CE SESSION #1
Adventures in Leadership: The Nine Elements for Operational Efficiency and Optimal Care Outcomes (Leadership/Management)

Presenter(s): Kris Mastrangelo, President and CEO, Harmony Healthcare International (HHI)

Speaker Bio: Kris Mastrangelo is a nationally recognized keynote speaker with more than 24 years of experience in the health care profession with a specialty in the Post-Acute Care Arena. An Occupational Therapist degree from Tufts University followed by a Master's in Business Administration from Salem State University coupled with a Nursing Home Administrator's License, affords Kris an in-depth perspective into the clinical, financial, and operational components critical for business success.

CE SESSION #2
Camping Successfully Through PDPM and Beyond (Clinical/Care Practices)

Presenter(s): Angela Edney, Clinical Director, Aegis Therapies

Speaker Bio: Angela Edney is a national Clinical Director for Aegis Therapy with 25 plus years of management experience in senior care providing field support for clinical practice specialists, area vice presidents and OT, PT and SLP staff. Angela has co-authored many resources on dementia, incontinence management, seating and positioning, etc.

CE SESSION #2
Camping Successfully Through PDPM and Beyond (Clinical/Care Practices)

Presenter(s): Victoria Franco, Area Vice President, Aegis Therapies

Speaker Bio: Victoria Franco, RPT has been a Physical Therapist practitioner for over 25 years. She is currently an Area Vice President for Aegis Therapies. Victoria has a background in multiple settings such as outpatient, inpatient hospital, home health and skilled nursing centers. Her experience encompasses clinical and managerial tasks.
CE SESSION #2
Camping Successfully Through PDPM and Beyond (Clinical/Care Practices)

Presenter(s): Jessica Pranke, Clinical Practice Specialist, Aegis Therapies

Speaker Bio: Jessica Pranke, M.S. CCC-SLP is currently a Clinical Practice Specialist for Aegis Therapies in Florida. She has been a Speech-Language Pathologist for 15 years. Working with Aegis Therapies since 2004, Jessica has served in both operational and clinical roles. She provides training in the areas of neurocognitive impairments and complex disease management.

CE SESSION #2
Camping Successfully Through PDPM and Beyond (Clinical/Care Practices)

Presenter(s): Reda Shihadeh, Area Vice President, Aegis Therapies

Speaker Bio: Reda Shihadeh is an Occupational Therapist who works for Aegis Therapies. Reda has been an Occupational Therapist since 1992. He has been practicing in the areas of Geriatrics and Management for over 20 years. Reda has served in many roles with Aegis Therapies, currently serving as an Area Vice President.

CE SESSION #3
PDPM: Prepare for Success (Finance/Development)

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 of long term care experience working in many roles. She worked as the MDS Coordinator in large centers that had high Medicare censuses with rapid admission and discharge processes. 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. Carol has successfully completed the educational courses and proctored exam to become a certified professional coder. She provides ICD-10-CM training to skilled nursing center clients across the country. Carol is the Director of Education for Hansen Hunter & Co., providing MDS, Medicare and ICD-10-CM 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 #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 #5

Up a Creek Without a Paddle: Tough Employment Law Issues (Legal/Regulatory/Survey)

**Presenter(s): Dee Anna Hays, Shareholder, Ogletree Deakins**

**Speaker Bio:** Dee Anna Hays is a Shareholder in the Tampa office of Ogletree Deakins. She is Board Certified in labor and employment law by the Florida Bar. Dee Anna represents employers in litigation and in front of administrative agencies such as the DOL, OSHA, EEOC and NLRB.

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CE SESSION #5

Up a Creek Without a Paddle: Tough Employment Law Issues (Legal/Regulatory/Survey)

**Presenter(s): Phillip Russell, Shareholder, Ogletree Deakins**

**Speaker Bio:** Phillip Russell is a Shareholder in the Tampa office of Ogletree Deakins. He is Board Certified in labor and employment law by the Florida Bar. Phillip represents employers in litigation and defends them in front of administrative agencies such as the DOL, OSHA, EEOC and NLRB.
CE SESSION #6
**Current Legal Issues in Assisted Living Facilities** (Assisted Living)

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

**Speaker Bio:** Karen Goldsmith currently serves as FHCA's Regulatory Counsel and previously served as Florida Health Care 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 #7
**Rapid-Fire Retention: 25 Ways to Reduce Employee Turnover** (Leadership/Management)

*Presenter(s): Cara Silletto, President, Crescendo Strategies*

**Speaker Bio:** Workforce thought leader Cara Silletto, MBA, is the president of Crescendo Strategies, a firm committed to reducing unnecessary employee turnover by bridging generational gaps and making leaders more effective in their roles. Cara currently sits in a unique sweet spot for her specialty of bridging the great generational divide, because she is an early Millennial herself, born in 1981, yet she is equipped with an MBA and more than 14 years of experience learning the unwritten expectations of older managers and business owners in order to advance her own career. Workforce Magazine named Cara a “Game Changer” and Recruiter.com named her in their “Top 10 Company Culture Experts to Watch.” Cara is also the co-author of “What’s Next in HR.”

CE SESSION #8
**Opioids, Diversion and Alternatives in the Skilled Nursing Center** (Clinical/Care Practices)

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

**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 health care Risk Manager in 2002. She has focused her efforts on preventative risk management efforts in long term care working previously for Cypress Health Group. Robin is currently the Risk Manager for Consulate Health Care Management.
CE SESSION #8

Opioids, Diversion and Alternatives in the Skilled Nursing Center (Clinical/Care Practices)

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. Kendra is a certified Risk Manager and has a passion for the skilled nursing environment, ensuring quality care is provided to the residents.

