On behalf of the Florida Health Care Association Board of Directors and Annual Conference Committee, I am excited to invite you to the upcoming FHCA 2017 Annual Conference & Trade Show. This year’s Conference theme: FHCA University — Leading the Charge in Education and Excellence — will inspire knowledge and team spirit.

We gather once a year to learn new ways to better serve our residents and centers. Annual Conference is a time we can recharge ourselves through education, networking and new ideas to help lead our profession. Think of this year’s conference as your time in college; remember the classes and friends, the knowledge shared between colleagues and the fun times in between.

We all have a passion for the college we attended, our children now attend or our favorite team. I encourage you to wear your school colors all week to show off your university pride.

We are excited to host a number of acclaimed keynote speakers this year. We will kick off the week with Leigh Anne Tuohy, best known as the mom from the movie, The Blind Side. She has an inspirational story on recognizing the full potential of individuals. Next we have Governor Mark Parkinson, back this year as our Membership Meeting Keynote, to give us an update on the national level. Thursday morning will begin bright and early with Kim Smoak and an update from the Agency. This year’s Circle of Excellence Award Luncheon Keynote, Platon, will take you on a journey through his photographs and the stories behind capturing the faces of world leaders.

My hope is that this conference will be a positive experience that will help you recharge your passion so we can continue making a difference in lives across the state and all over the nation. I look forward to seeing you at Annual Conference, July 31 - August 4 at the Rosen Shingle Creek in Orlando, where great minds will come together to laugh, learn and be a part of FHCA University!

Randall Blue
Annual Conference Committee Chair
The Rosen Shingle Creek is nestled along Shingle Creek, the headwaters of the legendary Florida Everglades. This breath-taking property is also near all of the Orlando attractions including Walt Disney World, Universal Studios, an array of shopping areas and restaurants. An award-winning hotel, the Rosen Shingle Creek has received the prestigious AAA Four Diamond Designation, Pinnacle Award from Successful Meetings magazine, Gold Key Award by Meetings and Conventions magazine, among others.

It is important that Annual Conference attendees stay at the host hotel. FHCA guarantees a certain number of hotel rooms that will be reserved during the event. To keep registration prices down in the future, FHCA must fill the room block at the Rosen Shingle Creek.

Reservations can be made starting April 25 at 12:00 p.m. EST. Call (866) 996-6338 and let them know you are with the FHCA Annual Conference or by going to the FHCA Conference website at www.fhcaconference.org/hotel. All suite reservations must be made by calling and cannot be made online.

To receive the negotiated room rates, which start at $129 and include self-parking and in-room wireless internet, make your reservation on or before Wednesday, July 5. The FHCA room block will fill up before the published cut-off date, so do not wait. After this date (or when the block is full, whichever comes first), reservations may be accepted on a space and rate available basis only.

The following are room types and rates offered to FHCA Conference attendees. All rates are available three days pre- and post-Conference based on hotel availability. For a description of the rooms types with layouts, please visit fhcaconference. org/hotel.

- King or Double Guest Room - $129
- Petite Suite - regular room with sitting area (limited availability) - $160
- Executive Suite - one bedroom plus parlor (limited availability) - $245

All rooms include complimentary self-parking, in-room internet and access to the fitness room! Visit www.rosenshinglecreek.com to see all the hotel has to offer.

Watch out for companies who may tout themselves as official Conference housing organizations and say they can offer a room rate lower than the FHCA group rate if you give them your credit card. Never provide a company who contacts you a credit card. FHCA does NOT work with third party housing corporations and has negotiated room rates directly with the Rosen Shingle Creek. This allows attendees to make their own reservations directly with the hotel via the reservations number above or online using the link provided on the FHCA website. Should you receive a call or email from one of these housing companies, please get their information and report it immediately to FHCA at info@fhca.org.
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<tr>
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<th>CLINICAL/CARE PRACTICES</th>
<th>FINANCE/DEVELOPMENT</th>
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<tr>
<td><strong>MONDAY, JULY 31</strong></td>
<td>2:30 to 5:30 p.m.</td>
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<td><strong>TUESDAY, AUGUST 1</strong></td>
<td>8:00 to 10:00 a.m. (4 Sessions)</td>
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<td>#1 - SNF QRP Measures</td>
<td>#2 - Value Based Purchasing 101</td>
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<td>10:15 to 11:45 a.m. (5 Sessions)</td>
<td>#5 - Preventing Falls and a Decline in Function</td>
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<td>#10 - Improving Care of Residents with Dementia</td>
<td>#11 - The Evolving Affordable Care Act</td>
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<td>2:00 to 4:00 p.m.</td>
<td>#15 - Mega Session: Kick-Off Membership Meeting</td>
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<td>7:00 to 8:00 p.m. (2 Sessions)</td>
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<td><strong>WEDNESDAY, AUGUST 2</strong></td>
<td>8:30 to 10:30 a.m.</td>
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<td>#18 - Mega Session: Membership Meeting &amp; Election of Officers</td>
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<td>2:15 to 3:45 p.m. (5 Sessions)</td>
<td>#19 - Take Control of Your Controlled Substances</td>
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<td>#20 - Thriving in a Bundled Payment Environment</td>
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<td>4:00 to 5:30 p.m.</td>
<td>#24 - Mega Session: Legislative Update</td>
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<td>#25 - New Requirements for Participation</td>
<td>#26 - Reducing Workers’ Compensation Cost</td>
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<td>6:15 to 7:15 p.m. (5 Sessions)</td>
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<td><strong>THURSDAY, AUGUST 3</strong></td>
<td>8:00 to 10:00 a.m.</td>
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<td>#30 - Mega Session: Update with the Agency for Health Care Administration</td>
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<td>10:15 to 11:45 a.m. (5 Sessions)</td>
<td>#31 - Infection Prevention and Control</td>
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<td>#32 - Ace the Medicaid Prospective Payment Test</td>
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<td>12:00 to 2:00 p.m.</td>
<td>#36 - COE Luncheon &amp; Installation of Officers</td>
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<td>2:30 to 3:30 p.m. (5 Sessions)</td>
<td>#37 - LTPAC Clinical Updates</td>
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<td>#38 - Organization and Mission of Florida’s Medicaid Fraud Control Unit</td>
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<td>3:45 to 5:15 p.m. (5 Sessions)</td>
<td>#42 - Managing Patient-Centered Care</td>
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<td>#43 - Medicaid Prospective Payment Update</td>
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<td>5:30 to 6:30 p.m. (4 Sessions)</td>
<td>#47 - A Paradigm Shift in Post-Acute Care</td>
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<td>#48 - Managed Care Audit Defense</td>
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<td><strong>FRIDAY, AUGUST 4</strong></td>
<td>9:00 to 11:00 a.m. (3 Sessions)</td>
<td>#51 - Bundled Payment Experience in Multiple States</td>
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<td>9:00 a.m. to 3:00 p.m.</td>
<td>Preceptor Provider Training and Refresher Course (with 30 minute lunch)</td>
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<td>11:15 a.m. to 12:15 p.m.</td>
<td>#54 - Memory Care</td>
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<td>#55 - New Revenue Recognition Rules</td>
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<td></td>
<td>12:30 to 1:30 p.m. (3 Sessions)</td>
<td>#58 - CMS Region IV CMP Quality Improvement Initiative</td>
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### Operations/Quality Improvement

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<td>Effective Workplace Investigation for Employment Issues</td>
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<td>#9</td>
<td>Mastering the Untold Behavioral Health Overtones in the New RoP</td>
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<td>#7</td>
<td>The Brilliant Leader</td>
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<td>Team Building for Better Success</td>
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### Legal/Regulatory/Survey

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<td>Lessons Learned from Florida's 2016 Hurricanes</td>
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<td>Mastering the Untold Behavioral Health Overtones in the New RoP</td>
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<td>#8</td>
<td>New Certification Regulations</td>
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<td>Human Resources 101</td>
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<td>#4</td>
<td>Current Labor and Employment Issues</td>
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### Education Sessions At-a-Glance by Topic

#### Leadership Pre-Session

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<td>#16</td>
<td>Leadership in Health Care and Skilled Nursing</td>
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<td>#17</td>
<td>Keep Calm and Lead Strong</td>
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#### Mega Session: Membership Meeting & Election of Officers

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<td>#21</td>
<td>Recruiting, Hiring and Keeping Them</td>
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<td>#22</td>
<td>CMS Emergency Preparedness Rule</td>
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<td>Quality Measures</td>
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#### Mega Session: Legislative Update

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<td>#24</td>
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<td>#27</td>
<td>Balancing Work and the “Off-Duty” Conduct of Your Employees</td>
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<td>#28</td>
<td>Lessons Learned from Florida’s 2016 Hurricanes</td>
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<td>#29</td>
<td>Conducting an Effective Triple Check Process</td>
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#### Mega Session: Update with the Agency for Health Care Administration

