

EDGE OF A NEW FRONTIER



**2023 ANNUAL CONFERENCE
& TRADE SHOW**

JULY 23-27

**ROSEN SHINGLE CREEK
ORLANDO, FLORIDA**

**TITLE
SPONSOR**



**MarshMcLennan
Agency**

**Bouchard
Insurance**
A Marsh & McLennan Agency LLC Company

LETTER FROM THE *President*

WELCOME TO FHCA'S 2023 ANNUAL CONFERENCE & TRADE SHOW!

This year's theme will take you to the Edge of a New Frontier and help you experience the traditions and adventures of the Wild West. The success of this event wouldn't be possible without the hard work and commitment of the Annual Conference Committee, led by Chair Heather Salerno. Their vision has created a program that will provide you with excellent opportunities to network with your colleagues, receive next-level education, and relax and unwind at our special events.

FHCA's ability to deliver successful events is helped by the support of our generous sponsors, especially those who support Annual Conference. I specifically want to recognize Marsh McLennan Agency, Bouchard Region, our Conference Title Sponsor and preferred Service Corp partner. We appreciate the continued support from their team each year, not only as a sponsor for Annual Conference but for the many programs that FHCA offers.

I hope to see you throughout the week as you enjoy the various events, CE Sessions and Trade Show. This Conference is special, and your participation is key to creating a memorable event. I encourage you to ask questions during the educational sessions, to network and meet new people at the Trade Show and during social events, and to kick up your heels on the dance floor at Fun Night.

Sincerely,

Anita Faulmann

Anita Faulmann,
FHCA President



EXECUTIVE COMMITTEE MEMBERS

Anita Faulmann President
Excelsior Care Group

Kathy Gallin Senior Vice President
Signature HealthCARE

Julie Morris Treasurer
Aston Health

Joshua Wagoner Secretary
North Campus Care Center

Jeffrey Freimark Independent Owner
Vice President
Miami Jewish Health

Jeff Markulik Not-for-Profit Vice President
Sea Oats Consulting, LLC

Mel Beal Member At Large
Facility Support Company

Marco Carrasco Immediate Past President
Miami Shores Nursing and Rehab Center

J. Emmett Reed Chief Executive Officer
Florida Health Care Association

BOARD OF DIRECTORS

Norma Alvarez Multifacility Vice President

Lonnie Steckler Assisted Living Facility Vice President

Steve Lomonico Associate Member Vice President

Isis Fernandez Region I Vice President

VACANT Region II Vice President

Derek Webster Region III Vice President

Melinda Gay Region IV Vice President

Monica Calonge District I President

Brittney Tyler District II President

Somer Hancock District III President

Brian Bentz District IV President

Daniel Frenden District V President

Nicole Verdon District VI President

Leila Chambers District VII President

Joseph Wanczyk District VIII President

Kenyonn Demps District IX President

Tommy McDaniel District X President

Sonja Jorgensen District XI President

Scott Berube District XII President

Jack Waldroup District XIII President

Mary Zabele District XIV President

Debra Wallace District XV President

Matthew Lessig District XVI President

ANNUAL CONFERENCE COMMITTEE

Heather Salerno (Chair)

Patricia Spears (Vice Chair)

Stephen Lomonico (AMSC Chair)

Jackie Aftanas

Ken Artigas

Michelle Baker

Julie Morris

Mitch Bernatsky

Marco Carrasco

Rebecca Colon

Bradlee Cox

Matt Depenbrock

Anita Faulmann

Kendra Ferrero

Nicole Fulton

Heather Grasso

Ron Hollerand

Caitlin Hoyt

Pauline Intal Carr

Nicole Lawlor

Jennifer Lawrence

Barbara Monaco

Yelitza Rivera

Karla Pena-Rosa, Ph.D

Patti Jo Robinson

Patricia Faye Stover

Frederick A. Taylor, Jr.

Brittney Tyler

Joshua Wagoner

Linda Walker

Bob Webster

Derek Webster

Joe Werda

Delbert Whiting

TABLE OF CONTENTS

2 Letter from the President	16 Mega Session: Kick-Off Membership Meeting	20 Cardio Networking
3 Hotel Information		20 Mega Session: AHCA Update
4 Attendee Information	16 Trade Show Cocktail Party & Silent Auction	20 Wednesday CE Sessions
5 Meeting Room Layout	17 Mega Session: Membership Meeting & Election of Officers	21 Circle of Excellence Award Luncheon
6 Record of Attendance	17 Trade Show & Silent Auction	24 Fun Night
8 Education Sessions At-A- Glance by Topic Area	18 Tuesday CE Sessions	25 Preceptor Provider Training
10 Speaker Table of Contents	18 Mega Session: Legislative Update/Quality Award Ceremony	25 Thursday CE Sessions
11 Schedule of Events	18 Quality Award Celebration	27 Sponsors
11 Opening Social		44 Schedule At-A-Glance
11 Golf Tournament and Award Luncheon		
12 Monday CE Sessions		

HOST HOTEL

ROSEN SHINGLE CREEK

9939 UNIVERSAL BLVD | ORLANDO, FL 32819



The Rosen Shingle Creek has plenty to offer guests, from the Championship golf course through a partnership with the legendary Arnold Palmer Design Company, elite onsite day spa and salon, four pools, tennis courts, basketball court, Olympic-regulation sand volleyball court, nature trails, video game room for the kids and much more!

Enjoy various restaurants onsite including A Land Remembered, Mi Casa, Cala Bella, Cat-Tails, Tobias Burgers and Brews, 18 Monroe Street Market, among others.

ATTENDEE INFORMATION

SCANNING

FHCA provides each attendee with a name badge that includes a unique identifying barcode. This barcode must be scanned at the entrance of each session the attendee enters to track CEUs. Attendees will not be scanned out of sessions unless they leave the room early.

BADGE REQUIREMENTS

CE SESSIONS – You must have a name badge to enter the CE Sessions. If you do not have a badge, you will need to register at the Onsite Registration Desk. CE Session seating is on a first come, first-served basis. Please get there early as seats will fill up and sessions may be closed due to Fire Marshal regulations.