CE SESSION #8

Opioids, Diversion and Alternatives in the Skilled Nursing Center (Clinical/Care Practices)

Presenter(s): Rick Foley, Consultant Pharmacist, Omnicare/FMDA

Speaker Bio: Dr. Rick Foley, PharmD, CPh, BCGP is a consultant pharmacist with CVS/Omnicare with over 25 years’ experience in the post-acute long term care market. He is board certified in Geriatrics and is a Fellow of the American Society of Consultant Pharmacists. He is on the Board of Directors for the Florida Society for Post-Acute and Long-Term Care (FMDA), a member of the FMDA CME committee, and the co-chair of the FMDA Florida Quality Advocacy. Rick was a clinical professor of Geriatrics at the UF College of Pharmacy for eight years and is the current professor for the Initial Certification Course for Consultant Pharmacists.
CE SESSION #8
Opioids, Diversion and Alternatives in the Skilled Nursing Center (Clinical/Care Practices)

Presenter(s): Hazel Mahoney, Chief Compliance Officer, Kane Financial Services, LLC

Speaker Bio: Hazel Mahoney has been a Registered Nurse since 1978, training originally in England, working in the Middle East and then moving to Florida in 1990. She has worked in hospitals, long term care centers and physician provider organizations in various capacities. Hazel completed her BA in Health Administration through the University of Dundee distance learning program in 2012. Hazel has developed, implemented and monitored clinical risk management programs for three long term care companies in Florida, moving into Compliance in 2013. In 2014, Hazel achieved certification in Health Care Compliance and Health Care Privacy Compliance. She has developed, implemented and now oversees comprehensive Ethics and Compliance Programs for different operating companies which meet OIG guidelines.

CE SESSION #8
Opioids, Diversion and Alternatives in the Skilled Nursing Center (Clinical/Care Practices)

Presenter(s): Peggy Norris, Signature Care 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).

CE SESSION #9
Linking ICD-10 to PDPM (Finance/Development)

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, provides consulting services to the FHCA Quality Affairs Department.
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 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 #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 #11
Swatting the Employment Mosquitoes That Could Ruin Your Camping Trip
(Legal/Regulatory/Survey)

Presenter(s): Timothy Tack, Partner/Attorney, Miller Tack & Madson

Speaker Bio: Timothy Tack has been representing employers, including health care centers, in Florida for more than 20 years. He is Board Certified by the Florida Bar in Labor and Employment Law. When not fending off shark attacks from those who claim to be pursuing justice, Timothy spends his time pursuing craft beer and elusive ancestors.
CE SESSION #11
Swatting the Employment Mosquitoes That Could Ruin Your Camping Trip
(Legal/Regulatory/Survey)

Presenter(s): Sharon Wey, Attorney, Miller Tack & Madson

Speaker Bio: Sharon Wey is an attorney in the law firm of Miller Tack & Madson. She has represented numerous health care centers in EEO matters, regularly counsels health care centers, and provides training in labor and employment matters. Sharon’s educational background is in the field of human resource management.

CE SESSION #12
Agency Assisted Living Facility Updates and Top 10 Deficiencies (Assisted Living)

Presenter(s): Serita Evans, Operations & Management Consultant/Statewide ALF and Unlicensed Activity Team Manager, Agency for Health Care Administration

Speaker Bio: Serita Evans has been employed with Agency for Health Care Administration (AHCA) since 2013. She has worked statewide, conducting high-level complaints in assisted living facilities, unlicensed activity complaints and long term care surveys. Serita also provides training to surveyors and providers statewide. She is currently the Operations and Management Consultant and the Manager of the Statewide Assisted Living Facility and Unlicensed Activity Team. Prior to working for AHCA, Serita served the State of Florida’s vulnerable adult population as an Abuse Investigator with the Department of Children and Families, Adult Protective Services for eight years.

CE SESSION #13
They Drive Me Crazy! The Generational Story You've NEVER Heard
(Leadership/Management)

Presenter(s): Cara Silletto, President, Crescendo Strategies

Speaker Bio: Workforce thought leader Cara Silletto, MBA, is the president of Crescendo Strategies, a firm committed to reducing unnecessary employee turnover by bridging generational gaps and making leaders more effective in their roles. Cara currently sits in a unique sweet spot for her specialty of bridging the great generational divide, because she is an early Millennial herself, born in 1981, yet she is equipped with an MBA and more than 14 years of experience learning the unwritten expectations of older managers and business owners in order to advance her own career. Workforce Magazine named Cara a “Game Changer” and Recruiter.com named her in their “Top 10 Company Culture Experts to Watch.” Cara is also the co-author of “What’s Next in HR.”
CE SESSION #14
What Story Does Your Resident Record Tell? (Clinical/Care Practices)

Presenter(s): Celeste Rininger, Clinical Consultant, Richter Healthcare Consultants

Speaker Bio: Celeste Rininger, RN, RAC-CT has an extensive tenure in LTPAC for over 30 years in both skilled nursing and assisted living facility communities. Having served as Director of Nursing, Resident Coordinator, Staff Development Coordinator, MDS Coordinator, Nurse Liaison, Admissions and Marketing Director, Regional Trainer/Implementer and Unit Manager, she knows about the real life day-to-day needs of corporations, facility and staff. Celeste is a regular contributor to the Richter ShareSource Resource Center, providing blogs, articles and when possible loves to present/speak within the LTPAC profession. At Richter, Celeste is part of the Richter Consulting Team living her passion of working directly with LTPAC clients across the country to offer best practice solutions to operational challenges.