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<td>Mega Session: Update with the Agency for Health Care Administration</td>
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<td>#33</td>
<td>Solving the Retention Riddle One Leader at a Time</td>
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<td>#34</td>
<td>The Alphabet Soup of Medicare Claim Audits</td>
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<td>#35</td>
<td>Practicing Culture Change</td>
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#### COE Luncheon & Installation of Officers

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<td>#39</td>
<td>Workforce 360</td>
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<td>Protecting the Incapacitated Resident and the Center</td>
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<td>#41</td>
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<td>#44</td>
<td>Culture of Engagement 101</td>
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<td>#45</td>
<td>Update on Avoiding Whistleblower False Claims Liability</td>
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<td>#46</td>
<td>Successful QAPI</td>
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<td>#49</td>
<td>Why Quality Matters Now More than Ever</td>
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<td>#50</td>
<td>Same Pills, Smaller Bills</td>
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#### Preceptor Provider Training and Refresher Course (with 30 minute lunch)

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<th>Lecture</th>
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<td>#56</td>
<td>Cultural Competency</td>
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<td>#57</td>
<td>Here Comes the Judge</td>
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<td>#59</td>
<td>Human Resources 101</td>
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<td>#60</td>
<td>BPCI3 and Value-Based Models of Care</td>
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EDUCATIONAL OFFERINGS BY DAY:
(total of 27 contact hours)

MONDAY: 1 Leadership Pre-Session, with 3 potential contact hours

TUESDAY: 17 CE Sessions, including 1 Membership Meeting and Keynote, with 7 potential contact hours

WEDNESDAY: 12 CE Sessions, including 1 Mega Session and 1 Membership Meeting and Keynote, with 5 potential contact hours

THURSDAY: 21 CE Sessions, including 1 Mega Session and 1 Keynote, with 8 potential contact hours

FRIDAY: 10 CE Sessions, with 4 potential contact hours, Preceptor Provider Training and Preceptor Refresher Course

FHCA PROVIDER NUMBER 50-720:
- Florida Board of Nursing Home Administrators
- Florida Board of Nursing
- Florida Board of Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling
- Florida Board of Occupational Therapy

SPECIAL EVENTS BY DAY:

MONDAY: Leadership Pre-Session and Opening Social

TUESDAY: Golf Tournament, 280+ booth Trade Show and Cocktail Party

WEDNESDAY: 280+ booth Trade Show and Quality Award Ceremony

THURSDAY: Cardio Networking, Circle of Excellence Award Luncheon and Fun Night

FRIDAY: Preceptor Provider Training and Preceptor Refresher Course

FHCA will offer kosher meals at the Circle of Excellence Award Luncheon and Fun Night. If needed, please contact Christina Michael at (850) 224-3907 or cmichael@fhca.org to inquire by June 30. After this date, kosher or special dietary requests may not be able to be accommodated.
MONDAY, JULY 31

2:00 TO 6:00 P.M.
ATTENDEE REGISTRATION

3:00 TO 6:00 P.M.
EXHIBITOR REGISTRATION

2:30 TO 5:30 P.M.
LEADERSHIP PRE-SESSION

Start the week off with FHCA’s NEW Leadership Pre-Session with Dr. Earl Suttle. In this high energy and motivational session, participants will develop a great desire to manage their personal and professional growth. Additional registration fee is required for this program. Sign up using the Attendee Registration Form (see pg. 23) or via the Conference website.

LEADERSHIP PRE-SESSION:
How to Reach Your True Potential as a Healthcare Leader

Presenter(s): Dr. Earl Suttle, CEO and Founder, Leadership Success International, LLC

In this highly interactive workshop, participants will learn ten ways to reach their full potential to help them become a world class leader within their organization. Also, participants will learn unique strategies to stay motivated during challenging times. They will also be introduced to their five step plan to reinvent themselves to help add value to others within their organization.

OPENING SOCIAL

6:00 TO 8:00 P.M.

Come show your support for FHCA University at this year’s Opening Social, where you can catch up and socialize with friends and meet new colleagues. All attendees, exhibitors and sponsors are encouraged to attend and will enjoy a complimentary beverage and light hor d’oeuvres.

Sponsor(s): PruittHealth
FHCA’s Golf Tournament offers a fun time for players of all skill levels and the opportunity to win a number of great prizes. The event begins with a continental breakfast at 7:30 a.m. Shotgun start will be at 8:00 a.m. and the Winners Circle Awards Luncheon will follow. Sign up using the Golf Tournament Registration Form (see pg. 24) or via the Conference website. This Tournament will sell out so register early! Receive a $100 discount when you register a foursome.

8:00 TO 10:00 A.M.
CONTINUING EDUCATION SESSIONS

CE SESSION #1
SNF QRP Measures - Present and Future
(Clinical/Care Practices)
Presenter(s): Carol Maher, Director of Education, Hansen Hunter & Co.

The IMPACT Act has required Quality Measures (QMs) be reported across post-acute settings in a uniform manner. The first measure that will be tracked the same way across settings will be the new Percent of Long-Term Care Hospital Patients with an admission and discharge functional assessment and a care plan that addresses function. This new Quality Measure (QM) will be part of the skilled nursing center Quality Reporting Program (QRP). The new MDS items have never been collected/reported before. In addition to this entirely new MDS Section, there will be an additional MDS required when residents discharge from Medicare A. Nursing Home Administrators will need to ensure that their teams are prepared for the implementation of the new MDS assessments, new MDS items and the new QM. Additional skilled nursing center QRP Measures will be implemented to meet the requirements of the IMPACT Act. Attendees will learn which new QMs are anticipated within the next few years.

CE SESSION #2
Value Based Purchasing 101: A Step by Step Guide
(Finance/Development)
Presenter(s): Matt McGarvey, Vice President of Business Development, Harmony Healthcare International

The Centers for Medicare and Medicaid Services (CMS) notes in the Federal Register that its overarching goal has been to transform the Medicare program from a passive payer of claims to an active purchaser of quality health care. Your center must become a higher quality facility to successfully initiate the abundance of changes that the long term and post-acute profession will see in the next three years. This session will assist centers in negotiating through these changes. In addition to regulatory and reimbursement details, this session will provide your leadership team with valuable strategies to proactively develop policy and procedures to become a higher quality center. It will also highlight the many clinical considerations that influence Quality Measure outcomes to jump start the deep dive the center must take to be successful with the quantity to quality transition.

CE SESSION #3
Team Building for Better Success: Team Work Makes the Dream Work (Leadership/Management)
Presenter(s): Dr. Earl Suttle, CEO and Founder, Leadership Success International, LLC

In this highly interactive group session, participants will be introduced to team building models that promise to create better ways to strengthen their team cohesiveness, communication and connection to increase work performance. They will learn how to better enhance relationships in their workplace and play a stronger role as a leader to create a happier, stress-free work environment as well.

CE SESSION #4
An Advanced Course on Current labor and Employment Issues (Legal/Regulatory/Survey)
Presenter(s): Michael Miller, Senior Partner, FHCA Labor Counsel, Miller Tack & Madson; Timothy Tack, Partner, Miller Tack & Madson; Torben Madson, Partner, Miller Tack & Madson; and Sharon Wey, Attorney, Miller Tack & Madson

Federal agencies, including the Department of Labor, EEOC, and the NLRB, were active in enacting decisions and regulations that departed from precedent. As we all know, “elections have consequences” and with the election of President Trump, labor and employment policy changes are taking effect. Also, the Florida Legislature is reacting to Florida Supreme Court decisions. This presentation will educate members regarding these changes.
10:15 TO 11:45 A.M.
CONTINUING EDUCATION SESSIONS

CE SESSION #5
Preventing Falls and a Decline in Function
(Clinical/Care Practices)

**Presenter(s): Jeri Lundgren, President, Senior Providers Resource**

This session will discuss how decreased mobility is the primary cause of falls and a decline in function of residents. Traditional Restorative Nursing programs do little to address balance, strength and endurance issues that lead to immobility. This session will discuss exercise and Restorative Nursing programs that prevent falls and a decline in function by enhancing mobility, balance, strength and endurance of residents. It will describe how to set up an environment to help promote safe mobility and discuss how to capture the program on the MDS Restorative Nursing section.

CE SESSION #6
Navigating the Managed Care Seas by Sink or Swim - 7 Best Billing Practices to Financial Success
(Finance/Development)

**Presenter(s): Susie Mix, CEO, Mix Solutions, Inc.; and Tuonisia Turner, COO, Mix Solutions, Inc.**

Navigating the Managed Care Seas is an interactive lecture that delivers attendees knowledge and billing best practices to Swim and not Sink with managed care. The managed care waves of change have come crashing, and the calm seas of fee-for-service have now turned rocky and rough due to health care legislation and an increase in senior product lines. Managed care is no longer a splash; it has become a tsunami with length and depth penetrating all areas of our senior care industry. This presentation identifies 7 “Must Know” and “Must Do” billing practices that encompass case management necessities and business office strategies and steps, thus removing the fear of going near the water and taking a revenue plunge. An all hands on deck approach to tight and efficient managed care practices will mean smooth sailing with managed care. If you don’t want to Sink, you better figure out how to Swim!