SINGLE DAY REGISTRATIONS – Individuals who have purchased a Single Day Registration may only attend CE Sessions and special events included for that day. Contact hours will only be reported for the day in which the individual is registered/paid. Please visit the Onsite Registration Desk if you wish to extend your registration.

TRADE SHOW – You must have a name badge to enter the Trade Show. If you do not have a badge, you can purchase one at the Onsite Registration Desk. This includes the Trade Show Cocktail Party on Monday night. One (1) CEU will be awarded to attendees who visit the Trade Show on Tuesday. Representatives of vendor companies who have not purchased a booth will not be allowed general access into the Trade Show.

LUNCHEON EXCHANGE TICKET

All Conference Full and Wednesday Single Day registrants will receive a COE LUNCHEON VOUCHER. All attendees interested in attending the luncheon must exchange the voucher for a luncheon ticket at the Information Desk by Tuesday at Noon. Attendees will also choose a table at this time. Exchange your luncheon voucher early to ensure you get a good seat! The voucher can be exchanged at the Information Desk beginning on Sunday.

SCAVENGER HUNT

Stay active on this year's Mobile App by playing the Scavenger Hunt for your chance to win big at Fun Night! Earn points on the Mobile App throughout the week by taking CE Session surveys, answering bonus questions and entering codes found on specially marked signs throughout the event. If you are not number one on the leaderboard, don't count yourself out. The top 10 people with the highest scores will be entered into a Grand Prize drawing! Make sure to get as many points as you can before the cut off on Wednesday, July 26, at 4:00 p.m.



The AMSC Sweepstakes is back! Collect sweepstakes cards as you walk around the Trade Show from the specially marked AMSC booths for your chance to win a YETI backpack cooler, Blackstone gas griddle, inflatable stand up paddleboard, \$350 Rosen Shingle Creek gift card, \$300 VISA gift card and the Grand Prize, a \$2,500 check!

HOW THE GAME IS PLAYED:

1. Visit all specially marked AMSC booths to retrieve a sweepstakes card.
2. Fill out your contact information on the back of the card.
3. Turn in your completed cards at the Trade Show Hub in the center of the room.
4. There will be 6 prizes displayed with a bucket in front of each prize for you to choose from. Place all your cards in one bucket or distribute them across the prizes for your chance to win them all!

RULES OF THE GAME:

- All cards must be turned in by 12:30 p.m. on Tuesday, July 25.
- At 1:00 p.m. on Tuesday, July 25, the winners for the 5 prizes will be drawn and announced at the Trade Show.
- The Grand Prize drawing will take place on Wednesday, July 25, at the Circle of Excellence Luncheon.
- The Grand Prize winner must be present to win.

AMSC WINE TOSS

Visit the AMSC Wine Toss in the Trade Show near Booth 101 and Booth 1035 for your chance to win wine, beer and great libations to enjoy.