CE SESSION #15
NOMNCs and Appeals: Putting Out the Fires (Finance/Development)

Presenter(s): Destiny Quinones, Managed Care Liaison, Managed Care Consultants of Florida (MCCFL)

Speaker Bio: Destiny Quinones has worked multiple areas of post-acute care including hospital discharge planner, admissions/case management at a high volume skilled nursing center and as a Liaison for MCCFL for eight plus years. Well versed in developing processes and implementing systems, she is exceptional at training skilled nursing centers on all aspects of managed care for success.

CE SESSION #15
NOMNCs and Appeals: Putting Out the Fires (Finance/Development)

Presenter(s): Nanette Smith, Managed Care Liaison, Managed Care Consultants of Florida (MCCFL)

Speaker Bio: Nanette Smith is a nursing home administrator that converted her knowledge to the world of managed care. She has worked for MCCFL for the past six years as a Managed Care Liaison assisting skilled nursing centers to financially optimize their managed care as effectively as possible, providing assistance from admissions through the claims process.
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.

CE SESSION #17

Compliance 101 (Legal/Regulatory/Survey)

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

Speaker Bio: Karen Goldsmith currently serves as FHCA's Regulatory Counsel and previously served as Florida Health Care 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 #17

**Compliance 101** (Legal/Regulatory/Survey)

*Presenter(s): Hazel Mahoney, Chief Compliance Officer, Kane Financial Services, LLC*

**Speaker Bio:** Hazel Mahoney has been a Registered Nurse since 1978, training originally in England, working in the Middle East and then moving to Florida in 1990. She has worked in hospitals, long term care centers and physician provider organizations in various capacities. Hazel completed her BA in Health Administration through the University of Dundee distance learning program in 2012. Hazel has developed, implemented and monitored clinical risk management programs for three long term care companies in Florida, moving into Compliance in 2013. In 2014, Hazel achieved certification in Health Care Compliance and Health Care Privacy Compliance. She has developed, implemented and now oversees comprehensive Ethics and Compliance Programs for different operating companies which meet OIG guidelines.

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CE SESSION #17

**Compliance 101** (Legal/Regulatory/Survey)

*Presenter(s): Rebecca Schachter, Director of Corporate Compliance, Clear Choice Health Care*

**Speaker Bio:** Rebecca Schachter has worked for Clear Choice Health Care in several different capacities since 2008. She currently holds the position of Director of Corporate Compliance which incorporates the overall implementation and evaluation of systems within Clear Choice Health Care. Her background as both a Registered Nurse and Nursing Home Administrator have given her the knowledge-base to oversee the diverse areas that encompass compliance in the skilled nursing profession.

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CE SESSION #18

**National Quality Award Program: It's Not Just for Skilled Nursing Centers**

(Assisted Living)

*Presenter(s): Julia Pratt, Executive Director, Brooks Rehabilitation*

**Speaker Bio:** Julia Pratt is currently an Executive Director with Brooks Rehabilitation working within the Aging Services Division. Julia has served older adults for over 20 years since graduating from the University of North Florida with a Physical Therapy degree. Julia’s passion for ensuring that all individuals have the highest level of participation in life has influenced her career in working within the skilled nursing and assisted living environments. Most recently, under her leadership, Julia’s team at Brooks Bartram Lakes Assisted Living Facility has received the silver quality award.
CE SESSION #20

A Leadership System for Driving Performance, Retention and Results
(Leadership/Management)

Presenter(s): Nancy Anderson, Senior Vice President of Engagement Solutions, Align

Speaker Bio: Nancy Anderson, RN, MA is the Senior Vice President of Engagement Solutions for Align. Drawing from 30 years of experience working in senior care, she develops practical solutions for senior living and post-acute providers to successfully build and sustain a culture of engagement. Nancy is a Master Examiner for the AHCA Quality Award Program.

CE SESSION #21

Implementing a Successful Infection Prevention and Antibiotic Stewardship Program in Your Skilled Nursing Center (Clinical/Care Practices)

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.

CE SESSION #22

Exploring the Trails of Managed Care (Finance/Development)

Presenter(s): Destiny Quinones, Managed Care Liaison, Managed Care Consultants of Florida (MCCFL)

Speaker Bio: Destiny Quinones has worked multiple areas of post-acute care including hospital discharge planner, admissions/case management at a high volume skilled nursing center and as a Liaison for MCCFL for eight plus years. Well versed in developing processes and implementing systems, she is exceptional at training skilled nursing centers on all aspects of managed care for success.
CE SESSION #22
Exploring the Trails of Managed Care (Finance/Development)

Presenter(s): Nanette Smith, Managed Care Liaison, Managed Care Consultants of Florida (MCCFL)

Speaker Bio: Nanette Smith is a nursing home administrator who converted her knowledge to the world of managed care. She has worked for MCCFL for the past six years as a Liaison assisting skilled nursing centers to financially optimize their managed care as effectively as possible, providing assistance from admissions through the claims process.

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.