CE SESSION #7
The Brilliant Leader (Leadership/Management)

**Presenter(s): Carol Westberry, CEO & Founder, The Westberry Group, Inc.**

The Brilliant Leader Program will unleash your potential to connect, inspire, and lead your staff to greatness. Discover the differences between being a good manager and an inspirational great leader with demonstrated positive outcome. This program is designed to enhance your leadership skills through the application of simple HR and management methods that will benefit leaders of all levels regardless of whether they lead a team of hundreds or only themselves.

CE SESSION #8
Update on Practical Issues Related to New Certification Regulations
(Legal/Regulatory/Survey)

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

This session will focus on the changes that have occurred in the implementation of the November 28, 2016 survey and certification regulations. Emphasis will be placed on those regulations which have a significant impact on the operation of the center. It will compare the old requirements with the new, discuss areas where centers have been cited under the new regulations and give pointers on drafting policies and procedures, implementing practical strategy, and avoiding citations in those specific areas. This session will also assist providers in drafting appropriate responses when a center is cited under the new regulations.

CE SESSION #9
Psych 101: Mastering the Untold Behavioral Health Overtones in the New Requirements of Participation
(Operations/Quality Improvement)

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

With the three phase role out of the new Requirements of Participation (RoP) underway, nursing center leaders are charged with recognizing opportunities to meet the myriad behavioral health overtones contained within the 700+ page document. Care staff must have the competencies and skills to keep residents safe and attain/maintain the highest mental and psycho-social well-being of residents. This session will deliver targeted insights on meeting and exceeding the various mental health related areas of the new RoP. We will uncover the deliverables you should expect from contracted psychology/psychiatry partners. Throughout the three phases, ensure your nursing center is poised to meet quality of life and quality of care national standards for everything behavioral health.
12:15 TO 1:45 P.M.  
CONTINUING EDUCATION SESSIONS

CE SESSION #10  
What Works: Improving Care of Residents with Dementia (Clinical/Care Practices)  
Presenter(s): Bob Murphy, Nursing Home Administrator, Whispering Oaks; Dorothy Nattiel, Director of Rehabilitation, Select Rehabilitation; and Amy Osborn, Executive Director, Health Services Advisory Group

This panel session will highlight the current off-label antipsychotic medication rates for Florida and the nation and showcase two examples of best practices used by centers in Florida. Participants will learn what elements are needed to develop an antipsychotic medication reduction QAPI project. Participants will also have the opportunity to learn promising practices and barriers to achieving success in reducing the inappropriate use of antipsychotic medication in residents with dementia.

CE SESSION #11  
The Evolving Affordable Care Act and Its Effect on Assisted Living (Finance/Development)  
Presenter(s): Catherine Ratcliffe, COO, Sullivan

The Affordable Care Act will continue to have an impact on the assisted living communities due to the ever-evolving compliance landscape. There is also added uncertainty for employers as compliance obligations hinge on the political process and the newly-elected president. This session will address the impacts that the evolving requirements will have on assisted living communities, their benefit plans, and the overall effect on the company budget.

CE SESSION #12  
Investigations 101: Effective Workplace Investigation for Employment Issues (Leadership/Management)  
Presenter(s): Carrie Harris, Attorney, Spilman Thomas & Battle, PLLC; and Jeffrey Patton, Attorney, Spilman Thomas & Battle, PLLC

Investigating employment issues is completely different than resident care issues: Do you handle them differently? This presentation will focus on how to conduct a prompt, effective and impartial workplace investigation, including criteria for selecting an appropriate investigator and the essential elements of a good investigation. Presenters will also review case law examples regarding workplace investigations to identify the best practices.

CE SESSION #13  
Active Shooter Situations in Health Care Centers (Legal/Regulatory/Survey)  
Presenter(s): William Bartlett, Lieutenant, Orange County Sheriff’s Office; and Shawn Collins, Security & Risk Consultant, Central Florida Disaster Medical Coalition

This session will educate attendees about active shooter situations in health care settings and provide resources for preparing staff for this kind of emergency. Because active shooter incidents are unpredictable and evolve quickly, it is critical that staff of long term care centers be as prepared as possible and know what to do should it happen in their building. This session will be taught by law enforcement officers certified in this topic and who have first-hand experience in responding to active shooter situations. The instructors are also skilled at developing emergency plans specific to active shooter situations and training and educating administrators on this critical topic.

CE SESSION #14  
Corporate Compliance - It Takes a Village (Operations/Quality Improvement)  
Presenter(s): Robin Bleier, President, RB Health Partners; Karen Goldsmith, Partner, Goldsmith & Grout, P.A.; and Julie Ann Kemman, CPCO, Health Care Professional Consulting Services, Inc.

Failure to develop and implement an effective corporate compliance program can result in inadvertent violations of the law, resulting in large fines and even criminal liability. With the ever-increasing incidences of unexpected audits, the provider is highly vulnerable. This session will begin with a description of the various laws, policies and regulations that a provider must consider in developing a corporate compliance program. The presenters will focus on an interdisciplinary approach to corporate compliance, including legal, financial, operational, risk and clinical services. The presenters will share their knowledge based on their varying backgrounds and experiences in development, implementation and monitoring of an effective corporate compliance program.
2:00 TO 4:00 P.M.  
KICK-OFF MEMBERSHIP MEETING

At this official kick-off for the 2017 Annual Conference, FHCA members gather to hear business reports, enjoy an entertaining and informative keynote presentation and celebrate their peers during the Long Term Care Excellence Awards presentations. Candidates for the 2017-18 FHCA offices will also be announced.

CE SESSION # 15  
MEGA SESSION: The Value of People

Presenter(s): Leigh Anne Tuohy, Professional Speaker

Leigh Anne inspires audiences to recognize the full potential of individuals in their community—and to find value in those who society has deemed valueless. She shares her personal “Blind Side” observations, from seeing Michael Oher for the first time to how the experience changed her as a person—and the Tuohys as a family. “He had a much greater impact on our lives than we did on his life,” says Leigh Anne. The chronicle of the Tuohy family’s life, Michael Lewis’ New York Times number one best-seller The Blind Side, went on to become a record-breaking Hollywood blockbuster that earned more than $500 million and has become the number one sports film in history. The film boldly depicts both the struggles and triumphs of building a blended family; Sandra Bullock won her first Academy Award for her portrayal of Leigh Anne in the film.

7:00 TO 8:00 P.M.  
CONTINUING EDUCATION SESSIONS

CE SESSION #16  
Leadership in Health Care and Skilled Nursing
(Leadership/Management)

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

Leadership revolves around someone achieving the quality of life they desire both professionally and personally while helping others do the same. This session will be a discussion on creating a culture of success and accountability using a clear vision and shared understanding of leadership and your ever evolving role in health care.

CE SESSION #17  
Keep Calm and Lead Strong: The Most Essential “Inner-View” for Attracting/Retaining Quality Employees
(Operations/Quality Improvement)

Presenter(s): Debbie Forcier-Lynn, Results Management Expert, Cultural Alignment Solutions; and Katie Piperata, Senior Partner, MedBest Recruiting

CMS has proven that effective staffing and employee retention are two vital components to achieve positive quality care outcomes. With the roll out of the Payroll-Based Journal (PBJ) system, organizations will need to focus more than ever on leadership and employee retention. This session goes beyond the auditable elements of the PBJ process, helping you navigate the current economic challenges within the senior living environment in order to achieve a Five-Star staffing rating.

4:00 TO 7:00 P.M.  
TRADE SHOW COCKTAIL PARTY & SILENT AUCTION

This year’s Trade Show will boost your school spirit! Enjoy light hors d’oeuvres and one hour of complimentary drinks during Tuesday’s Trade Show Cocktail Party while visiting over 280 exhibitors who will display the latest in long term care products and services. The ever-popular AMSC Wine Toss is back, so stop by two of the designated areas for a chance to win a bottle of wine or beer. Need to charge your phone or check in and respond to a few emails? Stop by the Trade Show Internet Lounge to recharge and catch up with what’s going on at Conference.

New this year, the AMSC Good Guys will be offering scratch-off tickets. Stop by the specially-marked booths for your chance to win anywhere from $1 to $500! Also new this year is the HeadShotLOUNGE™. Located in the back right corner of the Trade Show, attendees can sit for a complimentary executive photo experience by one of the best portrait photographers in the country. No appointments required. Attendees can also enjoy great giveaways from exhibitors and a Silent Auction to benefit the Florida Health Care Political Action Committee.

