

# Operations/Quality Improvement Track by Session Number

## CE SESSION #4

### **Build Your QAA and QAPI Program** (Operations/Quality Improvement)

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

**Speaker Bio:** Robin Bleier, RN, LHRM, CLC is President of RB Health Partners, Inc., a clinical, risk, Medicare and operations consultancy firm. A featured state and national presenter, Robin is a special topics advisor to the FHCA Quality Cabinet, immediate past Chair of the FHCA Emergency Preparedness Committee, immediate past chair of the FHC PAC, past executive board member of FADONA, a vested long term care advocate through her volunteerism and affiliation with numerous state and national professional committees. Robin's firm, RB Health Partners, Inc. provides consulting services to the FHCA Quality Affairs Department.



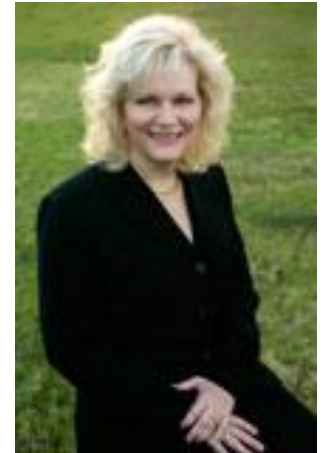
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## CE SESSION #10

### **Requirements of Participation, Phase III and Trauma-Informed Care** (Operations/Quality Improvement)

*Presenter(s): Deborah Franklin, Senior Director of Quality Affairs, Florida Health Care Association*

**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 and 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.



# Operations/Quality Improvement Track by Session Number

## CE SESSION #10

### **Requirements of Participation, Phase III and Trauma-Informed Care** (Operations/Quality Improvement)

*Presenter(s): Matthew Nessetti, Certified Medical Director, All-Care Medical Center*

**Speaker Bio:** Matthew Nessetti MD, PHD, JD is a Certified Medical Director with FMDA and also attending physician with skilled nursing centers in Sarasota, Florida. He is owner of All Care Medical Centers which provides all levels of care including behavior health.



## CE SESSION #16

### **S'more on Hospital Readmissions: A Case Study** (Operations/Quality Improvement)

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

**Speaker Bio:** Sara Busacca, RN, BSN, MBA, LNA, RAC-CT has a total of 30 years of health care experience with eight years as a Director of Nursing and 20 plus years as a Nursing Home Administrator. She currently works as a quality improvement specialist for Florida's QIO-QIN, Health Services Advisory Group. Sara works with skilled nursing centers both at a corporate and individual level to improve care coordination and reduce both preventable hospital readmission and adverse drug events.



## CE SESSION #16

### **S'more on Hospital Readmissions: A Case Study** (Operations/Quality Improvement)

*Presenter(s): Danny Davis, Quality Improvement Specialist, Health Services Advisory Group (HSAG)*

**Speaker Bio:** Danny Davis is a Nursing Home Administrator working with Health Services Advisory Group (HSAG) as a Quality Improvement Specialist. Part of HSAG's Care Coordination Team, Danny visits with skilled nursing centers and Corporations to provide resources and support focused on reducing rehospitalizations from the post-acute setting.



# Operations/Quality Improvement Track by Session Number

CE SESSION #23

**Using Innovations in Technology to Increase Resident Outcomes and Efficiencies** (Operations/Quality Improvement)

*Presenter(s): Lauren Faison, Service Line Administrator, Tallahassee Memorial Healthcare*

**Speaker Bio:** Lauren Faison currently works with Tallahassee Memorial Healthcare (TMH) as the Service Line Administrator for Regional Development, Population Health and Telemedicine. In that role, Lauren oversees Tallahassee Memorial Healthcare's Population Health Program and Transition Center, which provides post-acute services to high-risk residents. Lauren is deploying the use of telemedicine and telehealth solutions throughout the TMH system to increase patient access, provider efficiencies and reduce unnecessary readmissions and visits to the emergency room.