MEETING ROOM LAYOUT



CLINICAL/PERSON-CENTERED CARE PRACTICES

LOCATION: GATLIN A-1



FINANCE AND REIMBURSEMENT

LOCATION: GATLIN A-2



LEADERSHIP/WORKFORCE

LOCATION: GATLIN A-3



OPERATIONS/REGULATORY/LEGAL COMPLIANCE

LOCATION: BUTLER



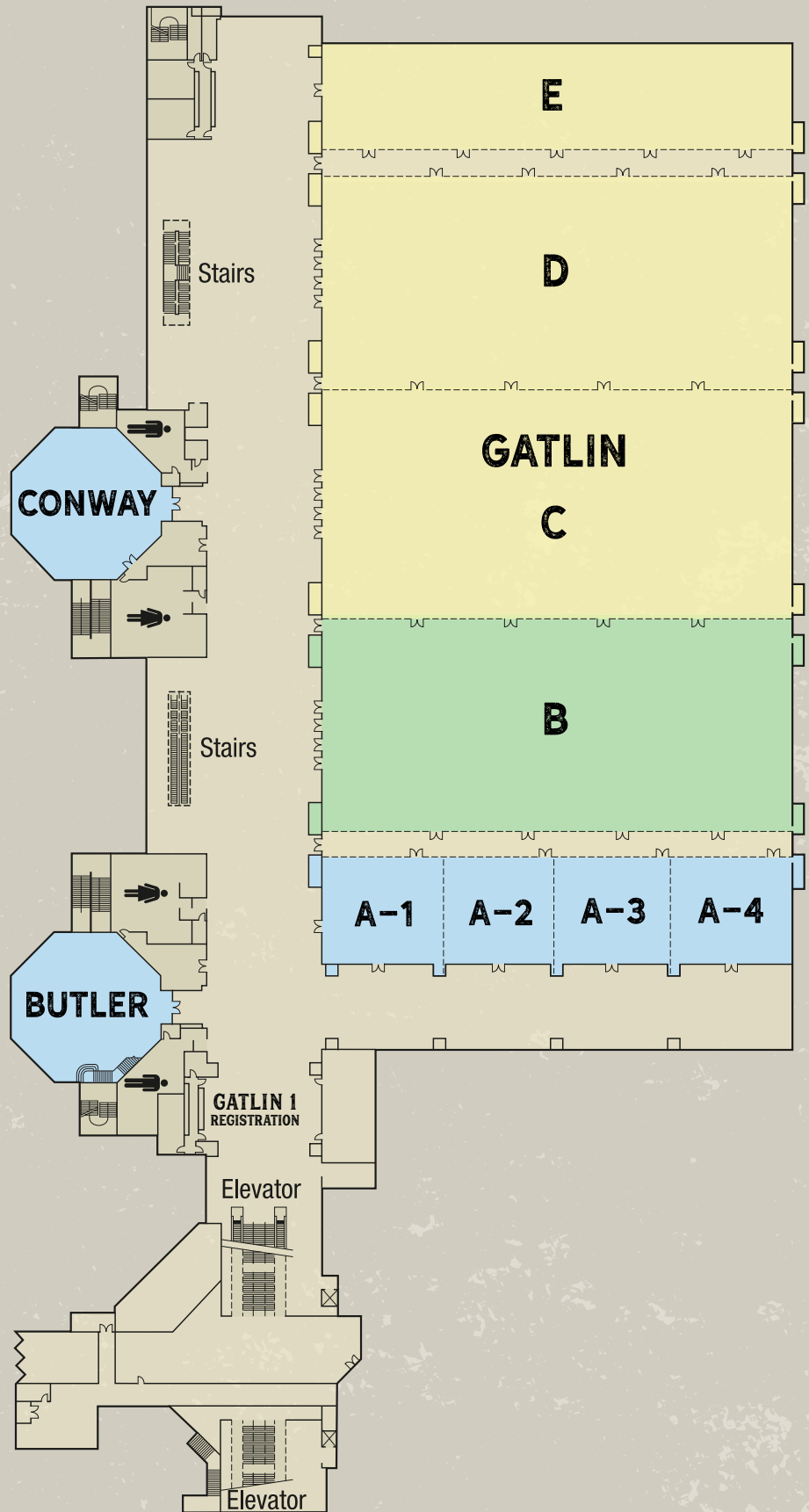
TECHNOLOGY AND QUALITY INNOVATIONS

LOCATION: GATLIN A-4



ASSISTED LIVING

LOCATION: CONWAY



RECORD OF ATTENDANCE

ROSEN SHINGLE CREEK | JULY 23–27, 2023

This record is for your personal files.

An official Continuing Education Report of your contact hours will be posted at <http://mtsreport.com/fhca/23jul/> by August 10. FHCA will submit those hours to CE Broker by August 18.

MONDAY

#	Date	Hours	Title	
<input type="checkbox"/>	1	July 24	1.5	Reducing Antipsychotic Medication
<input type="checkbox"/>	2	July 24	1.5	Managing Managed Care
<input type="checkbox"/>	3	July 24	1.5	The Great Eight
<input type="checkbox"/>	4	July 24	1.5	Managing Incapacity and Avoiding Legal Process
<input type="checkbox"/>	5	July 24	1.5	Taming the Wild World of Labor Law
<input type="checkbox"/>	6	July 24	1.5	Agency Top Ten Deficiencies and Updates
<input type="checkbox"/>	7	July 24	1.5	Is Your Staff Feuding Over Resident Safety?
<input type="checkbox"/>	8	July 24	1.5	Improve Profitability through Creative Insurance Purchasing
<input type="checkbox"/>	9	July 24	1.5	Staff Recognition to Impact Quality
<input type="checkbox"/>	10	July 24	1.5	Grievance Management
<input type="checkbox"/>	11	July 24	1.5	Using the Baldrige Framework to Improve Your QAPI Program
<input type="checkbox"/>	12	July 24	1.5	Saddle Up for the Continuum of Care Ride
<input type="checkbox"/>	13	July 24	1	FDOH Health Care-Associated Infection Prevention Program
<input type="checkbox"/>	14	July 24	1	The Reimbursement Pony Express
<input type="checkbox"/>	15	July 24	1	The Pulse of Employee Benefits
<input type="checkbox"/>	16	July 24	1	CMS Updates to Compliance Program Guidance
<input type="checkbox"/>	17	July 24	1	Forging a Financially Viable Future
<input type="checkbox"/>	18	July 24	1	Infection Prevention and Control Updates
<input type="checkbox"/>	19	July 24	1	Make a Difference in Your Rehospitalization Rates
<input type="checkbox"/>	20	July 24	1	Clinical and Operational Review of PDPM
<input type="checkbox"/>	21	July 24	1	Onboarding, Orientation and Ongoing Education
<input type="checkbox"/>	22	July 24	1	Preparing for the Elimination of Section G
<input type="checkbox"/>	23	July 24	1	The ABCs of PBJ
<input type="checkbox"/>	24	July 24	1	Benefits of Provider-Owned IE-SNP
<input type="checkbox"/>	25	July 24	1	Mega Session: The Heart of Healing

TUESDAY

#	Date	Hours	Title	
<input type="checkbox"/>	26	July 25	1	Mega Session: AHCA/NCAL National Update
<input type="checkbox"/>	27	July 25	1.5	Managing Accidents and Incidents
<input type="checkbox"/>	28	July 25	1.5	Maximizing Your Medicaid Quality Incentive Add-On
<input type="checkbox"/>	29	July 25	1.5	Telling Your Positive Story
<input type="checkbox"/>	30	July 25	1.5	Topics That are Hot
<input type="checkbox"/>	31	July 25	1.5	Regulatory Dodgeball: Protecting your Reimbursement in 2023
<input type="checkbox"/>	32	July 25	1	Mega Session: Legislative Update
<input type="checkbox"/>	33	July 25	1	Evaluation of Sleep Issues
<input type="checkbox"/>	34	July 25	1	MDS: Aligning Care, Quality Initiatives and Reimbursement
<input type="checkbox"/>	35	July 25	1	Unleashing the Power of Love Languages in Long Term Care
<input type="checkbox"/>	36	July 25	1	Lessons Learned from Hurricane Ian
<input type="checkbox"/>	37	July 25	1	What You Do Not Know About Transporting The Elderly/WC19
<input type="checkbox"/>		July 25	1	Trade Show

WEDNESDAY

#	Date	Hours	Title
<input type="checkbox"/> 38	July 26	1.5	Mega Session: AHCA Update
<input type="checkbox"/> 39	July 26	1	Quality Cabinet Strategic Goals
<input type="checkbox"/> 40	July 26	1	Collaborate Together for Value-Based Reimbursement and Better Quality Outcomes
<input type="checkbox"/> 41	July 26	1	Is Your Staff Quietly Quitting?
<input type="checkbox"/> 42	July 26	1	Abandonment of the Greatest Generation
<input type="checkbox"/> 43	July 26	1	Building a Successful AIT Program
<input type="checkbox"/> 44	July 26	1	Circle of Excellence Award Luncheon & Officer Installation
<input type="checkbox"/> 45	July 26	1	Functional Mobility Maintenance Activities
<input type="checkbox"/> 46	July 26	1	PDPM for Leaders
<input type="checkbox"/> 47	July 26	1	Improving Health Care Employee Engagement and Retention
<input type="checkbox"/> 48	July 26	1	Life Safety Codes and Standards
<input type="checkbox"/> 49	July 26	1	Boots, Chaps and Resident Stats
<input type="checkbox"/> 50	July 26	2	Addressing Loneliness
<input type="checkbox"/> 51	July 26	2	Forging through the New MDS
<input type="checkbox"/> 52	July 26	2	Preceptor Refresher Course
<input type="checkbox"/> 53	July 26	2	VA Care for Veterans
<input type="checkbox"/> 54	July 26	2	Developing the Leaders Around You