The Blind Side--a Hollywood blockbuster that earned more than $500 million and has become the number one sports film in history. The film boldly depicts both the struggles and triumphs of building a blended family; Sandra Bullock won her first Academy Award for her portrayal of Leigh Anne in the film.
7:30 A.M. TO 7:00 P.M.  
ATTENDEE REGISTRATION

8:30 A.M. TO 3:00 P.M. 
EXHIBITOR REGISTRATION

8:30 TO 10:30 A.M.  
MEMBERSHIP MEETING & ELECTION OF OFFICERS
Join your colleagues for more of the Long Term Care Excellence Awards presentations, committee reports and the election of officers for 2017-18, followed by an enlightening keynote presentation by Governor Mark Parkinson.

CE SESSION #18 
MEGA SESSION: 
AHCA/NCAL National Update  
Presenter(s): Governor Mark Parkinson, President and CEO, AHCA/NCAL

We are honored once again to have American Health Care Association and National Center for Assisted Living’s (AHCA/NCAL) President and CEO, Governor Mark Parkinson, as our Membership Meeting Keynote Speaker. AHCA/NCAL represents members who provide essential care to approximately one million individuals in 12,000 not-for-profit and proprietary member centers. Governor Parkinson will discuss the opportunities and challenges before the long term and post-acute care profession. In the coming years and for decades to come, skilled nursing centers and assisted living communities have the ability to demonstrate the value and quality of care the sector provides to millions of Americans. Governor Parkinson will explain how providers and caregivers can help shape this future and “win.”

10:30 A.M. TO 2:00 P.M.  
TRADE SHOW & SILENT AUCTION 
ADMINISTRATORS AND NURSES….MAKE SURE TO VISIT THE TRADE SHOW ON THIS DAY TO RECEIVE (1) CONTINUING EDUCATION UNIT (CEU) AND GREAT DOOR PRIZES!

For the second year in a row, one (1) CEU will be awarded to Administrators and Nurses who visit the Trade Show for at least 1 hour on Wednesday only. Make sure to get scanned in and out at the Trade Show main entrance. Exhibitor prizes will be drawn on this day and a cash concession lunch will be offered in the Trade Show, as well.

Don’t forget to enjoy the FREE AMSC Wine Toss and scratch-off games, the Internet Lounge and bid high and bid often in the Silent Auction. Also, this is the last chance to update your professional headshot at the HeadShotLounge™ in the back right corner of the Trade Show. No appointments required.

Representatives of vendor companies that have not purchased a booth will not be allowed general access to the Trade Show hall. Companies interested in potentially exhibiting in the future can participate in a Trade Show Tour to learn more about the Show and must purchase a Vendor Pass in order to do so. A Trade Show Tour will be scheduled onsite to best accommodate registrants.

11:00 A.M. TO 2:00 P.M.  
CASH CONCESSIONS LUNCH IN THE TRADE SHOW

1:30 P.M. TO 2:30 P.M.  
FLORIDA DEMENTIA CARE PARTNERS LEADERSHIP MEETING
2:15 TO 3:45 P.M.  
CONTINUING EDUCATION SESSIONS

CE SESSION #19  
Take Control of Your Controlled Substances  
(Clinical/Care Practices)

Presenter(s): Blanca Morales, Pharmacy Director, Partner Care Pharmacy; and Kelley Schild, Partner, Partner Care Pharmacy

Keep up to date on the most recent DEA and Florida regulations regarding controlled drugs. As of 2017, ARNPs may prescribe controlled substances. In addition, Florida must implement Amendment 2 allowing the use of medical cannabis, a Schedule 1 drug. This session discusses the legality of these narcotics and how long term care centers can be compliant while ensuring their patients receive the treatment prescribed.

CE SESSION #20  
Thriving in a Bundled Payment Environment  
(Finance/Development)

Presenter(s): Jeff Goolsby, Shareholder, Moore Stephens Lovelace, PA

This session will provide an overview of movement from fee-for-service to population health management along with descriptions and examples of payments under bundled payments and alternative payment models. CMS has proposed refinements to Comprehensive Care for Joint Replacement (CJR) and adding three new episode payment models (EPMs): heart attack, bypass surgery and surgical hip/femur fracture treatment. The cardiac episodes are to be implemented in 98 of 294 pre-selected metropolitan statistical areas (MSA). The surgical hip/femur fracture treatment episodes will be implemented in the 67 MSAs currently included in CJR. The presentation will overview the policy, show the Florida MSAs potentially affected, discuss the quality metrics that adjust target prices and provide an opportunity for nursing centers, and present data on cost and utilization. Additionally, this session will review policy, operations and financial/budgeting strategy for managing under this expanded bundled payment environment.

CE SESSION #21  
Caring Caregivers: Recruiting, Hiring and Keeping Them  
(Leadership/Management)

Presenter(s): Mary Tellis-Nayak, Vice President Quality Initiatives, MyInnerView by NRC Health

Data has shown us that our residents want staff who care about them more than anything else. This is translated into being compassionate. Compassion is a talent - so, how do we find compassionate caregivers? This session will offer suggestions on how to recruit, hire and foster compassionate caregivers. The attendee will leave with ideas and suggestions on how to identify such caregivers but just as important, how to keep them.

CE SESSION #22  
CMS Emergency Preparedness Rule: Briefing and Tools for Florida’s Nursing Centers  
(Legal/Regulatory/Survey)

Presenter(s): Robin Bleier, President, RB Health Partners, Inc.; and Bernard Hudson, Long Term Care Unit Manager, Agency for Health Care Administration

On September 16, 2016, the final rule on Emergency Preparedness Requirements for Medicare and Medicaid Participating Providers and Suppliers was published (Federal Register Vol. 81, No. 180). This seminar will cover the four core emergency operations plan elements as well as the requirements now applicable to Florida nursing centers. Gaps that nursing center providers may encounter in developing and revising plans will be addressed. In addition, the Agency for Health Care Administration will provide a briefing on any additional requirements that may be applicable at the time of the seminar (currently in rule making process; outcomes not yet known). An Emergency Operations Plan Template and Compliance Tool will be presented and explained to assist centers to comply with the new requirements.

CE SESSION #23  
Quality Measures: A Practical Approach  
(Operations/Quality Improvement)

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

This session will provide the attendee with practical tools on managing their Quality Measures to improve their Five Star rating. The speakers will demonstrate an approach and methodology to forecast the Five Star rating, identify target areas for improvement, and drill down to affect change in the Five Star Quality Measures.

4:00 TO 5:30 P.M.

CE SESSION #24  
MEGA SESSION: Legislative Update  

During this session, the Government Affairs Team of FHCA will provide a recap of Florida’s 2017 Legislative Session and the impacts these legislative changes will have on long term care. The Panel will review the FHCA Legislative Scorecard to help attendees understand how legislators voted in their area on specific issues. Current political leaders and future candidates have been invited to address the group, so stick around to see who stops by!

Sponsor(s): Richards, Mitchell & Company
5:30 TO 6:00 P.M.
QUALITY AWARD CEREMONY
Help us recognize FHCA’s outstanding members who were awarded state and national awards this year. Come celebrate your center and cheer on your friends as the Award winners walk across the main stage. All attendees, exhibitors and sponsors are encouraged to attend.

6:15 TO 7:15 P.M.
CONTINUING EDUCATION SESSIONS

**CE SESSION #25**
New Requirements of Participation - Knowing Your Organization, Your Residents, Your Staff and Your Resources (Clinical/Care Practices)

*Presenter(s): Leah Killian-Smith, Director of Quality Assurance & Government Services, Pathway Health*

This presentation will offer providers the necessary skills to create their center-wide resource assessment that is due in Phase 2 of the CMS Requirements of Participation for skilled nursing centers. This dynamic session will review the federal regulations and provide leaders with tools and resources to accomplish this requirement.

**CE SESSION #26**
Reducing Workers’ Compensation Cost in Changing Times (Finance/Development)

*Presenter(s): Mathew Harry, Workers Compensation Claims Consultant, Bouchard Insurance*

This session will review all the changes in the workers’ compensation law over the past 12 months and how these changes will affect the long term care profession. The speaker will teach ways operators can reduce exposure and save money.

**CE SESSION #27**
Outside the Classroom: Balancing Work and the “Off-Duty” Conduct of Your Employees (Leadership/Management)

*Presenter(s): Carrie Harris, Attorney, Spilman Thomas & Battle, PLLC; and Jeffrey Patton, Attorney, Spilman Thomas & Battle, PLLC*

This presentation will focus on both legal and illegal conduct that employees engage in when off duty and away from the workforce, with particular emphasis on how to regulate that conduct while respecting an employee’s right to privacy. The presentation reviews real world examples and gives practical advice on what you can and cannot do.