CE SESSION #24
Hiking Through Assisted Living Facilities: Medicaid Muddy Waters and More (Assisted Living)

Presenter(s): Julie Ann Kemman, President and CEO, Health Care Professional Consulting Services, Inc. (HCPCS)

Speaker Bio: Julie Kemman has over 27 years of experience working within the long term care community. Julie holds a Bachelor’s in Business Administration from Northwood University and is also a Certified Professional Compliance Officer. Julie started her career in the skilled nursing center business office and has held regional and divisional financial positions. Julie is currently the CEO of Health Care Professional Consulting Services, Inc. (HCPCS) that began operations in July 2005. HCPCS provides a variety of business system and financial operation consulting services in addition to training and education.
CE SESSION #26

In It to Win It: How to Attract, Engage and Retain Like a Champ Amidst Workforce Challenges (Leadership/Management)

Presenter(s): Peter Corless, Executive Vice President, 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 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. As an experienced, international chief administrative and human resources officer, he developed strategies that reduced turnover, improved recruiting and hiring strategies, and reduced labor costs. Peter received his BA from the University of Waterloo and his MBA from York University’s Schulich School of Business.

CE SESSION #26

In It to Win It: How to Attract, Engage and Retain Like a Champ Amidst Workforce Challenges (Leadership/Management)

Presenter(s): Irene Fleshner, Principal, Reno, Davis & Associates, 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. Irene spent more than 20 years as an executive at Genesis HealthCare, including the role of Senior Vice President for Clinical Operations and Chief Nursing Officer. In addition, Irene worked in acute care where she held roles as both an operations and nurse executive and practiced as a critical care nurse.

CE SESSION #27

Improving Rehospitalization Rates Through the Implementation of Sepsis Protocol (Clinical/Care Practices)

Presenter(s): Ram Rengel, Regional Director of Clinical Services, Clear Choice Health Care

Speaker Bio: Ram Rengel, RN, BSN, MBA, MHA worked as an ICU and home health nurse prior to finding his passion in long term care and skilled nursing centers. He is experienced with infection prevention strategies, successful implementation of projects with proven results, surveillance and monitoring systems, and data analysis and quality metrics at the center and multiple health systems level. Ram is currently finishing his doctorate in nursing practice (DNP) at UCF.
CE SESSION #28

**Hiking the Statewide Medicaid Managed Care Trail (Finance/Development)**

*Presenter(s): Julie Ann Kemman, President and CEO, Health Care Professional Consulting Services, Inc. (HCPCS)*

**Speaker Bio:** Julie Kemman has over 27 years of experience working within the long term care community. Julie holds a Bachelor’s in Business Administration from Northwood University and is also a Certified Professional Compliance Officer. Julie started her career in the skilled nursing center business office and has held regional and divisional financial positions. Julie is currently the CEO of Health Care Professional Consulting Services, Inc. (HCPCS) that began operations in July 2005. HCPCS provides a variety of business system and financial operation consulting services in addition to training and education.

CE SESSION #28

**Hiking the Statewide Medicaid Managed Care Trail (Finance/Development)**

*Presenter(s): Lorne Simmons, Senior Healthcare Manager, Moore Stephens Lovelace, P.A.*

**Speaker Bio:** Lorne Simmons is a Senior Healthcare Manager on the Healthcare Team at Moore Stephens Lovelace, P.A. (MSL) and is a member of the Firm’s Senior Housing and Long-Term Care Practice Groups. He has over 20 years experience in long term care, 15 of which are with MSL. Lorne has presented at Florida Health Care Association’s Annual Conference on nine previous occasions including a session on the most recent Medicaid Managed Care initial program in 2013. He serves as the primary author of MSL’s monthly Florida Health Care Association Pulse column and blog posts. Lorne is a member of the Florida Health Care Association Reimbursement Committee and has presented internal webinars and training sessions on Florida’s Medicaid Managed Care Program.

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.
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 #30
Camp No Complaint Surveys (Legal/Regulatory/Survey)

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, provides consulting services to the FHCA Quality Affairs Department.
CE SESSION #32
Manage Conflict and Have “That” Conversation So Everyone Wins (Leadership/Management)

Presenter(s): Elizabeth Fanslow, Co-Founder and Managing Partner, PSSworks!

Speaker Bio: Elizabeth Fanslow is the Co-Founder and Managing Partner of PSSworks! and President of Be Amazing, Inc. Elizabeth is a leadership expert with a unique blend of right brain creativity and left brain organization that gives her the innate ability to see the big-picture while providing down to earth leadership solutions that work.

CE SESSION #32
Manage Conflict and Have “That” Conversation So Everyone Wins (Leadership/Management)

Presenter(s): Carol Westberry, President, The Westberry Group, Inc.

Speaker Bio: Carol Westberry is the Founder and Consulting HR Partner of PSSworks! She also is the President of The Westberry Group, Inc. and HRToolkitsOnline.com™. Carol is a Human Resources Compliance Professional and is frequently called on to accomplish successful employee counseling outcomes and to manage difficult employee discharges.

CE SESSION #33
Music Therapy: Not Just Campfires and Kumbaya (Clinical/Care Practices)

Presenter(s): Sharon Graham, Founder and Director, Tampa Bay Institute for Music Therapy

Speaker Bio: Sharon Graham, M.M., MT-BC is a Music Therapist-Board Certified and founder and director of Tampa Bay Institute for Music Therpay (TBIMT). She received her master's degree in music therapy from Florida State University, is a certified NICU Music Therapist (credentialed NICU-MT) and Neurologic Music Therapist (NMT) with a variety of clinical experience.
CE SESSION #34
Strategies for Section GG ADL Data for PDPM (Finance/Development)

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 of long term care experience working in many roles. She worked as the MDS Coordinator in large centers that had high Medicare censuses with rapid admission and discharge processes. 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. Carol has successfully completed the educational courses and proctored exam to become a certified professional coder. She provides ICD-10-CM training to skilled nursing center clients across the country. Carol is the Director of Education for Hansen Hunter & Co., providing MDS, Medicare and ICD-10-CM 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).