THURSDAY

#	Date	Hours	Title
<input type="checkbox"/> 55	July 27	2	Restorative Nursing Program Implementation
<input type="checkbox"/> 56	July 27	2	Exploring Florida Medicaid
<input type="checkbox"/> 57	July 27	2	Leadership and Team Accountability
<input type="checkbox"/> 58	July 27	1	Balancing Opioid Risks and Benefits
<input type="checkbox"/> 59	July 27	1	Teach Leaders How to Lead
<input type="checkbox"/> 60	July 27	1	Psychotropic Stewardship: Stay Compliant

TOTAL HOURS EARNED:

ATTENDEE NAME:

LICENSE NO.:

EMAIL:

PHONE NO.:

**Approved for up to 21 credit hours –
FHCA Provider Number 50-720:**

- FL Board of Nursing Home Administrators
- FL Board of Nursing
- FL Board of Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling
- FL Board of Occupational Therapy

Conference has been approved by the National Association of LTC Administrator Boards (NAB) for 20 participant hours (does not include 1 hour for the Trade Show or any Specialized Trainings), allowing attendees to maintain certification in other states.

**NAB Program Approval Number:
20240723-77.50-A94525-IN**

FHCA will report to NAB on your behalf. Please check your Registration Confirmation Email or email eventsupport@fhca.org to ensure FHCA has your NAB ID Number. FHCA is unable to report your CEUs without your NAB ID number. NAB hours will be posted by August 18, 2023, and you will be notified when those are complete.

EDUCATION SESSIONS AT-A-GLANCE BY TOPIC AREA



CLINICAL/PERSON-CENTERED CARE PRACTICES
LOCATION: GATLIN A-1



FINANCE AND REIMBURSEMENT
LOCATION: GATLIN A-2



LEADERSHIP/WORKFORCE
LOCATION: GATLIN A-3

SUNDAY, JULY 23

10:00 a.m. to 6:00 p.m.

NURSING HOME ADMINISTRATOR 101 LOCATION: CONWAY

MONDAY, JULY 24

8:00 to 9:30 a.m. (6 SESSIONS)	#1 - Reducing Antipsychotic Medication Using Person-centered Approaches	#2 - Managing Managed Care From a Nursing Perspective	#3 - The Great Eight Leadership and Motivation
10:00 to 11:30 a.m. (6 SESSIONS)	#7 - Is Your Staff Feuding Over Resident Safety?	#8 - Improve Profitability through Creative Insurance Purchasing	#9 - Beyond the Pizza Party: Forging New Frontiers for Staff Recognition to Impact Quality
12:15 to 1:15 p.m. (6 SESSIONS)	#13 - Florida Department of Health, Health Care-Associated Infection Prevention Program	#14 - The Reimbursement Pony Express	#15 - The Pulse of Employee Benefits: Enhance Your Workforce's Health and Well-being
1:30 to 2:30 p.m. (6 SESSIONS)	#19 - Make a Difference in Your Rehospitalization Rates	#20 - Clinical and Operational Review of PDPM: Pioneering Excellence through MDS Accuracy	#21 - Goldrush: Onboarding, Orientation and Ongoing Education
3:00 to 5:00 p.m.	#25 - MEGA SESSION: KICK-OFF MEMBERSHIP MEETING LOCATION: GATLIN B		

TUESDAY, JULY 25

8:30 to 10:30 a.m.	#26 - MEGA SESSION: MEMBERSHIP MEETING AND ELECTION OF OFFICERS LOCATION: GATLIN B		
2:00 to 3:30 p.m. (5 SESSIONS)	#27 - Managing Accidents and Incidents: Using a Clinical Risk Approach	#28 - Maximizing Your Medicaid Quality Incentive Add-On	#29 - Telling Your Positive Story: The Why and the How
3:45 to 5:15 p.m.	#32 - MEGA SESSION: QUALITY AWARD CEREMONY/LEGISLATIVE UPDATE LOCATION: GATLIN B		
6:00 to 7:00 p.m. (4 SESSIONS)	#33 - Evaluation of Sleep Issues Among Residents with Dementia	#34 - Every MDS Counts: Aligning Care, Quality Initiatives and Reimbursement	#35 - Unleashing the Power of Love Languages in Long Term Care

WEDNESDAY, JULY 26

8:30 to 10:00 a.m.	#38 - MEGA SESSION: AHCA UPDATE LOCATION: GATLIN B		
10:30 to 11:30 a.m. (5 SESSIONS)	#39 - Quality Cabinet Strategic Goals	#40 - Collaborate Together for Value-Based Reimbursement and Better Quality Outcomes: Introducing Florida Health Care Quality Partners Provider-Owned Network	#41 - Is Your Staff Quietly Quitting?
12:00 to 2:00 p.m.	#44 - COE AWARD LUNCHEON AND INSTALLATION OF OFFICERS LOCATION: GATLIN B		
2:15 to 3:15 p.m. (4 SESSIONS)	#45 - Functional Mobility Maintenance Activities to Reduce Rehospitalization	#46 - PDPM for Leaders: The Simple Approach to Identifying Trends	#47 - Improving Health Care Employee Engagement and Retention through Impactful Recognition
3:30 to 5:30 p.m. (4 SESSIONS)	#50 - The Java Project: Addressing Loneliness in Long Term Care	#51 - Forging through the New MDS and Its Impact on Quality Measures and Reimbursement	#52 - Preceptor Refresher Course