**CE SESSION #28**
Lessons Learned from Florida’s 2016 Hurricanes (Legal/Regulatory/Survey)

*Presenter(s): Bob Asztalos, Chief Lobbyist, FHCA; Richard Kase, President, Florida Division, Consulate Health Care; and Stephen Jordan, Administrator, Quality Healthcare of Ferdinand Beach*

During this panel session, you’ll hear from several perspectives about the lessons learned from the 2016 hurricanes, Hermine and Matthew. Panelists will include an administrator, clinician, plant operations manager, corporate operations, and FHCA staff. Join us for this informative session and learn from those who were front and center during the 2016 storms. You will benefit from hearing their stories of what went well and not so well as they executed their emergency operations plans.

**CE SESSION #29**
Conducting an Effective Triple Check Process (Operations/Quality Improvement)

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

Medicare billing must be accurate and timely. The Medicare team must complete the Triple Check Process in order to ensure that the claims have been prepared correctly and that the center documentation and practices are in compliance. Medicare compliance is critical; nursing centers depend upon Medicare income. Attendees will learn the steps their team should be taking to prevent negative Medicare reviews and to obtain the accurate reimbursement for the resident stays. Providers play a vital role in protecting the integrity of the Medicare Program by submitting accurate claims, maintaining current knowledge of Medicare billing policies, and ensuring all documentation required to support the medical need for the service rendered is submitted when requested by the MAC. The center’s Medicare team must ensure the claims being submitted are accurate and that all documentation and MDS requirements have been met prior to billing. This session will walk the attendee through the steps to follow to determine whether the claim is accurate prior to submission.
6:30 A.M.  
**CARDIO NETWORKING**  
If you’d like to jog or walk with some of your FHCA friends, meet in the lobby of the hotel at 6:30 a.m. for the FHCA 5k! Conference t-shirts and other goodies will be given to all who participate.

7:30 A.M. TO 5:30 P.M.  
**ATTENDEE REGISTRATION**

8:00 TO 10:00 A.M.

**CE SESSION #30**  
**MEGA SESSION:**  
Long Term Care in Florida - The Agency for Health Care Administration Perspective  
**Presenter(s):** Kim Smoak, Bureau Chief of Field Operations, Agency for Health Care Administration  
During this Mega Session, the Bureau Chief of Field Operations for the Division of Health Quality Assurance will address the Agency's quality assurance role, including enforcement changes emerging from federal initiatives such as CMS’s LTC Requirements of Participation, and the Emergency Preparedness rule. A status report of the (LTC) Long Term Care Survey and implementation of electronic Plans of Correction will be provided along with the latest data for Florida's top ten deficiencies for licensed nursing centers.  
**Sponsor(s):** Consulate Health Care

10:15 TO 11:45 A.M.  
**CONTINUING EDUCATION SESSIONS**

**CE SESSION #31**  
Infection Prevention and Control Changes, Updates and Quality Results  
(Clinical/Care Practices)  
**Presenter(s):** Susan LaGrange, Director of Education, Pathway Health  
Changes, expectations and quality outcomes surrounding Infection Prevention and Control are a priority for all health care organizations. This engaging presentation will provide all participants with Infection Control updates, including the new antibiotic stewardship requirements, clinical process needs, and leadership strategies for successful outcomes. The information and strategies provided will help you assess that your current system is up to date on best practices and quality expectations.

**CE SESSION #32**  
Ace the Medicaid Prospective Payment Test  
(Finance/Development)  
**Presenter(s):** Tom Parker, Director of Reimbursement, FHCA  
Nursing center Medicaid rates are undergoing their first major overhaul in almost 35 years. This session will provide information about how the new rates will be calculated, a discussion regarding the quality payment model, and what nursing centers need to know to not only pass the test, but get an A+.

**CE SESSION #33**  
Culture is Everything: Solving the Retention Riddle One Leader at a Time  
(Leadership/Management)  
**Presenter(s):** Latoya Bellamy-Lockhart, HR Strategist, Cotler Healthcare; and Julie Gersch, Vice President Organizational Development, Cotler Healthcare  
In this hands-on, HR tailored crash course and skill development session, speakers will identify the well-cited reasons staff retention is such a riddle for our profession. Speakers will explore the wealth of literature on the value of culture in protecting retention statistics and dig into your personal habits and automatic defaults that contribute to your personal effectiveness as a key leader. We all know there are significant business-level and care-level costs to replacing employees. This session is designed to pull out your best staff engagement influence and retention building skills.

**CE SESSION #34**  
The Alphabet Soup of Medicare Claim Audits: How to Prepare for What is Next  
(Legal/Regulatory/Survey)  
**Presenter(s):** Claudia Reingruber, President/Owner, Reingruber & Company, P. A.  
This session will explain why skilled nursing and rehabilitation services in particular continue to be a focus of Medicare claim auditors contracted by CMS. The speaker will identify sources of skilled nursing data, including areas considered vulnerable to improper payment, and provider specific and peer group information. Updates will be provided on the new UPIC claim audits, which focus on preventing and detecting fraud. The key role of skilled nursing management in payment compliance will be addressed.
Are you familiar with the term “culture change?” Although not a new approach, many working in long term care are not aware of the core principles of culture change and how they build a foundation for person-centered care and lead to a more engaged and stable workforce. In this panel presentation sponsored by the FHCA Quality Improvement Culture Change Council, attendees will learn how to evaluate their center’s approach to care using the Artifacts of Culture Change. Hear from leaders who are embracing these principles to enrich the lives of their residents and build a more stable workforce.

LTPAC rules and regulations are constantly changing. The year 2016 brought about a myriad of new and updated regulations for the LTPAC communities. The IMPACT Act has required major changes, and it is imperative to understand how those changes will affect providers at the facility level. Quality Measures have added six new measures and are promising more to come. Major changes were implemented for the Minimum Data Set (MDS)/Resident Assessment Instrument (RAI) effective October 1, 2016, including Section GG. This session will review the myriad of changes and prepare attendees for additions to Value-Based Purchasing and Bundled Payment Care Initiatives.

A gifted communicator and storyteller, portrait photographer Platon shares his experience photographing an eclectic mix of world leaders, celebrities, our men and women in the military, members of the civil rights movement and human rights champions. He takes his audience on a roller coaster of emotions—from laughter to tears—with the most poignant and mesmerizing stories behind the photos. He answers the question, “Who is this person?” His presentation includes highlights from his book, Power, chronicling over 100 Heads of State including Barack Obama, George W. Bush, Tony Blair, Gordon Brown, Nick Clegg, Vladimir Putin, Dmitry Medvedev, Muammar al-Gaddafi, Mahmoud Ahmadinejad, Benjamin Netanyahu, Mahmoud Abbas, Hugo Chavez, Robert Mugabe and Silvio Berlusconi. He also shares the stories from his photo essays on the U.S. military, civil rights movement, his work with Human Rights Watch which includes the leaders of the Egyptian revolution, his photo for TIME of Aung San Suu Kyi and, most recently, photographing Edward Snowden in Moscow for his exclusive interview with Wired magazine. His presentation promises to leave you wanting more from this master of his craft.

Sponsor(s): Bouchard Insurance
CE SESSION #38
Organization and Mission of Florida’s Medicaid Fraud Control Unit (Finance/Development)

Presenter(s): Robert Hill, Chief Auditor, Medicaid Fraud Control Unit

This presentation will cover the mission and organization of Florida’s Medicaid Fraud Control Unit. The speaker will also discuss areas of special focus, latest fraud trends and provide an open discussion on topics of interest.

CE SESSION #39
Workforce 360: Tackling Staffing Challenges with Modern Engagement Practices (Leadership/Management)

Presenter(s): Peter Corless, Executive Vice President of Enterprise Development, OnShift; and Irene Fleshner, Senior Vice President Strategic Nursing Initiatives, Genesis HealthCare/Principle, Reno, Davis & Associates Inc.

From bedside to boardroom, senior care communities are challenged with the need to attract, retain and develop their team members. In an increasingly competitive talent market challenged by caregiver shortages, high turnover and an aging population with more sophisticated care needs, providers must rethink their workforce strategies. That means evolving recruiting, engagement and retention tactics to attract and develop talent. Get insights from senior care executives, into the key workforce issues that face the profession.

CE SESSION #40
Guardianship: Protecting the Incapacitated Resident and the Center (Legal/Regulatory/Survey)

Presenter(s): Gerald Hemness, Managing Attorney, Law Office of Emma Hemness, PA

This session will help determine when guardianship may be necessary in the absence of a fiduciary who is properly addressing the resident’s financial responsibilities, the legal procedures for establishing guardianship, interacting with an appointed guardian and the guardian’s fiduciary responsibilities, which includes payment for services.