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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.
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.

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. Kendra is a certified Risk Manager and has a passion for the skilled nursing environment, ensuring quality care is provided to the residents.

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.
All Speakers by Session Number

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.

CE SESSION #37
**Industry Best Practices for Social Media** (Leadership/Management)

*Presenter(s):* Ryan Cohn, Executive Vice President and Partner, Sachs Media Group

**Speaker Bio:** Ryan Cohn is Executive Vice President and Partner at Sachs Media Group. He leads digital media and strategy at the firm and serves as strategic advisor to many of its largest clients. He has taught advanced social media at Florida State University and been featured by media outlets including Mashable and AdWeek.

CE SESSION #38
**Best Practices to Reduce Return to Hospital for the Skilled Center** (Clinical/Care Practices)

*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 #38
Best Practices to Reduce Return to Hospital for the Skilled Center (Clinical/Care Practices)

Presenter(s): Cheryl Cobb-Tullos, Vice President of Clinical Service/Corporate Compliance, Palm Healthcare Management, LLC

Speaker Bio: Cheryl Cobb-Tullos, RN is the Vice President of Clinical Services and Corporate Compliance for Palm Garden Management, LLC. Palm Garden Management, LLC has 14 skilled nursing centers and one assisted living facility. She currently serves on Florida Health Care Association's Senior Clinicians Council as 1st Chair. Cheryl has been a dedicated Registered Nurse for over 30 years. She has had the opportunity to work in the CCRC business for 10 plus years as a Vice President of Operations and Clinical Services and in many center positions, to include DON, of a 420 bed center. Cheryl is a member of AHCA, FHCA, ANA, FNA and served on the FADONA Board for two years in the past.

CE SESSION #39
Medicaid PPS Campfire Update (Finance/Development)

Presenter(s): Tom Parker, Director of Reimbursement, Florida Health Care Association

Speaker Bio: Tom Parker is the Director of Reimbursement for Florida Health Care Association. On behalf of Florida Health Care Association, he serves as a liaison to the Florida Legislature, Agency for Health Care Administration, Department of Elder Affairs, Centers for Medicare and Medicaid Services, American Health Care Association and Florida Health Care Association Reimbursement Committees and other relevant state and federal entities regarding issues of reimbursement and health care finance policy.
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.

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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.
### CE SESSION #41
**Regulatory and Case Law Update** (Legal/Regulatory/Survey)

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

**Speaker Bio:** Karen Goldsmith currently serves as FHCA's Regulatory Counsel and previously served as Florida Health Care 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 #43
**Preceptor Refresher Course** (Leadership/Management)

*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 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 #44
**Ensuring Success: Evaluating Your Infection Prevention and Control Program** (Clinical/Care Practices)

*Presenter(s): A.C. Burke, Vice President of Health Care Quality, RB Health Partners, Inc.*

**Speaker Bio:** A.C. Burke has over 20 years of experience in health care, is board certified in infection control and holds a master degree in health management. She has served as the Healthcare-associated Infection Prevention Program Manager for the Florida Department of Health, the Director of Infection Prevention at Mayo Clinic Florida and is currently the Vice President of Healthcare Quality for RB Health Partners, Inc.
CE SESSION #45
PDPM: A World Where Nursing and Therapy are Unlikely Heroes
(Finance/Development)

Presenter(s): Coleen Jeter, Senior Vice President, HealthPRO Heritage

Speaker Bio: Coleen Jeter is the Senior Vice President of Operations with HealthPro Heritage, whose professional tenure spans 25 years. Coleen has a passion for serving seniors in the post-acute setting, and provides leadership support to client partners and teams across the continuum. Coleen possesses expertise in fostering successful clinical operations, coupled with strong compliance integrity, while utilizing real-time professional knowledge of health care reform and market place trends and initiatives.

CE SESSION #45
PDPM: A World Where Nursing and Therapy are Unlikely Heroes
(Finance/Development)

Presenter(s): Kristi Smith, Regional Vice President, HealthPRO Heritage

Speaker Bio: Kristi Smith's expertise includes operational oversight and support, clinical programming, and regulatory compliance. Her experiences span the care continuum and has provided her with insight, knowledge and skills to put innovative ideas into motion.

CE SESSION #45
PDPM: A World Where Nursing and Therapy are Unlikely Heroes (Finance/Development)

Presenter(s): Dana Montenaro, Vice President of Clinical Reimbursement, HealthPRO Heritage

Speaker Bio: Dana Montenaro's skill for developing valuable resources and team-driven education opens her passion to the health care world. With more than 15 years of experience in rehab management, Dana’s expertise includes reimbursement oversight and auditing, utilization of Medicare and Medicaid case mix, and assisting operations with education of MDS and Quality Measures. She is a Registered Nurse in the states of Georgia, Florida, and Alabama and has experience with payment reform and health care reform that spans the coming updates and prepares for the future of the profession. Her passion for health care and payment reform is coupled with southern charm as education and training are at the forefront of her goals as a successful team is built on comprehensive collaboration and program development.
CE SESSION #46
**Phase III Requirements of Participation** (Legal/Regulatory/Survey)

*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 #47
**Employee Retention Strategies for Keeping Top Talent** (Leadership/Management)

*Presenter(s): Kim Busse, Key Relationship Manager, The Omnia Group*

**Speaker Bio:** Kim Busse is the Key Relationship Manager at The Omnia Group, a personnel management and consultant firm. In her current role, Kim partners with her clients to select top talent, manage more effectively, build high-performance teams, and succession planning using behavioral assessment tools/concepts. Utilizing over 25 years of human resource management and business development experiences, she has provided guidance to hundreds of businesses in a wide range of industries, including insurance, financial services, automotive, staffing, and healthcare. She provides training on subjects such as leadership development, conflict resolution, and employee engagement. Kim is a frequent speaker at corporate meetings, associations and conventions, such as the Kentucky Broadcasters Association, Applied Net, Assurex Global, and many more. She also hosts various webinars. Her presentations are enlightening, engaging and always impactful.

