

Speakers - Operations/Quality Improvement

CE SESSION #9

Psych 101: Mastering the Untold Behavioral Health Overtones in the New Requirements of Participation (Operations/Quality Improvement)

Presenter(s): Julie Gersch, Vice President Organizational Development, Cotler Healthcare and Development

Speaker Bio: Dr. Julie Gersch, licensed psychologist, has over 12 years of experience working in the nursing home profession. Throughout her professional journey, she has hired, trained, and managed hundreds of psychology and psychiatry professionals in different states across the USA. She provides goal-driven leadership to ensure strategic clinical initiatives for expanding operations and improving the quality of resident care.

Julie is passionate about collaborative team approaches to achieve outcomes one resident and center at a time.



CE SESSION #14

Corporate Compliance - It Takes a Village (Operations/Quality Improvement)

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

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. Robin is a featured state and national presenter, 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, past executive board member of FADONA for ten years, and a vested long term care advocate through her volunteerism and affiliation with numerous professional committees. She is the FHCA RAI-PPS Certificate/ Endorsement Program Educator, and has been educating on this and other topics since 1998.



CE SESSION #14

Corporate Compliance - It Takes a Village (Operations/Quality Improvement)

Presenter(s): Julie Ann Kemman, CPCO, Health Care Professional Consulting Services, Inc.

Speaker Bio: Julie Ann Kemman has over 25 years of experience working in long term care. Julie holds a Bachelor's degree in Business Administration from Northwood University where she graduated Magna Cum Laude and is also a Certified Professional Compliance Officer. Julie started her career in the business office and climbed the corporate ladder holding regional and divisional positions for HCR ManorCare over the course of 15 years and was the cornerstone in staff training, compliance monitoring, and management. Julie is currently the CEO of Health Care Professional Consulting Services, Incorporated also known as HCPCS which began operations in July 2005. HCPCS provides skilled nursing, assisted living, CCRC, home health agencies and outpatient rehabilitation providers a variety of business system and financial operations support. Julie is in this industry to "make a difference" and serve providers, staff, families and residents in our long term care communities.



CE SESSION #14

Corporate Compliance - It Takes a Village (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 general counsel since 1980. She is on the American Health Care Association's 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 been published in several books produced by AHLA. She practices primarily in long term care.



CE SESSION #17

Keep Calm and Lead Strong: The Most Essential "Inner-View" for Attracting/Retaining Quality Employees (Operations/Quality Improvement)

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

Speaker Bio: Katie Piperata has made it her life's work to ensure that the aged residents of long-term care facilities receive the respect and quality of care they have earned, first as a Nursing Home Administrator, and later as an Executive Recruiter, placing highly qualified people in key roles. As Senior Partner, Katie continues to serve the senior care industry by contributing to MedBest's growth as a nationally recognized executive recruiting agency focusing on quality talent solutions.



CE SESSION #17

Keep Calm and Lead Strong: The Most Essential “Inner-View” for Attracting/Retaining Quality Employees (Operations/Quality Improvement)

Presenter(s): Debbie Forcier-Lynn, Results Management Expert, Cultural Alignment Solutions

Speaker Bio: Debbie Forcier-Lynn CPC, PCC, MP-ELI, CPBA, CPVA is the owner of Cultural Alignment Solutions, an organizational advisement company specializing the past 10+ years in creating healthy cultural environments. She’s an Internationally Certified Executive/Corporate Coach that uses her passion for awareness and growth to help organizations by providing direction and focus.



CE SESSION #23

Quality Measures: A Practical Approach (Operations/Quality Improvement)

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

Speaker Bio: Marigene Barrett is an RN and an AHIMA- Approved ICD-10 trainer with over 19 years of skilled nursing and long term care experience at center, 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.



CE SESSION #29

Conducting an Effective Triple Check Process (Operations/Quality Improvement)

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

Speaker Bio: Carol Maher, RN-BC, RAC-CT, RAC-MT, CPC is a Board Certified Gerontological Registered Nurse with over 30 years long term care experience. She has experience as the Senior VP of Utilization Services and Director of Reimbursement for large multi-facility organizations. She has worked as one of the Gold Standard nurses for MDS 3.0 and is the author of Long-Term Care MDS Coordinator's Field Guide (HCPro). She has participated in Technical Expert Panels related to MDS, Quality Measures and care planning. Carol served as a member of the AANAC Board of Directors for 9 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.