CE SESSION #41
Nursing Home Compare: Five Star Rating (Operations/Quality Improvement)

Presenter(s): Koko Okano, Health Services Research Analyst, FHCA

This session will review rating methodology, data and information used for calculating, statewide and regional trends and rating distribution, as well as available resources to improve star ratings. Some tools, such as rating calculation worksheets, will be provided to help assess, prepare, and improve star ratings.

CE SESSION #42
Managing Patient-Centered Care in a Changing Reimbursement World (Clinical/Care Practices)

Presenter(s): Angela Edney, National Clinical Director, Aegis Therapies; Jessica Pranke, Clinical Specialist, Aegis Therapies; and Reda Shihadeh, Area Vice President, Aegis Therapies

While health care is continually challenged to be patient-centered and innovative with quality enhancement for patient satisfaction, we must provide value-based services within a changing reimbursement world. The IMPACT Act requires providers to gather Quality Measures that relate standards and functional outcomes. We are in the formative years for molding and driving what these standards could become. This presentation will explain the current avenues of care, including their reimbursement, and provides comparison to emerging models.

CE SESSION #43
Medicaid Prospective Payment Update (Finance/Development)

Presenter(s): Lorne Simmons, Healthcare Manager, Moore Stephens Lovelace, PA

This session will present an update on the final developments and plan transition to a Prospective Payment System for Medicaid reimbursement. Attendees will gain knowledge and understanding of the new reimbursement system so they can position their organization for success under the new plan. Key topics will include the basic rate component model, changes to historical cost structuring, the quality measure and payment incentives, and the new Fair Rental Value (FRV) system for property reimbursement. Also included will be impacts and changes from the legislative session and transition details.

CE SESSION #44
Culture of Engagement 101: Why/How to Build Passionate, Engaged Teams (Leadership/Management)

Presenter(s): Joshua Evans, Director, Engagement & Enthusiasm Specialist, Enthusiastic You!

We must understand that a fundamental shift has occurred in health care. One of the most important things that must now be focused on is patient experience. Medical professionals are more and more responsible for the impact their attitude has during each patient interaction. The best way to guarantee a phenomenal patient experience is to ensure our staff is engaged and passionate about the work they do. This session will offer specifics about why and how to maintain engagement and enthusiasm within our teams.
CE SESSION #45
PRE-VENT DE-FENSE!: Update on Avoiding Whistleblower False Claims Liability (Legal/Regulatory/Survey)

Presenter(s): Mike Bittman, Partner, Broad and Cassel, LLP; and Gabriel Imperato, Ft. Lauderdale Office Managing Partner, Broad and Cassel, LLP

The presentation summarizes recent False Claims Act cases brought against nursing centers, including recent multi-million dollar settlements and corporate integrity agreements. It will review the federal and Florida False Claims Acts, provisions for whistleblower rewards and civil and administrative remedies. Attendees will receive practical tips for minimizing fraud and abuse risks, including effective compliance, auditing and monitoring.

CE SESSION #46
Successful Quality Assurance Performance Improvement Program Considerations (Operations/Quality Improvement)

Presenter(s): Robin Bleier, President, RB Health Partners, Inc.; and Kimberly Smoak, Bureau Chief of Field Operations, Agency for Health Care Administration

Quality Assurance Performance Improvement (QAPI) programming will become the foundation for clinical regulatory risk and facility operational success as we merge the importance of these disciplines. Through the coordination of these two mutually-reinforcing aspects of a quality management system (QA and PI), the provider is encouraged to utilize QAPI as a means to enhance quality of life and quality of care and services that are delivered to the citizens in skilled nursing centers in a resident-centered yet systematic process.

CE SESSION #47
A Paradigm Shift in Post-Acute Care: Keeping Pace with Changes (Clinical/Care Practices)

Presenter(s): Victoria Franco, Area Vice President, Aegis Therapies; and Reda Shihadeh, Area Vice President, Aegis Therapies

The changing pace of post-acute health care in the United States calls for the skilled nursing center’s team to adjust its approach to patients who are admitted for short-term care. To maximize care and reduce cost, there is an ongoing shift downward to the least restrictive (and least expensive) level of care. This presentation will provide information on different payment models and treatment planning to accommodate shorter length of stay and rapid transition planning.

5:30 TO 6:30 P.M.
CONTINUING EDUCATION SESSIONS

CE SESSION #48
Managed Care Audit Defense (Finance/Development)

Presenter(s): Maureen Hedrick, Director of Consulting Services, Richter Healthcare Consultants; and Jennifer Leatherbarrow, Clinical Consultant, Richter Healthcare Consultants

The CMS Five Star Rating System is the measure of quality care for LTPAC providers, but that is only the beginning. Quality is tied to reimbursement and relationship opportunities with other providers as part of the Value-Based Purchasing (VBP) initiatives. This session will offer LTPAC providers closer insight into what is projected for 2017 and beyond in terms of federal oversight, as well as case study examples, successful strategies and real hands-on tools to utilize as part of the Managed Care Audit Defense process.

CE SESSION #49
Why Quality Matters Now More than Ever - Policy Breakthroughs in Medicaid and Medicare (Legal/Regulatory/Survey)

Presenter(s): Aaron Frazier, Head of Government Affairs, First Quality Healthcare

Providers are facing a perfect storm of regulatory, reimbursement and demographic changes. But more than ever, quality matters. Medicaid and Medicare are creating new outcomes-based measures that the profession must understand to thrive in the new era of health care. We will break down managed care, value-based purchasing and more quality programs to identify breakthrough opportunities in 2017 and beyond.

CE SESSION #50
Same Pills, Smaller Bills (Operations/Quality Improvement)

Presenter(s): Saul Greenbeger, Principal, PharmScript

As health care continues to be hit with cuts, centers are increasingly looking to trim expenses without affecting quality. Your pharmacy vendor is likely one of your largest cost centers. Learn the insider’s approach to aggressive pharmacy cost containment as you’ve never heard before. Presented by a former nursing home administrator and a current pharmacy operator, this session is designed to be educational at its core, but at the same time, thought provoking and entertaining.
7:15 TO 10:45 P.M.

**CHILDREN’S FUN NIGHT**

FHCA has coordinated a safe, fun and supervised environment for kids to enjoy while their parents attend the Fun Night. Children ages 4 and older will enjoy arts and crafts, games, movies and more. The night will also include a kid-friendly dinner. Advanced reservation for this event is required in order to ensure a proper counselor-to-child ratio.

7:30 TO 10:30 P.M.

**FUN NIGHT: TAILGATES AND TOUCHDOWNS**

This has become one of FHCA’s signature events at Conference that you don’t want to miss! Bring your team or come with your district and get into the spirit! From corn hole to ladder golf and much more, there is something in store for everyone. A dinner buffet and drink ticket are included with the Fun Night ticket. See you there!

A ticket to Fun Night is included in the Full Registration and in the Adult Guest Package. Additional tickets are also available for sale. Sign up using the attendee registration form (see p. 23) or via the conference website. For children under 4, in-room babysitting can be arranged by calling the hotel concierge.

*Sponsor(s): McKesson, ARKRAY USA, TENA - SCA Personal Care, Cotler Healthcare & Development*
FRIDAY, AUGUST 4

8:00 A.M. TO 1:30 P.M.
ATTENDEE REGISTRATION

9:00 A.M. TO 3:30 P.M.
PRECEPTOR PROVIDER TRAINING AND REFRESHER COURSE (COMBINED)

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

This training will include both the Preceptor Refresher Course (2 hours) and Provider Training (6 hours). All Refresher Course attendees will be dismissed at 11:00 A.M. while Preceptor Provider Training participants will continue until 3:30 P.M. (includes a working lunch at noon). This session will be an interactive training program to qualify attendees to become preceptors and help shape the careers of new long term care administrators.

Preceptor Refresher Course: As of 2010, Florida preceptors must attend a two-hour refresher course every biennium following approval to continue to hold certification. This course meets that requirement. The program will be held during the first two hours of the six-hour Preceptor Program, enabling opportunities to exchange ideas with others related to mentorship, teaching techniques, AIT program requirements, analysis of expectations and domains of practice. The course will also include presentations from current and past members of the Board of Nursing Home Administrators, probable cause panel members and other experts.

9:00 TO 11:00 A.M.
CONTINUING EDUCATION SESSIONS

CE SESSION #51
Bundled Payment Experience in Multiple States: Why Do You Need to Know What Happened Somewhere Else? (Finance/Development)

Presenter(s): Ron Scharff, Assistant Vice President, Research, Kindred Rehabilitation Services/RehabCare

Momentum for post-acute alignment accelerated exponentially in 2016. Alternate payment models, both mandatory and voluntary, will be implemented at a faster pace. The initial BPCI and managed care arrangements are already in their second year. Kindred Rehabilitation Services/RehabCare clients in Florida and 39 other states have had widely divergent experiences. Some models began with careful clinical network alignment, and other models were initiated through a financial approach to placement and length of stay. The speaker will discuss these varying experiences, processes and impacts on post acute providers.