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CE SESSION #29

**Sheltering in Place for Hurricane Michael: The Realities of the "Stay" Decision** (Operations/Quality Improvement)

*Presenter(s): Melinda Gay, Administrator, Marianna Health & Rehabilitation Center*

**Speaker Bio:** Melinda Gay is the Administrator of Marianna Health & Rehabilitation Center. Melinda started her career in long term care as the Assistant Administrator of Marianne Health & Rehabilitation Center in 2003. She was appointed the Administrator in 2009.



# Operations/Quality Improvement Track by Session Number

CE SESSION #29

**Sheltering in Place for Hurricane Michael: The Realities of the "Stay" Decision**  
(Operations/Quality Improvement)

*Presenter(s): Tracy Greene, Vice President of Operations, Southern Healthcare Management, LLC*

**Speaker Bio:** Tracy Greene has been in long term care for over 20 years. She has been a licensed nursing home administrator since 2000 and has been the Vice President of Operations for Southern Healthcare Management, LLC for the last three years. Tracy has served on FHCA's Emergency Preparedness Committee since 2005 and is currently the Chair of this Committee.



CE SESSION #29

**Sheltering in Place for Hurricane Michael: The Realities of the "Stay" Decision**  
(Operations/Quality Improvement)

*Presenter(s): Fred Landy, Regional Administrator, Southern Healthcare Management, LLC*

**Speaker Bio:** Fred Landy is a licensed nursing home administrator with 33 years' experience. He has been employed with Southern Healthcare Management, LLC for 9 years as an Administrator and he is currently a Regional Administrator.

CE SESSION #35

**National Quality Award Program: From the Eyes of Examiners**  
(Operations/Quality Improvement)

*Presenter(s): Alexis Bautz, Quality Coordinator, Florida Presbyterian Homes, Inc.*

**Speaker Bio:** Alexis Bautz is the Quality Coordinator for Florida Presbyterian Homes, Inc. in Lakeland, Florida, where she oversees quality improvement, education and control. Alexis is a graduate of The University of South Florida's School of Aging Studies and is a Lean Six Sigma Black Belt. She is a Senior Examiner for the National Quality Award program and a member of Florida Health Care Associations Performance Excellence Council.



# Operations/Quality Improvement Track by Session Number

CE SESSION #35

**National Quality Award Program: From the Eyes of Examiners** (Operations/Quality Improvement)

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

**Speaker Bio:** Maureen Brown RN, MSN, MBA, HCM, RAC is the Administrator at Miami Shores Nursing and Rehabilitation Center for the past 13 years. Prior to her current position Maureen worked as a Regional Clinical Nurse Coordinator for her current company DOS Healthcare Management. Her tenure is 21 years at DOS Health Management. Maureen's experience includes working in acute care setting, also as a Director of Nursing and as a MDS Care Plan Coordinator. She has been a Registered Nurse for the past 28 years and License Nursing Home Administrator for the past 13 years. Maureen has been a senior examiner for the American Healthcare Association Quality Award Program for the past four years.

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CE SESSION #35

**National Quality Award Program: From the Eyes of Examiners**  
(Operations/Quality Improvement)

*Presenter(s): Kendra Ferrero, Divisional Clinical Quality Specialist, Consulate Health Care Management*

**Speaker Bio:** Dr. Kendra Ferrero is a multi-state licensed RN board certified in Gerontology. She also holds an active Nursing Home Administrator license in several states. Kendra earned her MBA from Warner University and her Doctorate degree with a specialty in Health Care Administration from Northcentral University. She has worked in the post-acute environment since 1977. Kendra has been involved in the delivery of educational presentations in skilled nursing since 1984. She was part of the original RUG11 Demonstration Project when it was implemented in NY in 1985. She has held positions as a Director of Nursing, Regional Nurse, VP of Clinical, Nursing Home Administrator and Regional Vice President of Operations. Kendra currently works with Consulate Healthcare on the clinical team helping oversee clinical and regulatory compliance. She has sat on numerous FHCA committees for the past 10 years. She is a Lead Senior Examiner for AHCA/NCAL Quality Program. Kandra is a certified Risk Manager and has a passion for the skilled nursing environment, ensuring quality care is provided to the residents.