THURSDAY, JULY 27

9:00 to 11:00 a.m. (5 SESSIONS)	#55 - Restorative Nursing Program Implementation	#56 - The New Frontier: Exploring Florida Medicaid	#57 - Leadership and Team Accountability: Think Big and Think Small
9:00 a.m. to 3:00 p.m.	PRECEPTOR PROVIDER TRAINING LOCATION: CONWAY		
11:30 a.m. to 12:30 p.m. (4 SESSIONS)	#58 - Balancing Opioid Risks and Benefits		#59 - Teach Leaders How to Lead





OPERATIONS/ REGULATORY/ LEGAL COMPLIANCE

LOCATION: BUTLER



TECHNOLOGY AND QUALITY INNOVATIONS

LOCATION: GATLIN A-4



ASSISTED LIVING

LOCATION: CONWAY

#4 - Saddle Up: Managing Incapacity and Avoiding Legal Process Tumbleweeds	#5 - Taming the Wild World of Labor Law: Current Trends in Workplace Law	#6 - Agency Top Ten Deficiencies and Updates
#10 - Grievance Management: One Key to a Successful Risk Management Program	#11 - Using the Baldrige Framework to Improve Your QAPI Program	#12 - Saddle Up for the Continuum of Care Ride
#16 - CMS Updates to Compliance Program Guidance: A New Sheriff in Town	#17 - Forging a Financially Viable Future	#18 - Infection Prevention and Control Updates
#22 - Preparing for the Elimination of Section G	#23 - The ABCs of PBJ	#24 - Benefits of Provider-Owned Institutional Equivalent Special Needs Plans

#30 - Topics That are Hot	#31 - Regulatory Dodgeball: Protecting your Reimbursement in 2023
#36 - Lessons Learned from Hurricane Ian	#37 - The Good, The Bad and The Ugly: What You Do Not Know About Transporting The Elderly/WC19

#42 - Abandonment of the Greatest Generation	#43 - Building a Successful AIT Program
--	---

#48 - Life Safety Codes and Standards	#49 - Boots, Chaps and Resident Stats
---------------------------------------	---------------------------------------

#53 - VA Care for Veterans	#54 - Developing the Leaders Around You
----------------------------	---

#60 - Psychotropic Stewardship: Stay Compliant	
--	--

INTERNET LOUNGE

Need to recharge during the day or download the CE Session handouts? FHCA's Internet Lounge has you covered. Internet access and outlets to charge your devices will be available Monday – Wednesday in the Gatlin A Foyer.

INTERNET LOUNGE SPONSORED BY:

MONDAY: CLIPBOARD HEALTH

TUESDAY: TMC

WEDNESDAY: PARTNERS PHARMACY/
ADVANCE PHARMACY
SOLUTIONS

MOBILE APP

Download FHCA's Mobile App to gain access to everything you need for your week at Conference. Build your custom agenda, download handouts, connect with other attendees, play the Scavenger Hunt Game and post your photos to the App feed.

MOBILE APP SPONSORED BY: NAVIGATOR GROUP PURCHASING

SHUL

St. Johns 24 & 25 meeting rooms, designated for prayers and kosher food, courtesy of SpecialtyRX, will be onsite throughout the Conference. The space will be open for attendees to use during Conference hours. See the schedule below for more details.

ROOM LOCATION: ST. JOHNS 24-25

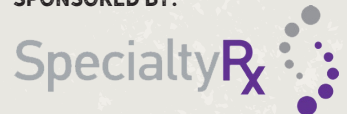
Sunday, June 23:
3:00 p.m. – 7:30 p.m.

Monday, June 24:
7:30 a.m. – 7:30 p.m.

Tuesday, June 25:
7:30 a.m. – 7:00 p.m.

Wednesday, June 26:
7:30 a.m. – 12:00 p.m.

SPONSORED BY:



SPECIAL EVENTS BY DAY:

SUNDAY:
Nursing Home
Administrator 101
(additional registration required)
and Opening Social

MONDAY:
Golf Tournament,
and Trade Show &
Cocktail Party

TUESDAY:
Trade Show, and
Quality Award
Ceremony &
Celebration

WEDNESDAY:
Cardio Networking,
Preceptor Refresher
Course, Circle of
Excellence Award
Luncheon and
Fun Night

THURSDAY:
Preceptor
Provider Training
(additional registration required)