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CE SESSION #48
**The Opioid Epidemic: A Compassionate Approach for Residents and Staff** (Clinical/Care Practices)

*Presenter(s): Blanca Morales, Pharmacist/Owner, Partner Care Pharmacy Services*

**Speaker Bio:** Blanca Morales, Rphd has worked in long term care for over 20 years as a consultant pharmacist. Currently, she is an Owner of Partner Care Pharmacy Services located in South Florida - an independent pharmacy that serves skilled nursing centers, assisted living facilities and hospice residents. Blanca is a hands-on owner involved in the service of client centers and committed to a customer first philosophy.
CE SESSION #48
The Opioid Epidemic: A Compassionate Approach for Residents and Staff
(Clinical/Care Practices)

Presenter(s): Kelley Schild, Owner, Partner Care Pharmacy Services

Speaker Bio: Kelley Schild has worked in long term care for 35 years as an owner and nursing home administrator. In 2010, she and Blanca Morales, Rphd opened Partner Care Pharmacy to serve her center and other clients with an emphasis on personal service and reasonable prices. Since selling her center, she has focused on trends in long term care pharmacy issues such as reduction of anti-psychotics, antibiotic stewardship and the opioid epidemic.

CE SESSION #49
PPS Boot Camp: You Don't Have to Rough it (Finance/Development)

Presenter(s): Lorne Simmons, Senior Healthcare Manager, Moore Stephens Lovelace, P.A.

Speaker Bio: Lorne Simmons is a Manager on the Healthcare Team at MSL and is a member of the Firm’s Senior Housing and Long-Term Care Practice Groups. He has over 20 years experience in long term care, 15 of which are with MSL. Lorne has presented at Florida Health Care Association’s Annual Conference on nine previous occasions including a session on the most recent Medicaid Managed Care initial program in 2013. He serves as the primary author of MSL’s monthly Florida Health Care Association Pulse column and blog posts. Lorne is a member of the Florida Health Care Association Reimbursement Committee and has presented internal webinars and training sessions on Florida’s Medicaid Managed Care Program.

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.
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 #51
They're Not Called Mystery Ulcers: Stop Pressure Injuries Now!
(Clinical/Care Practices)

Presenter(s): Karen Lerner, Regional VP, Pressure Prevention, Drive DeVilbiss Healthcare

**Speaker Bio:** Karen is an RN, wound care and rehab specialist with over 30 years’ experience. She has extensive experience as a public speaker, educating providers and clinicians. Karen’s speaking engagements include testifying before Congress on behalf of the HME profession. Since 2013, she has worked at Drive DeVilbiss Healthcare.

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CE SESSION #52
Applying Big Data Analytics to PDPM (Finance/Development)

Presenter(s): Don Maples, Partner, Carr Riggs Ingram (CRI)

**Speaker Bio:** Don Maples is a leading expert in accounting and auditing for long term care centers across the Southeast. He has been a featured speaker for several trade organizations, including the Alabama Nursing Home Association and has frequently led training on long term care accounting, auditing and cost reporting.
CE SESSION #52
Applying Big Data Analytics to PDPM (Finance/Development)

Presenter(s): John Ternent, Director, Data Science, Carr Riggs Ingram (CRI)

Speaker Bio: John Ternent leads the data science and big data initiatives at CRI. He has over 25 years’ experience in consulting and profession leading innovative technology solution teams in the health care, retail and hospitality profession. He holds an MS in Data Science, an MBA and the INFORMS Certified Analytics Professional designation.

CE SESSION #52
Applying Big Data Analytics to PDPM (Finance/Development)

Presenter(s): Tammy Wingo, Practice Lead, Analytics, Carr Riggs Ingram (CRI)

Speaker Bio: Dr. Tammy Wingo leads the Analytics practice for CRI. She has extensive experience in the health care profession with 15 plus years doing advanced analytics and visualization. She has developed and led multiple analytical teams across many organizations within the health care profession. Tammy holds a PhD and MBA, both from Vanderbilt University.

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.
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.

CE SESSION #54
Medical Marijuana: Not Just Another Medication (Legal/Regulatory/Survey)

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

Speaker Bio: Karen Goldsmith currently serves as FHCA’s Regulatory Counsel and previously served as Florida Health Care 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 #55
Hardwiring the QI Process for Continued Success (Leadership/Management)

Presenter(s): Staci Goldstein, Quality Improvement Consultant, RB Health Partners, Inc.