# Operations/Quality Improvement Track by Session Number

CE SESSION #35

**National Quality Award Program: From the Eyes of Examiners**  
(Operations/Quality Improvement)

*Presenter(s): Heather Jackson, Administrator, Parkside Health and Rehabilitation Center*

**Speaker Bio:** Heather Jackson is the Administrator of Parkside Health and Rehabilitation Center in Deland, Florida. She was an AHCA/NCAL Senior Examiner for the past five years reviewing Silver Award Applications and currently serves as a Master Examiner reviewing Gold Award Applications.



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CE SESSION #35

**National Quality Award Program: From the Eyes of Examiners** (Operations/Quality Improvement)

*Presenter(s): Samantha Vosloo, Executive Director, Palm Garden of Largo*

**Speaker Bio:** Samantha Vosloo is an Executive Director at Palm Garden of Largo, a 140-bed skilled nursing center in Largo, Florida. She has served as a Senior Examiner in the Quality Award Program for four years. Samantha has worked in long term care for seven years as an Administrator and graduated from the University of South Florida. During her free time, Samantha enjoys spending time with her husband, daughter and dog, Chivas.

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CE SESSION #40

**Clinical Applications and Reimbursement in Post-Acute Care Setting** (Operations/Quality Improvement)

*Presenter(s): Lynn D'Avico, Clinical Education Coordinator, Polaris Pharmacy Services*

**Speaker Bio:** Lynn D'Avico has been a Consultant Pharmacist for 18 years and is an Assistant Professor at Nova Southern University (NSU) where she currently teaches Geriatric Pharmacy. Lynn lectures for the Florida Consultant Pharmacist Geriatric Initiation Course for NSU and has served as an expert witness for cases.

# Operations/Quality Improvement Track by Session Number

CE SESSION #40

**Clinical Applications and Reimbursement in Post-Acute Care Setting**  
(Operations/Quality Improvement)

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

**Speaker Bio:** Elizabeth Page has been a Registered Nurse for more than 25 years, Pharmacy Liaison for over 10 plus and worked with a software company for seven years. Today, Elizabeth oversees nursing and customer care for four pharmacies in three states of about 15,000 people and skilled nursing residents with Polaris Pharmacy Services.



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CE SESSION #40

**Clinical Applications and Reimbursement in Post-Acute Care Setting** (Operations/Quality Improvement)

*Presenter(s): Michael Shen, Medical Director, Duxlink Health*

**Speaker Bio:** Michael Shen is the Medical Director for Duxlink Health and accomplished cardiologist with multiple patents for Tele-medicine.

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CE SESSION #50

**Evacuating for Hurricane Michael: Realities of the Evacuation Decision**  
(Operations/Quality Improvement)

*Presenter(s): Tracy Greene, Vice President of Operations, Southern Healthcare Management, LLC*

**Speaker Bio:** Tracy Greene has been in long term care for over 20 years. She has been a licensed nursing home administrator since 2000 and has been the Vice President of Operations for Southern Healthcare Management, LLC for the last three years. Tracy has served on FHCA's Emergency Preparedness Committee since 2005 and is currently the Chair of this Committee.



# Operations/Quality Improvement Track by Session Number

CE SESSION #50

**Evacuating for Hurricane Michael: Realities of the Evacuation Decision**  
(Operations/Quality Improvement)

*Presenter(s): Marianne Martin, Administrator, Community Health and Rehabilitation Center*

**Speaker Bio:** Marianne Martin has been a licensed Nursing Home Administrator at Community Health and Rehabilitation Center in Panama City, Florida since December 2006. Prior to being an Administrator, she was a Director of Nursing in Miami, Fort Lauderdale and Panama City, Florida. She still maintains a current RN license.



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CE SESSION #53

**How Do You Measure Up? Strategies for Success with VBP, QRP and PDPM**  
(Operations/Quality Improvement)

*Presenter(s): Maureen Hedrick, Vice President, Richter LTPAC Performance Advisors*

**Speaker Bio:** Maureen Hedrick has over 25 years of experience in revenue cycle management in the health care environment with a specialty expertise in long term post-acute care and hospital reimbursement. In her role as Vice President, Maureen is a member of the Richter Consulting team which provides training and consultation regarding the various federal billing compliance audit programs. Maureen manages the Richter team responsible for services provided to clients and users of the PointClickCare platform. Maureen is also the lead member of the Richter Audit team which provides training and consultation regarding the various federal billing compliance audit programs.