CE SESSION #35

Practicing Culture Change: Disciplines for Person-Centered Care and Engaged Staff
(Operations/Quality Improvement)

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, where she has served for the past nine years. Prior to her current position, Maureen worked as a Regional Clinical Nurse Coordinator for her current company, DOS Healthcare Management. Maureen's experience includes working as a Director of Nursing and as an MDS Care Plan Coordinator. She has been a Registered Nurse for the past twenty-three years and Licensed Nursing Home Administrator for the past ten years.



CE SESSION #35

Practicing Culture Change: Disciplines for Person-Centered Care and Engaged Staff
(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 general counsel since 1980. She is on the American Health Care Association's 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 been published in several books produced by AHLA. She practices primarily in long term care.



CE SESSION #41

Nursing Home Compare: Five Star Rating (Operations/Quality Improvement)

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

Speaker Bio: Koko Okano is the Quality Improvement and Research Analyst for the 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. Her responsibilities at the association include assisting members with survey and 5 star rating analysis. Koko also serves in the AHCA/NCAL Quality Improvement Committee.



CE SESSION #46

Successful Quality Assurance Performance Improvement Program Considerations (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. Robin is a featured state and national presenter, 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, past executive board member of FADONA for ten years, and a vested long term care advocate through her volunteerism and affiliation with numerous professional committees. She is the FHCA RAI-PPS Certificate/ Endorsement Program Educator, and has been educating on this and other topics since 1998.



CE SESSION #46

Successful Quality Assurance Performance Improvement Program Considerations (Operations/Quality Improvement)

Presenter(s): Kim Smoak, Bureau Chief of Field Operations, Agency for Health Care Administration

Speaker Bio: Kimberly Smoak has been with the Agency for Health Care Administration since August 1995. She is the Bureau Chief of Field Operations located in the Division of Health Quality Assurance. She is responsible for ensuring both federal and state survey work is completed timely, monitors quality improvement/quality assurance indicators for the Division, training of survey staff and other Division staff, data management and support functions and oversees the field operations within the division. She develops and implements strategies to improve consistency among the field offices and the program units as those functions relate to the Survey and Certification functions of the Agency under contract with the Federal Centers for Medicare & Medicaid Services (CMS), in addition to monitoring state requirements and timeframes. She provides technical assistance regarding programmatic issues and assists in interpreting rules, policies and standards. She previously worked for eight years as a surveyor surveying Nursing Homes, ICF/IIDs, Crisis Stabilization Units, Residential Treatment Facilities, and Rehabilitation Centers. Ms. Smoak holds a Masters of Science in Health with the program emphasis in Aging Studies. In 2009 to 2010 Ms. Smoak also was part of a group of surveyors in Florida to work on the development of the QIS Federal Basic Long Term Care which has been in place since August 2010 and continues to this date.

CE SESSION #50

Same Pills, Smaller Bills (Operations/Quality Improvement)

Presenter(s): Saul Greenbeger, Principal, PharmScript

Speaker Bio: Saul Greenberger is the Founder of PharmScript, a long term care pharmacy servicing the northeastern region of the United States. As the company's first President and CEO, Saul works with facilities in New York, New Jersey, Pennsylvania, Delaware and Washington DC in establishing best practices, quality control, and financial responsibility in the pharmacy arena. Prior to PharmScript, Saul was a Licensed Nursing Home Administrator at a center in New York City for seven years. Of particular focus was setting standards of quality and improving the overall experience of his residents' stay. It was during this time that he came to realize the need for a strong pharmacy solution in the long term care profession. Set on the principles and values cultivated during these years as an L.N.H.A., Saul has developed the foundation of PharmScript to be receptive and adaptive to the changing needs of today's nursing centers.



CE SESSION #53

AHCA/NCAL National Quality Award Program (Operations/Quality Improvement)

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

Speaker Bio: Koko Okano is the Quality Improvement and Research Analyst for the 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. Her responsibilities at the association include assisting members with survey and 5 star rating analysis. Koko also serves in the AHCA/NCAL Quality Improvement Committee.



CE SESSION #60

BPCI3 and Value-Based Models of Care (Operations/Quality Improvement)

Presenter(s): Robert Hoch, VP Operations - Central NJ Region, Genesis HealthCare

Speaker Bio: Robert Hoch has 20 years of long term care operations. Provided operational oversight of BPCI3 rollout for Genesis HealthCare that includes 32 centers enrolled in 12 states since April 2015. Continues to support all 32 centers in said capacity.