Speaker Bio: Staci Goldstein is a Quality Improvement Consultant with over two decades of experience in various health care settings and organizations. She has experience in both Joint Commission Accreditation and National Committee for Quality Assurance (NCQA) certification. Staci has career experience as both a Director of Quality Improvement and as an Associate Chief Clinical and Operating Officer. Staci holds a Bachelor of Science Degree in Health Policy and Administration from the Pennsylvania State University and a Master of Science Degree in Health Systems Management from Rush University in Chicago, Illinois.
CE SESSION #55
**Hardwiring the QI Process for Continued Success** (Leadership/Management)

*Presenter(s): Anabelle Locsin, Director of Education, RB Health Partners, Inc.*

**Speaker Bio:** Anabelle Locsin has worked in the nursing profession for over 47 years in various universities and health care settings. Anabelle completed her BSN, Master of Arts in Nursing and her doctorate degree in Educational Administration. Her various experiences include teaching in colleges of nursing and working in hospitals, home health and skilled nursing centers. She was a Chief Nursing Officer at Menorah Manor for almost 12 years until she retired in 2017. She has completed training as a LTC Risk Manager, has been a Legal Nurse Consultant and completed training with NYU for the NICHE program. Anabelle has received recognition as Florida Nurse of the Year from Nursing Spectrum and RN of the Year from Florida Health Care Association.

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CE SESSION #56
**Improving Star Ratings and Navigating New Regulations Through Clinical Programs** (Clinical/Care Practices)

*Presenter(s): Alan Obringer, President/Owner, Guardian Pharmacy of Orlando*

**Speaker Bio:** Alan Obringer is currently the President/Owner of Guardian Pharmacy of Orlando. He has spent the last 12 years of his more than 20 years of experience in pharmacy working with the long term care community. Alan is a licensed consultant pharmacist and holds a faculty position with the University of Florida, College of Pharmacy as an Assistant Clinical Professor since the fall of 2002. He became a Certified Geriatric Pharmacist in 2012 and serves as a preceptor for pharmacy students, offering both a Geriatric and long term care practice site. Alan earned his pharmacy degree from the University of Rhode Island.
CE SESSION #56
Improving Star Ratings and Navigating New Regulations Through Clinical Programs (Clinical/Care Practices)

Presenter(s): Michael Samarkos, Director of Clinical and Consultant Services, Guardian Pharmacy of Orlando

Speaker Bio: Michael Samarkos, PharmD, CPh is currently the Director of Clinical and Consultant Services for Guardian Pharmacy of Orlando. Michael has more than 20 years of experience in pharmacy. He began working in the community first for Eckerd Drugs then CVS/Pharmacy as a Pharmacy Manager for multiple locations in the Pinellas County area. Michael transitioned to Clinical Pharmacy seven years ago when he joined the Baycare Health System with Morton Plant Hospital. He has also spent time on the staff of Florida Hospital North Pinellas as a Clinical Pharmacist. During this time, he has increased his clinical knowledge and practice skills to assist residents in the hospital setting, as well as practitioners with medication selection, dosing guidelines and clinical medication management. Michael earned his Doctorate in Pharmacy from Nova Southeastern College of Pharmacy.

CE SESSION #57
QAPI, Facility Assessment and National Quality Award Program: Three for One (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.
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.

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 national 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.
CE SESSION #58  
**Navigating Millennial Age Issues: From Social Media to Medical Marijuana**  
(Legal/Regulatory/Survey)  

*Presenter(s): Amy Dilday, Partner, McCumber, Daniels, Buntz, Hartig, Puig & Ross, P.A.*

**Speaker Bio:** Amy L. Dilday is a Partner at McCumber Daniels. She is a Florida Bar Board Certified Appellate Attorney who heads the firm’s appellate practice group. Amy focuses in civil litigation in the areas of medical malpractice defense, long term care defense, professional liability defense and commercial litigation. Amy has appeared in every Florida District Court of Appeal and in the Supreme Court of Florida. Prior to joining McCumber Daniels, she worked for a defense litigation firm in Tampa, Florida, as a member of the firm’s appellate and insurance coverage group.

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CE SESSION #58  
**Navigating Millennial Age Issues: From Social Media to Medical Marijuana**  
(Legal/Regulatory/Survey)  

*Presenter(s): Mark Hartig, Managing Partner, McCumber, Daniels, Buntz, Hartig, Puig & Ross, P.A.*

**Speaker Bio:** Mark B. Hartig is a founding member and the Managing Partner of McCumber, Daniels, Buntz, Hartig, Puig & Ross, P.A. He practices from the firm’s Tampa and Philadelphia area offices. His areas of practice professional liability defense, general liability defense, child welfare agency defense, dental malpractice defense, nursing home, hospital and medical malpractice defense litigation. Mark is licensed to practice law in all the State Courts of Florida, Pennsylvania, and Mississippi, as well as the Federal Courts of Mississippi, Pennsylvania, Florida and the United States 5th Circuit Court of Appeals. He is a Martindale Hubbell "A/V" rated lawyer, the highest rating available for legal expertise and ethics.
CE SESSION #58

**Navigating Millennial Age Issues: From Social Media to Medical Marijuana** (Legal/Regulatory/Survey)

*Presenter(s): Kimberly Potter, Attorney, McCumber, Daniels, Buntz, Hartig, Puig & Ross, P.A.*

**Speaker Bio:** Kimberly Ann Potter has been practicing law for nearly 18 years, focusing most recently on health care litigation, professional malpractice, medical malpractice and other civil defense litigation. She has published numerous articles for the Florida Defense Lawyers' Association's "Trial Advocate Quarterly" publication, including an article in 2018 on the perils of social media in the health care workplace. She was recently provided an award for her writing accomplishments in these subject areas by the Florida Defense Lawyers' Association.