CE SESSION #52
Give me a Q, A, P, I: QAPI Development and Implementation (Legal/Regulatory/Survey)

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

Statistics show that the vast majority of organizational change initiatives underperform or even fail to produce their intended outcome or reach their intended goal(s). In the skilled nursing care setting, this is not only prevalent, but almost expected. With all of the changes bombarding interdisciplinary teams today and in our future, centers are forced to leave process improvement plans behind in exchange for quick fixes. This is what we at Harmony Healthcare International (HHI) call a “Band-Aid over a gaping wound.” The situation is becoming increasingly challenging as changes come more rapidly. QAPI is a data-driven, proactive approach to improving the quality of life, care, and services in nursing centers. This program will provide the attendees with the tools, knowledge and resources to effectively and proactively identify individual opportunities for improvement to effectively develop a facility-specific QAPI Work Plan.

CE SESSION #53
AHCA/NCAL National Quality Award Program (Operations/Quality Improvement)

Presenter(s): Koko Okano, Health Services Research Analyst, FHCA

The AHCA/NCAL National Quality Award Program is the biggest Baldrige associate program in the nation. The Baldrige framework for organizational excellence has six process categories focusing on leadership, strategy, customer, knowledge and information, workforce, and operational effectiveness. This framework is also strongly correlated with QAPI. This session reviews the six process categories and how they are tied to QAPI processes which providers are all to familiar with now as a part of regulatory requirements. It also discusses how they help Quality Award applicants meet Silver and Gold criteria requirements.
CE SESSION #54
Memory Care: Improving Outcomes Through Nutrition Resources (Clinical/Care Practices)

Presenter(s): Maria DeNicola, Business Solutions Specialist, Registered Dietitian Nutritionist, Gordon Food Service

This session will review how dementia impacts food intake and how nutrition challenges change as dementia progresses. Dementia cases are projected to triple worldwide by 2050. Dementia is defined as a decline in memory language, problem-solving and other cognitive skills that affect a person's ability to perform everyday activities. Alzheimer's disease is the most common form of dementia. Federal regulators are focusing more on quality of care and outcomes in dementia care (or “memory care”), linking these to reimbursement. Proper nutrition is critical to ensure quality of life and optimal health for people with dementia. Health care and senior-living providers can improve outcomes by optimizing their food and nutrition services, thereby also protecting their bottom lines.

CE SESSION #55
Back to School - Applying the New Revenue Recognition Rules to Health Care Providers (Finance/Development)

Presenter(s): Farlen Halikman, CPA, CHFE, Moore Stephens Lovelace, PA

The AICPA has revised the accounting rules for how and when to recognize revenue. The AICPA Health Care Expert Panel has been busy publishing industry guidance on how the new rules are to be applied to health care providers. Farlen Halikman, an expert panel member and partner at Moore Stephens Lovelace, PA, will give an update on the various Panel projects addressing revenue recognition, bundled payments and other topics specific to long term care.

CE SESSION #56
Cultural Competency (Leadership/Management)

Presenter(s): Stacie Ross, Clinical Trainer, Sunshine Health

Cultural competency is a set of congruent behaviors, attitudes, and policies that come together in a system and enable that system to work effectively in cross-cultural situations. Cultural Competency involves obtaining cultural knowledge, familiarization with selected cultural characteristics, history, values, belief systems, and behaviors of the members of another group. Developing cultural awareness involves developing sensitivity and understanding of another group. This usually involves internal changes in terms of attitudes and values. Awareness and sensitivity also refer to the qualities of openness and flexibility that people develop in relation to others. Demonstrating cultural sensitivity involves knowing that cultural differences, as well as similarities, exist without assigning values (i.e. better or worse, right or wrong) to those cultural differences.

CE SESSION #57
Here Comes the Judge: Cutting Edge Trends Lawyers Are Considering Other than Personal Injury (Legal/Regulatory/Survey)

Presenter(s): Scott Selis, Attorney, Chiumento Selis Dwyer, PL

This session will explore emerging trends in the litigation field, other than Personal Injury. Attendees will learn many of the hidden risks their communities face and how to avoid them, such as liability for: Infliction of Emotional Distress, Unauthorized Practice of Law, Financial Exploitation and many more.

CE SESSION #58
CMS Region IV CMP Quality Improvement Initiative (Clinical/Care Practices)

Presenter(s): Betty Shiels, Director, CMS Region IV LTC Quality Improvement Initiative, University of Louisville, Kent School of Social Work

The session will unveil the new Centers for Medicare and Medicaid Services (CMS) Region IV LTC Quality Improvement website for certified nursing centers in Florida. The grant provides all LTC centers free access to the American Medical Directors Association Clinical Practice Guidelines (CPG). Free CME/CEs are also available on each CPG for physicians, nurses, social workers and nutritionists/dieticians. Come learn how to access the website and CE program to bring best practice resources to your center at no charge.

CE SESSION #59
Human Resources 101: An Overview of the Key Federal Labor and Employment Laws (Leadership/Management)

Presenter(s): Kim Orsolits, HR Business Consultant Outsourcing, CliftonLarsonAllen

This session will provide an overview of key HR labor and employment laws, ADA, ADEA, Title 7, and many more. Attendees will learn which records should go into an employee file, checklists and best practices for on-boarding and off-boarding and what the change in political landscape means for employers.

CE SESSION #60
BPCI3 and Value-Based Models of Care (Operations/Quality Improvement)

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

The federal government set a goal of tying at least 30 percent of Medicare payments to quality or value through alternative payment models by the end of 2016 and at least 50 percent by 2018. These are health care provider reimbursement methods that transition us toward various degrees of value-based payment and shared risk. This session’s discussion focus will include BPCI3 program fundamentals, as well as specific operational and organizational changes necessary to drive desired results.
3 EASY WAYS TO REGISTER

INTERNET
www.fhca.org
Register online and receive immediate acknowledgement.

MAIL
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FAX
(850) 681-2075 Credit card only - 24 hrs daily.
If faxing, DO NOT mail original form.

Please read these instructions carefully before you fill out the registration form on page 23. Most fees are discounted if the registration is received by Friday, June 30, 2017. Those who register by that date will be eligible for a prize drawing to win a complimentary registration for the 2018 Annual Conference.

Please follow these guidelines to fill out the form:

1. Use a separate Attendee Registration Form for each registrant. If you are paying for multiple registrants, please mail or fax all registration forms together, with the payment information on one form only.

2. Each FHCA member nursing home and member assisted living facility should designate a single voting delegate. Place a check mark in the voting delegate box only if the registrant on the form is the voting delegate. If your facility is part of a multifacility group, a regional or home office representative may act as your facility’s voting delegate. The following is the FHCA bylaws provision which applies to members’ voting privileges:
   
   Article VII. Voting Privileges

   Section 1. Each facility member shall have one vote on any question coming before the Annual Conference, a special meeting or in any of the affairs of this Association.

   Section 2. The voting delegate of a facility member shall be the administrator, owner, an officer or management employee of the licensee. A person employed in the day-to-day operation of that facility may be the voting delegate if so designated in writing by the administrator, owner or an officer of the licensee.

Call Dawn Segler (800-771-3422) to request a Voting Delegate Authorization Form on which to designate your voting delegate. It is not necessary to request a Voting Delegate Authorization Form if the administrator is serving as the voting delegate.

REGISTRATION TYPES

Full Registration
- Admission to all CE Sessions, which includes 2 Mega Sessions, 2 Membership Meetings with Keynotes and the Circle of Excellence Award Luncheon & Officer Installation
- Opening Social (Monday)
- Trade Show (Tuesday and Wednesday)
- Quality Award Ceremony (Wednesday)
- Fun Night (Thursday)

Single Day Registrations
Single Day Registrations are designed for department heads and other support personnel who may not be able to attend the entire Conference but would like to attend a specific day. They might benefit particularly from the Trade Show days - Tuesday and Wednesday. If you purchase a Single Day Registration, FHCA will report continuing education contact hours for that day only.

Tuesday
- 17 CE Sessions, including 1 Membership Meeting and Keynote, with 7 potential contact hours
- Trade Show with Welcome Cocktail Party

Wednesday
- 12 CE Sessions, including 1 Mega Session and 1 Membership Meeting and Keynote, with 5 potential contact hours
- Trade Show
- Quality Award Ceremony

Thursday
- 21 CE Sessions, including 1 Mega Session and 1 Keynote, with 8 potential contact hours
- Circle of Excellence Award Luncheon & Officer Installation
- Single Day Registration does not include a ticket to the Fun Night

Friday
- 10 CE Sessions, with 4 potential contact hours

Adult Guest Package
Available only to adult guests of individuals who purchase a Full Registration.
- Opening Social
- Trade Show (Tuesday and Wednesday)
- Fun Night: Tailgate & Touchdowns

Policies
Cancellations: A $50 administrative fee will be charged for cancellations. No refunds will be given for cancellations received after Wednesday, July 5.