CE SESSION SPEAKER TABLE OF CONTENTS

Anderson, Susan	NHA 101, CE Session #23	Kushnir, Boris	CE Session #46
Asztalos, Bob	CE Session #53	Lawrence, Jennifer	CE Session #21
Bauknight, J.Lynn	CE Session #34	Lawrence, Bonnie	CE Session #50
Baumgartner, David	CE Session #57	Legendary, Zechariah	Preceptor Provider Training
Bend, Connie	CE Session #59	Lewis, Peter	CE Session #35
Bethea, LaShuan	CE Session #26	Lynch, James	CE Session #8, #15
Biegasiewicz, Kimberly	CE Session #36	Maher, Carol	CE Session #51
Bleier, Robin A.	CE Sessions #10, #23, #27	Mahon, Brenda	CE Session #37
Bottcher, Mary	CE Session #21	Maskowitz, James	CE Session #56
Bridgman, Scott	CE Session #17	Mastrangelo, Kris	CE Session #3
Broom, Kimberly	CE Session #27	McConachie, Patrick	CE Session #8
Brown, Maureen	CE Session #1	McConnell, Justin	CE Session #5
Burke, A.C.	CE Session #18	McElfresh, Phil	CE Session #8, #15
Coggins, Daniel	CE Session #16	Meer, Mikki	CE Session #39
Colgan, Katie	CE Session #40	Miller, Josh	CE Session #31
Cone, Brittany	CE Session #56	Miller, Mike	CE Session #5
Cooper, Angela	CE Session #55	Neumann, Luke	CE Session #29
Culp, Brett	CE Session #25	Nichols, DeDe	CE Session #51
Davis, Wendy	CE Session #55	Parker, Tom	CE Session #28
DelMonico, Renee	CE Session #7	Parkinson, Governor Mark	CE Session #26
Deshmukh, Dr. Parikshit	CE Session #60	Parsons, Aaron	CE Session #49
Diner, Cassie	CE Session #22	Phillips, Wende	CE Session #53
Dubuisson, Amina	NHA 101, CE Session #19	Plana, Stephanie	CE Session #24
Emerson, Deb	CE Session #17	Riddle, Abby	CE Session #24
Erskine, Jalysa	CE Session #13	Roland, Beth	CE Session #4
Franklin, Deborah	NHA 101, Preceptor Provider Training, CE Session #39, #52	Russell, Janis	CE Session #58
French, Tiffany	CE Session #45	Sarrett, Marlies	CE Session #53
Goldsmith, Karen	Preceptor Provider Training, CE Session #30	Simmons, Lorne	CE Session #14
Gonzalez, Alberto	CE Session #51	Slautterback, Corinne	CE Session #49
Greene, Tracy	CE Session #36	Slier, Clinton	NHA 101, CE Session #48
Gronefeld, Kellie	CE Session #16	Smith, Caridad	NHA 101, Preceptor Provider Training
Guttenberg, Alexis	CE Session #13	Smith, Kelly	CE Session #33, #39, #57
Hamme, Nate	CE Session #47	Smith, Risty	CE Session #16
Harrison, Shawn	CE Session #42	Smoak, Kimberly	CE Session #38
Hewitt, Rebecca	CE Session #56	Sosiak, Anne	CE Session #6
Hicks, Yanick	CE Session #54	Stagg, Jessica	CE Session #22
Hirsch, Mary	CE Session #2	Stricklin, Landa	CE Session #46
Houghton, Clara	Preceptor Provider Training	Tayne, Ethan	CE Session #31
Howard, Desmond	CE Session #44	Theurer, Kristine	CE Session #50
Janes, Megan	CE Session #5	Vosloo, Samantha	CE Session #43
Jicha, Joseph	NHA 101	Ward, Roy	CE Session #53
Kemman, Julie Ann	NHA 101	Weissberg, Kathleen	CE Session #9, #20
King, Michelle	CE Session #33	Wild, Regina	CE Session #12
Kinsey-Sallis, LaKisha	CE Session #5	Zeger, Vernon	NHA 101, Preceptor Provider Training
Knapp, Kristen	CE Session #29	Ziolkowski, Jennifer	CE Session #41
Kueker, Julie	CE Session #7		

ANNUAL CONFERENCE SCHEDULE

SUNDAY JULY 23

1:00 TO 6:00 P.M.
**EXHIBITOR
REGISTRATION**
LOCATION:
GATLIN C FOYER

3:00 TO 7:30 P.M.
**ATTENDEE
REGISTRATION**
**LOCATION: GATLIN 1
REGISTRATION**

3:00 TO 7:30 P.M.
INFORMATION DESK
LOCATION:
GATLIN A FOYER

10:30 A.M. TO 6:00 P.M.

NURSING HOME ADMINISTRATOR 101 (SPECIALIZED TRAINING - ADDITIONAL REGISTRATION FEE REQUIRED)
ROOM LOCATION: CONWAY

Presenter(s): Susan Anderson, Director of Regulatory Affairs, Florida Health Care Association, Maureen Brown, CNO, Onyx Health, Amina Dubuisson, Vice President of Clinical Services, Ventura Services, Deborah Franklin, Senior Director of Quality Affairs, Florida Health Care Association, Julie Ann Kemman, CEO, Health Care Professional Consulting Services, Inc., Clinton Slier, Life Safety Code Advisor, Integrity Health Care Systems, Inc., Caridad Smith, Chief Operating Officer, AdventHealth, and Vernon Zeger, Regional Director of Operations for Nursing Homes, Northport Health Services of Florida, LLC

This six-hour training is for new administrators with five years or less experience and is designed to motivate and develop the skills needed to become a great leader. Attendees will also make valuable connections through the program's networking opportunities. The training will focus on leadership, financial, legal and regulatory, life safety, survey readiness and quality improvement skills. Hear from long term care leaders as they discuss best practices and tools for the administrator to be successful. Nursing home administrators are responsible for leading the team to ensure regulations are met and quality of care is of the highest standard. This course will provide a foundation for new administrators and serve as a refresher for seasoned administrators. Registration includes lunch, breaks, a resource reference manual and 6 CEUs.

SPONSORED BY:

MONDAY JULY 24

7:30 A.M. TO 7:30 P.M.
**ATTENDEE
REGISTRATION**
**LOCATION: GATLIN 1
REGISTRATION**

7:30 A.M. TO 7:30 P.M.
INFORMATION DESK
LOCATION:
GATLIN A FOYER

7:30 TO 8:30 A.M.
BEVERAGE BREAK
LOCATION:
**GATLIN FOYER &
GATLIN A-2 FOYER**
SPONSORED BY:

Yeehaw!

Grab your boots and ride out to a reception with your colleagues and friends at the Welcome BBQ. This event will offer a sampling of barbecue style food and drinks in a casual cowboy environment. All attendees, exhibitors and sponsors are encouraged to attend this event and enjoy a complimentary beverage.

SPONSORED BY: PRUITT HEALTH

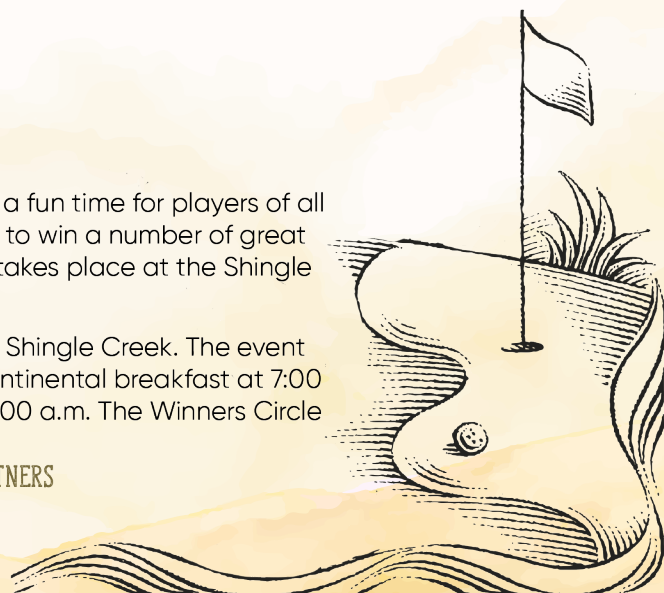


7:00 A.M. TO 2:00 P.M.
GOLF TOURNAMENT
SHINGLE CREEK GOLF CLUB

FHCA's Golf Tournament offers a fun time for players of all skill levels and the opportunity to win a number of great prizes. This year's tournament takes place at the Shingle Creek Golf

Club on property at the Rosen Shingle Creek. The event begins with check-in and a continental breakfast at 7:00 a.m., with a shotgun start at 8:00 a.m. The Winners Circle Awards Luncheon will follow.