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CE SESSION #59

**Leadership in Health Care** (Leadership/Management)

*Presenter(s): Brian Ross, Sales Director, Family Heritage*

**Speaker Bio:** Brian Ross lives in Jacksonville, Florida and is a Sales Director with Family Heritage. He has recruited, hired and trained thousands of people over the last 20 plus years of his professional career. Brian's ability to engage an audience is his greatest strength. Brian genuinely appreciates the opportunity to speak with people in the health care profession and believes what they do is so important for people and their families.

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CE SESSION #60

**Trauma-Informed Care: What it is and Why it’s Important** (Clinical/Care Practices)

*Presenter(s): Kathleen Weissberg, Education Director, Select Rehabilitation*

**Speaker Bio:** Kathleen Weissberg, (MS in OT, 1993; Doctoral 2014) in her 25 plus years of practice, has worked in long term care as a researcher/educator and established various programs in nursing centers including palliative care, incontinence management, falls management, regulatory and reimbursement, dementia care and staging. She provides continuing education support to 6000 therapists nationwide as Director of Education for Select Rehabilitation. She has developed several CE activities for nurses on this topic and has lectured on this topic for the American College of HealthCare Administrators, Tennessee NHA meetings and several other state association meetings.
CE SESSION #61
ICD-10 Coding to Support PDPM (Finance/Development)

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 of long term care experience working in many roles. She worked as the MDS Coordinator in large centers that had high Medicare censuses with rapid admission and discharge processes. 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. Carol has successfully completed the educational courses and proctored exam to become a certified professional coder. She provides ICD-10-CM training to skilled nursing center clients across the country. Carol is the Director of Education for Hansen Hunter & Co., providing MDS, Medicare and ICD-10-CM 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 #62
Making Your Documentation Your Ally: Turn the Tables on the Plaintiff Lawyers (Legal/Regulatory/Survey)

Presenter(s): Brian Bursa, Attorney, Ullman Bursa Law

Speaker Bio: Brian Bursa is a founder and administrative partner of Ullman Bursa Law. Brian’s practice includes employment law, general liability, guardianships and the defense of nursing homes, assisted living facilities, doctors and hospitals. Mr. Bursa also serves as outside general counsel to small and medium size nursing home and assisted living companies.
CE SESSION #62
Making Your Documentation Your Ally: Turn the Tables on the Plaintiff Lawyers (Legal/Regulatory/Survey)

Presenter(s): Kirsten Ullman, Attorney, Ullman Bursa Law

Speaker Bio: Kirsten Ullman is the founder and managing partner of Ullman Bursa Law. Kirsten is a trial attorney with a diverse background of experience. During the past two decades, she has dedicated her practice to the areas of professional liability defense, including medical and legal malpractice defense, and has defended nursing homes, assisted living facilities, physicians, hospitals, chiropractors, home health agencies, nurses, pharmacists, dentists and attorneys and has been designated Long Term Care Litigation Support National Counsel by two major insurance carriers. Kirsten has also practiced in the areas of general liability, products liability, premises liability, transportation law and employment law. She has successfully tried cases in Florida, New Jersey, Ohio, Arkansas, Mississippi and Kentucky and has handled cases as regional counsel in Georgia, South Carolina, North Carolina, Kentucky, West Virginia, Mississippi and Arkansas.

CE SESSION #63
Building S'more Leaders (Leadership/Management)

Presenter(s): Leigh Lachney, Vice President of Business Development, TMC

Speaker Bio: Leigh Lachney, M.Ed. is the Vice President of Business Development for TMC. During her 20 years of experience, her responsibilities have included presentations for LTC organizations, developing marketing and customer service plans and providing leadership training. Leigh has served on the American Healthcare Association’s Workforce Task Committee and Florida Health Care Association’s Board of Directors as Associate Member Chair.

CE SESSION #64
Medicaid and VA Benefit Planning for Nursing Centers and Assisted Living Facilities (Finance/Development)

Presenter(s): Jason Penrod, Founding Attorney & Owner, Family Elder Law

Speaker Bio: Jason A. Penrod is the 20th attorney to become Board Certified as an Elder Law Expert by the Florida Bar and the National Elder Law Foundation. He is the founder of Family Elder Law with offices in Central Florida and his firm specializes in Medicaid & VA benefit planning for long term care. In addition, Jason is the author of the book titled “7 Strategies to Have More Paying Residents & Avoid Lawsuits.”
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.

CE SESSION #66
Deficiency Free: Fact or Fiction (Legal/Regulatory/Survey)

Presenter(s): Connie Bend, Executive Director, Lakeside Nursing and Rehabilitation Center

Speaker Bio: Connie Bend, MBS, LNHA is a seasoned veteran with over 35 years within the long term care profession. Connie is highly recognized for her professional work ethic and unsurpassed dedication to consistently producing successful CMS/AHCA survey results. She has managed over six centers maintaining a superior rated to a Five Star Rating and received three deficiency free surveys; two consecutively and one stand-alone. Connie became a licensed administrator in 1983, and a certified preceptor for the Florida Board of Nursing Home Administrators in 1990. She has since directed six preceptorships for individuals who are now licensed nursing home administrators. She received her Bachelors from Jacksonville University, her MBA from the University of Phoenix and 64 credit hours towards her doctorate from Capella University. Connie has been a member of FHCA since 1978. She received numerous awards for her dedicated service and served on the Board of Directors in many capacities which included President of District IX, Vice President to Region IV, Secretary to Districts IX and X and Chairperson of the Bylaws Committee.