serves on the AHCA/NCAL Board of Overseers of the program. She also serves on the Board of Examiners of Governor's Sterling Award, Florida's official state Baldrige program, as an Advanced Examiner. Koko has provided various workshops to all levels of National Quality Awards for the past several years and led the FHCA Quality Award Bootcamp for Florida's applicants for the past three years.



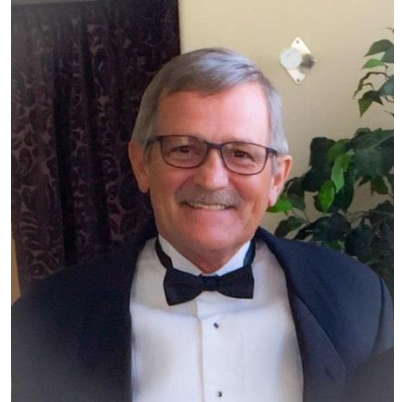
Operations/Quality Improvement Track

CE SESSION #50

Resident Military Veterans Education of Benefits
(Operations/Quality Improvement)

Presenter(s): Dennis Baker, President, Florida Veterans Foundation

Speaker Bio: Dennis Baker is a Navy Commander with 28 years of military service, 20 years as a Veteran, 10 years as a College Administrator, one year at AHCA, and three years of leadership at the Florida Veterans Foundation. Also, Dennis is Published Author.



CE SESSION #53

PDPM: The Changing Face of Rehab (Operations/Quality Improvement)

Presenter(s): Chance Victoriano, Senior Director of Data and Clinical Advancement, TMC

Speaker Bio: Chance Victoriano is the Senior Director of Data and Clinical Advancement. He oversees the the PAC division- responsible for aligning TMC processes with available data to respond to the needs of clients to create strong evidence based rehab programs. Also included in this division is the Clinical Excellence Department which is dedicated to creating and executing clinical specialty programs and educational initiatives for therapists company wide. He is responsible for oversight of wellness initiatives and the creation of wellness programs for TMC partners servicing ALF and IL communities. He also provides auditing and consulting services for external clients to assess risk and capitalize on opportunities within their rehabilitation departments. He has a broad clinical background encompassing acute care, outpatient, home health and skilled nursing center including operational management in the skilled nursing center and home health settings.

Operations/Quality Improvement Track

CE SESSION #58

Sailing into the Sea of Success (Operations/Quality Improvement)

Presenter(s): Lynn D'Avico, Consultant Pharmacist, Polaris Pharmacy Services

Speaker Bio: Lynn M. D'Avico, PharmD., C.Ph., was born in Milwaukee, Wisconsin. She grew up in Two Rivers, Wisconsin, went to Marquette University and then attended Nova Southeastern University (NSU) College of Pharmacy graduating with her Doctorate of Pharmacy degree. She is both a Florida licensed/registered pharmacist and consultant. Dr. D'Avico's current position is Consultant of Record for Polaris Pharmacy in Fort Lauderdale. Her duties include performing monthly drug reviews, continuing education in-services (nursing staff), prepare and present regulatory guidelines, monthly/quarterly reports, nurse in-services and training, updating policy & procedure manuals and lecturing of regulatory updates/guidelines. She is also an Assistant Adjunct Professor at NSU where she teaches her passion and commitment of consultant pharmacy to students and continues that commitment being a preceptor. She is also one of the gifted instructors for NSU's unique Initial Consultant Pharmacist License Program (for those pharmacists seeking consultant licensureship).



CE SESSION #58

Sailing into the Sea of Success (Operations/Quality Improvement)

Presenter(s): Elizabeth Page, Director of Client Services, Polaris Pharmacy Services

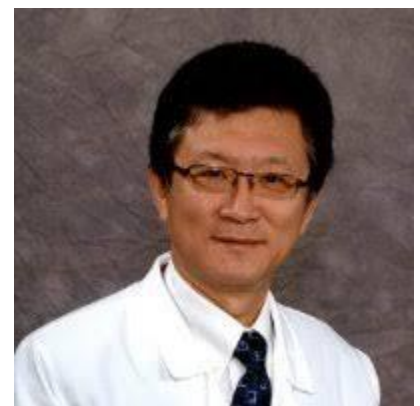
Speaker Bio: Elizabeth Page, RN, BSN, has been in practice for more than 25 years. Her experience includes Critical Care Nursing, externships at University of Pennsylvania, involvement with a startup software design firm and eight years with long term care pharmacies. Her role in pharmacies allowed her to collaborate and nursing home administrators, physicians, pharmacists and nursing leadership to understand and develop protocols, initiatives and policies that bring value and delivery outcomes necessary today's long term care environment. She also serves as Treasurer for FHCA District 11.

CE SESSION #58

Sailing into the Sea of Success (Operations/Quality Improvement)

Presenter(s): Michael Shen, Chief Medical Officer, Duxlink VIP Healthcare

Speaker Bio: Dr. Michael Shen, M.D., is board-certified in Cardiology, Nuclear Cardiology, Internal Medicine. He is licensed in Florida, New Jersey, Pennsylvania and Connecticut. Dr. Shen has many academic appointments and professional publications and is currently the Chief Medical Officer for Duxlink Health. He brings energy and dedication to tele-medicine as he changes the landscape of post acute care.



Operations/Quality Improvement Track

CE SESSION #61

Florida Pioneer Network Presents Best Practices Showcase
(Operations/Quality Improvement)

Presenter(s): Diane Hall, Chair, Florida Pioneer Network

Speaker Bio: For the past 35 years, person-centered care has been Diane Hall's unquenchable passion. She is a Registered Dietitian, Licensed Nursing Home Administrator, CEO of Balanced Senior Nutrition, and Interim Chair for Florida Pioneer Network. It is why she is regarded as a visionary and leader in this rapidly evolving field and a powerful advocate for our elders.