SPONSORED BY: INCITE STRATEGIC PARTNERS



MONDAY, JULY 24

8:00 TO 9:30 A.M.

CONTINUING EDUCATION SESSIONS



CE SESSION #1

CLINICAL/PERSON-CENTERED CARE PRACTICES
ROOM LOCATION: GATLIN A-1

REDUCING ANTIPSYCHOTIC MEDICATION USING PERSON-CENTERED APPROACHES

Presenter(s): Maureen Brown, CNO, Onyx Health

Providing person-centered care can help you reduce antipsychotic medication use in your skilled nursing center. The presenter has proven you can systematically reduce these medications and meet the behavioral and psychosocial needs of each resident. In this session, you will learn best practices and simple steps for improved quality of care for each resident and providing a culture of success.

SPONSORED BY:



CE SESSION #2

FINANCE AND REIMBURSEMENT
ROOM LOCATION: GATLIN A-2

MANAGING MANAGED CARE FROM A NURSING PERSPECTIVE

Presenter(s): Mary Hirsch, Managed Care Liaison, Managed Care Consultants of Florida, Inc.

Managed care organizations don't make it easy for nurses to understand and manage the reimbursement for residents who have managed care payers. This session will help attendees understand how managed care reimbursement works, how to capture the best appropriate reimbursement to match the residents' clinical care needs and how to identify and capture outliers and exclusions.

FINANCE AND REIMBURSEMENT TRACK SPONSORED BY: PLANTE MORAN



CE SESSION #3

LEADERSHIP/WORKFORCE
ROOM LOCATION: GATLIN A-3

THE GREAT EIGHT: LEADERSHIP AND MOTIVATION



Presenter(s): Kris Mastrangelo, OTR/L, LNHA, MBA, President/CEO, Harmony Healthcare International, Inc. (HHI)

The presenter will outline the current top eight areas leaders need to know to enhance quality of care, improve efficiencies, and preserve/progress financial integrity and operational performance. This session will empower learners to prioritize responsibilities, assess systems refinement and meet stakeholder needs while upholding the commitment to provide high quality, person-centered care to the organization's residents. The presenter will also discuss the constantly changing regulatory landscape and reinforce the importance of applying evidenced-based approaches and best practices in the areas of compliance, analysis, audits, regulatory, rehabilitation, reimbursement, education, efficiency and survey.

SPONSORED BY:



CE SESSION #4

OPERATIONS/REGULATORY/LEGAL COMPLIANCE
ROOM LOCATION: GATLIN A-4



SADDLE UP: MANAGING INCAPACITY AND AVOIDING LEGAL PROCESS TUMBLEWEEDS

Presenter(s): Beth Roland, Managing Attorney, Family First Firm

Do you have residents who can't make legal and financial decisions? Are you concerned they can't sign legal documents due to a physician's determination of incompetency? Is lack of decision-making authority delaying discharge? This session will explain when guardianship is necessary and whether there are alternatives that may provide a better, quicker solution.

SPONSORED BY:



CE SESSION #5

TECHNOLOGY AND QUALITY INNOVATIONS
ROOM LOCATION: GATLIN A-4

TAMING THE WILD WORLD OF LABOR LAW: CURRENT TRENDS IN WORKPLACE LAW

Presenter(s): Justin McConnell, Associate, LaKisha Kinsey-Sallis, Partner, Megan Janes, Partner, and Mike Miller, Senior Counsel, all with Fisher Phillips

New laws and regulations have been enacted and interpretations of existing laws are changing. It is easy to put the cart before the horse and misjudge the impact of labor and employment law, resulting in financial harm not only to your center but also to yourself. Presenters will explore the most commonly misunderstood areas of employment law, updated for 2023, to help avoid costly litigation. The second part of this session will feature a panel discussion on positive employee engagement. Increasing evidence shows a connection between engaged employees and stronger business performance. Positive employee experiences can lead to higher productivity, a decrease in turnover and better retention of knowledge and skills. Join this interactive session to hear from attorneys and profession peers who are putting engagement at the center of work as they discuss established strategies on how to improve the employee engagement process.

SPONSORED BY:



CE SESSION #6

ASSISTED LIVING
ROOM LOCATION: CONWAY

AGENCY TOP TEN DEFICIENCIES AND UPDATES

Presenter(s): Anne Sosiak, Registered Nurse Consultant, Division of Health Care Policy & Oversight, Bureau of Field Operations, Agency for Health Care Administration

In this session, the Agency for Health Care Administration will provide an update on the top ten assisted living facility citations and topics to help manage the latest survey updates. Hear about case studies to provide instruction and guidance on ways to avoid frequent high-level citations.

SPONSORED BY:

9:00 A.M. TO 7:30 P.M.
EXHIBITOR REGISTRATION
LOCATION: GATLIN C FOYER

9:30 TO 10:00 A.M.
BEVERAGE BREAK
LOCATION: GATLIN FOYER & GATLIN A-2 FOYER
SPONSORED BY: VISTA CLINICAL DIAGNOSTICS & RICHTER HEALTHCARE CONSULTING

MONDAY, JULY 24
10:00 TO 11:30 A.M.
CONTINUING EDUCATION SESSIONS



CE SESSION #7
CLINICAL/PERSON-CENTERED CARE PRACTICES
LOCATION: GATLIN A-1

IS YOUR STAFF FEUDING OVER RESIDENT SAFETY?