# Operations/Quality Improvement Track by Session Number

CE SESSION #53

## **How Do You Measure Up? Strategies for Success with VBP, QRP and PDPM**

(Operations/Quality Improvement)

*Presenter(s): Jennifer Leatherbarrow, Manager of Clinical Consulting, Richter LTPAC Performance Advisors*

**Speaker Bio:** Jennifer Leatherbarrow, RN, BSN, RAC-CT, IPCO, QCP, CIC is a graduate of Kent State University's School of Nursing. She has over 20 years of health care experience including Corporate Reimbursement Specialist, Director of Nursing, MDS Coordinator and Staff Development Coordinator. Jennifer is currently the Manager of Clinical Consulting for Richter Healthcare Consultants where she has been a State and National level speaker and author with a focus on the LTPAC communities. Jennifer's focus areas include regulatory compliance, process review and redesign, and education and training.

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CE SESSION #57

## **QAPI, Facility Assessment and National Quality Award Program: Three for One**

(Operations/Quality Improvement)

*Presenter(s): Heather Jackson, Administrator, Parkside Health and Rehabilitation Center*

**Speaker Bio:** Heather Jackson is the Administrator of Parkside Health and Rehabilitation Center in Deland, Florida. She has been an AHCA/NCAL Senior Examiner for the past five years reviewing Silver Award Applications and currently serves as a Master Examiner reviewing Gold Award Applications.



# Operations/Quality Improvement Track by Session Number

CE SESSION #57

**QAPI, Facility Assessment and National Quality Award Program: Three for One**  
(Operations/Quality Improvement)

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

**Speaker Bio:** Nina Willingham is a skilled nursing center 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 center to achieve multiple national and state awards, including the American Health Care Association's Bronze, Silver and Gold National Quality Awards. Her center was the first center in Florida to have earned the Gold National Quality Award and one of only 28 nationwide. Additional awards include the JCAHO Ernest A. Codman Award for Performance Improvement, Nursing Homes Magazine Optima Award for excellence in resident focused care and a Five Star Rating from Centers for Medicaid and Medicare Services consistently since 2010. Nina has been recognized as Florida Health Care Association Administrator of the Year, received the FHCA Walter M. Jonson Circle of Excellence award, and received both President's Award and Chairman's Award, the highest honor an associate can receive from Life Care Centers of America. Nina is a Past President of both Florida Health Care Association and FHCA Quality Foundation. She served as a Master Examiner for the AHCA/NCAL Quality Award program and is a member of the program's Board of Overseers. Nina is published in Spectrum Magazine, Joint Commission Journal on Quality and Patient Safety, Nursing Homes Magazine and Healthy Skin Magazine. She is a state and national speaker on end-of-life issues, quality improvement, program development, culture change and the American Health Care Association nation quality award program. Nina received a Bachelor of Science Degree in Sociology from Western Kentucky University in Bowling Green, Kentucky. She has been the Senior Executive Director at Life Care Center of Sarasota since 2001.



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CE SESSION #65

**Implementing a Successful Infection Prevention and Antibiotic Stewardship Program in Your Skilled Nursing Center** (Operations/Quality Improvement)

*Presenter(s): Jennifer Leatherbarrow, Manager of Clinical Consulting, Richter LTPAC Performance Advisors*

**Speaker Bio:** Jennifer Leatherbarrow, RN, BSN, RAC-CT, IPCO, QCP, CIC is a graduate of Kent State University's School of Nursing. She has over 20 years of health care experience including Corporate Reimbursement Specialist, Director of Nursing, MDS Coordinator and Staff Development Coordinator. Jennifer is currently the Manager of Clinical Consulting for Richter Healthcare Consultants where she has been a State and National level speaker and author with a focus on the LTPAC communities. Jennifer's focus areas include regulatory compliance, process review and redesign, and education and training.