No-Shows: Refunds will not be issued to participants who do not attend the Conference and did not cancel their registration by Wednesday, July 5.

Registration made after July 24 will need to be made onsite and will be assessed an additional $50 onsite fee.

Registration confirmations will be emailed to each attendee. Please note this may take up to 7 days. An electronic version of the CE Session handouts will also be available under the Attendees tab in July.

Questions? Call FHCA at (800) 771-3422.

If you have special needs or dietary requests (including Kosher meals), contact Christina Michael at cmichael@fhca.org by Friday, June 30.

As a registered participant in this event, you agree that your photograph, if taken, may be used by FHCA for promotional purposes and you waive any claim to compensation for such use.
REGISTRANT INFORMATION
Print the registrant's information below. Be sure to check the appropriate box if he/she is the voting delegate (please see guidelines on page 22).

Name ________________________________________________________________
License No. ___________________________________________________________
Title _________________________________________________________________
Email ________________________________________________________________
Facility/Organization ______________________________________________
Address _________________________________________________________
City ___________________________________________________________ 
State ________________________________ Zip _______________________
Phone __________________________________________________________
Fax ____________________________________________________________
CHECK ALL THAT APPLY:  ☐ FHCA Member ☐ New Member
☐ 1st Conference ☐ Voting Delegate

PAYMENT INSTRUCTIONS
If you are paying for multiple registrants, you may mail or fax all registration forms together with the following payment information provided on one form only. Your total payment amount should be the sum of all the individual forms.

☐ CHECK ENCLOSED PAYABLE TO:
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Signature ___________________________

TRADE SHOW POLICY: Representatives with nonexhibiting vendor companies considering the purchase of a booth for a future Trade Show must purchase a Vendor Pass for a Trade Show Tour. If the company decides to exhibit at next year's event, the $100 payment will be applied to the cost of their booth. Purchasing admission to the Trade Show in no way grants the right to solicit business in any way; that right is reserved exclusively for our exhibitors who have purchased booths. Anyone found violating this policy will be escorted from the Trade Show.

SPECIAL REQUIREMENTS: If you have special needs or dietary requests (including Kosher meals), contact Christina Michael at cmichael@fhca.org by Friday, June 30.

FHCA 2017 ANNUAL CONFERENCE ATTENDEE REGISTRATION FORM
See page 22 for details associated with each registration type. Use a separate Attendee Registration Form for each Registrant.

FULL REGISTRATIONS

1ST FULL REGISTRANT
☐ FHCA Member $495 $545 $_____  
☐ Nonmember $685 $735 $_____  

ADDITIONAL FULL REGISTRANT (from same facility campus)
☐ FHCA Member $445 $495 $_____  
☐ Nonmember $635 $685 $_____  

TUESDAY
☐ FHCA Member $165 $185 $_____  
☐ Nonmember $215 $235 $_____  

WEDNESDAY
☐ FHCA Member $150 $170 $_____  
☐ Nonmember $200 $220 $_____  

THURSDAY
☐ FHCA Member $165 $185 $_____  
☐ Nonmember $215 $235 $_____  

FRIDAY
☐ FHCA Member $105 $125 $_____  
☐ Nonmember $155 $175 $_____  

ADULT GUEST PACKAGE
Only for adult guests of Full Registrants (includes Monday Opening Social, Trade Show and Fun Night) $95 $_____  

Adult Guest Name: ___________________________________________
Remember, the Opening Social, Trade Show, Circle of Excellence Award Luncheon and Fun Night are included in the Full Registration. The Opening Social, Trade Show and Fun Night are included in the Adult Guest Package.

ADDITIONAL EVENTS/FEES

MONDAY
☐ Leadership Pre-session Member $99 $_____
☐ Leadership Pre-session Nonmember $150 $_____
☐ Opening Social $25 $_____  

THURSDAY
☐ Circle of Excellence Award Luncheon $50 $_____  
☐ Children's Fun Night $64 $_____  
☐ Fun Night $80 $_____  

FRIDAY
☐ Preceptor Provider Training $199 $_____  

TRADE SHOW (Tuesday and Wednesday)
☐ FHCA Member $30 $_____  
☐ Nonmember $60 $_____  
☐ Vendor Pass (for Trade Show Tour) $100 $_____  

TOTAL $_______
Note the tournament will be held on August 1, at the Shingle Creek Golf Club at Rosen Shingle Creek. Continental Breakfast at 7:30 a.m.; shotgun start at 8:00 a.m.

PARTICIPANT INFORMATION (please print)

Company Name ________________________________________________
Contact Name ________________________________________________
Address ______________________________________________________
City, State, Zip ________________________________________________
Email ________________________________________________________
Phone ________________________________________________________
Fax _________________________________________________________

For each golf participant, please provide an email address and phone number.
*Pairings/foursomes cannot be established unless participants are paid in full with this registration form. No TBAs will be accepted.

Name ________________________________________________________
Phone ________________________________________________________
Email ________________________________________________________
Name ________________________________________________________
Phone ________________________________________________________
Email ________________________________________________________
Name ________________________________________________________
Phone ________________________________________________________
Email ________________________________________________________
Name ________________________________________________________
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PAYMENT INFORMATION

$175 per individual
$600 per foursome
(all 4 players must register together)

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☐ CREDIT CARD:
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Card Number _________________________________________________
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Date __________________________________________________________________

Proceeds from the FHCA Golf Tournament will support scholarships awarded through the 501c3 FHC Education & Development Foundation along with grassroots activity for the FHC PAC. Contributions or gifts to the FHC PAC are not deductible from federal income taxes.

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FHCA UNIVERSITY

Leading the Charge in Education and Excellence

MONDAY, JULY 31
2:00 to 6:00 p.m. Attendee Registration
2:30 to 5:30 p.m. Leadership Pre-session
3:00 to 6:00 p.m. Exhibitor Registration
5:15 to 5:45 p.m. Moderator/Scanner Gathering
6:00 to 8:00 p.m. Opening Social

TUESDAY, AUGUST 1
7:30 a.m. to 7:30 p.m. Attendee Registration
9:00 a.m. to 7:30 p.m. Exhibitor Registration
7:30 a.m. to 1:30 p.m. Golf Tournament & Awards Luncheon
8:00 to 10:00 a.m. Continuing Education Sessions
10:15 to 11:45 a.m. Continuing Education Sessions
12:15 to 1:45 p.m. Continuing Education Sessions
2:00 to 4:00 p.m. Mega Session: Kick-Off Membership Meeting
4:00 to 7:00 p.m. Trade Show Cocktail Party & Silent Auction
7:00 to 8:00 p.m. Continuing Education Sessions

WEDNESDAY, AUGUST 2
7:30 a.m. to 7:00 p.m. Attendee Registration
8:30 a.m. to 3:00 p.m. Exhibitor Registration
7:00 to 8:15 a.m. FCAL Meeting
8:30 to 10:30 a.m. Mega Session: Membership Meeting and Election of Officers
10:30 a.m. to 2:00 p.m. Trade Show & Silent Auction
1:30 to 2:30 p.m. Florida Dementia Care Partners Leadership Meeting (Invitation Only)
2:15 to 3:45 p.m. Continuing Education Sessions
4:00 to 5:30 p.m. Mega Session: Legislative Update
5:30 to 6:00 p.m. Quality Award Ceremony
6:15 to 7:15 p.m. Continuing Education Sessions
6:00 to 7:00 p.m. Florida Leaders Reception and Graduation Ceremony (Invitation Only)

THURSDAY, AUGUST 3
7:30 a.m. to 5:30 p.m. Attendee Registration
6:30 a.m. Cardio Networking
8:00 to 10:00 a.m. Mega Session: Update with AHCA
10:15 to 11:45 a.m. Continuing Education Sessions
12:00 to 2:00 p.m. HONORING SUCCESS: Circle of Excellence Award Luncheon & Officer Installation
2:30 to 3:30 p.m. Continuing Education Sessions
2:30 to 4:00 p.m. Board Meeting
3:45 to 5:15 p.m. Continuing Education Sessions
5:30 to 6:30 p.m. Continuing Education Sessions
7:15 to 10:45 p.m. Children's Fun Night
7:30 to 10:30 p.m. TAILGATES & TOUCHDOWNS: Fun Night

FRIDAY, AUGUST 4
8:00 a.m. to 1:30 p.m. Attendee Registration
9:00 a.m. to 3:30 p.m. Preceptor Refresher & Provider Training
9:00 to 11:00 a.m. Continuing Education Sessions
11:15 a.m. to 12:15 p.m. Continuing Education Sessions
12:30 to 1:30 p.m. Continuing Education Sessions

An individual may earn up to 27 contact hours during the FHCA 2017 Annual Conference