Presenter(s): Renee DelMonico, State Quality Manager-Florida, and Julie Kueker, Program Director, Alliant Health Solutions

In this session, attendees will play Family Feud and explore the best practices to achieve resident safety. Using adult learning principles, this session will explore how to reduce hospitalizations due to C. Diff, how to reduce adverse drug events and reduce center acquired infections such as MRSA. At the end of the session, attendees will have the skills necessary to identify barriers and opportunities for improvement to ensure resident safety aligns with best practices. The session will review tools and resources for your interdisciplinary team to use and an implementation plan for quality success.

SPONSORED BY: INFINITY REHAB



CE SESSION #8
FINANCE AND REIMBURSEMENT
LOCATION: GATLIN A-2



IMPROVE PROFITABILITY THROUGH CREATIVE INSURANCE PURCHASING

Presenter(s): James Lynch, Sales Executive, Patrick McConachie, Senior Vice President, and Phil McElfresh, Vice President, all with Marsh McLennan Agency, Bouchard Region



Florida long term care providers are suffering from increased expense load in many areas. This session will review the current state of the insurance marketplace. Attendees will learn how to most effectively structure their insurance programs in the face of rising costs.



FINANCE AND REIMBURSEMENT TRACK SPONSORED BY: PLANTE MORAN



CE SESSION #9
LEADERSHIP/WORKFORCE
LOCATION: GATLIN A-3

BEYOND THE PIZZA PARTY: FORGING NEW FRONTIERS FOR STAFF RECOGNITION TO IMPACT QUALITY

Presenter(s): Kathleen Weissberg, National Director of Education, Select Rehabilitation, LLC

Staff appreciation, recognition and staff development terms are overused and highly overrated. What do they even mean in a profession where turnover can be as high as 50% and finding and hiring qualified staff is costly? Retention is more critical now than ever, so, what can you do? This session will look at recognition and employee appreciation through several different lenses. Attendees will evaluate their mindset related to recognition and learn cost-effective, real-time strategies proven in the field.

SPONSORED BY: OLSEN LAW GROUP



CE SESSION #10
OPERATIONS/REGULATORY/LEGAL COMPLIANCE
LOCATION: BUTLER

GRIEVANCE MANAGEMENT: ONE KEY TO A SUCCESSFUL RISK MANAGEMENT PROGRAM

Presenter(s): Robin A. Bleier, President, RB Health Partners, Inc.
Grievance management is a critical aspect of a successful risk management program. This allows the resident, family or other interested person to be able to express themselves in a meaningful manner in which they feel heard. It reduces complaints to the Agency for Health Care Administration which reduces your regulatory risk and increases overall satisfaction. This session will discuss key aspects to better support your team and help them recognize possible issues to report for resolution.



CE SESSION #11
TECHNOLOGY AND QUALITY INNOVATIONS
LOCATION: GATLIN A-4

USING THE BALDRIGE FRAMEWORK TO IMPROVE YOUR QAPI PROGRAM

Presenter(s): Kelly M. Smith, PhD, CLSSBB, CPHQ, Quality & Analytics Consultant in LTC, Q3 Healthcare Consulting, LLC

The Baldrige Framework provides a roadmap for managing components of an organization using a big or systems based approach. Given the vital role nurses play in the nursing center environment, it is imperative that they are equipped with knowledge to understand how to use existing data to analyze performance, create meaningful performance improvement projects and sustain results.



CE SESSION #12
ASSISTED LIVING
LOCATION: CONWAY

SADDLE UP FOR THE CONTINUUM OF CARE RIDE

Presenter(s): Regina Wild, Director of Community & Home-Based Services, Managed Care Consultants of America

With so many options across the care continuum, what role do assisted living facilities play? How do we dig in our spurs to bridge the gap and best coordinate the transitions in care? How do we improve communication so that all needs are met on the sometimes bumpy trail? This session will help you to understand both sides of the discharge planning process and give you tools to implement best practices for your Medicaid residents.

SPONSORED BY: HEALTHPRO HERITAGE

Lunch Available

11:30 A.M. TO 1:00 P.M.

LOCATION: GATLIN B FOYER

Grab lunch using your Monday lunch discounted coupon on your name badge.

SPONSORED BY: INCITE STRATEGIC PARTNERS, SERVPRO & STRATEGIC TAX PLAN

MONDAY, JULY 24

12:15 TO 1:15 P.M.

CONTINUING EDUCATION SESSIONS



CE SESSION #13

CLINICAL/PERSON-CENTERED CARE PRACTICES
LOCATION: GATLIN A-1

FLORIDA DEPARTMENT OF HEALTH, HEALTH CARE-ASSOCIATED INFECTION PREVENTION PROGRAM

Presenter(s): Alexis Guttenberg, MPH, CIC, CDC Project Firstline Infection Prevention Education Specialist, and Jalysa Erskine, MDRO Prevention Epidemiologist/ HAI Team Lead, both of Florida Department of Health

The Florida Department of Health will provide an introduction to the Health Care-Associated Infection Prevention Program. The program includes containment strategies, infection prevention and control principles and best practices, antimicrobial stewardship programs, antibiotic resistance, injection safety, bloodstream infections, urgent threats and data-driven strategic approaches to reduce health care-associated infections across Florida. This session will focus on surveillance, detection, outreach initiatives, contact precautions, and enhanced barrier precautions for targeted organisms, including *Candida auris* and carbapenemase-producing organisms. In addition, the presentation will highlight the role of county health departments, implementation of preventative efforts, available resources, as well as partnerships and collaborations.



CE SESSION #14

FINANCE AND REIMBURSEMENT
LOCATION: GATLIN A-2



THE REIMBURSEMENT PONY EXPRESS

Presenter(s): Lorne Simmons, Healthcare Manager, MSL, P.A.

This session will focus on the results of the 2023 legislative session regarding the Medicaid budget and other legislative issues impacting the Medicaid reimbursement landscape. The session will also focus on changes projected for the October 2023 Medicaid rates and address the impact of the elimination of the "hold-harmless" clause and elimination of the cap on gains for providers. Attendees will learn how to manage their spending to prepare for rate rebasing in 2024, the importance of maintaining or improving quality and the right way to make center improvements count. Attendees will also learn the steps they need to take now to ensure they are prepared to compete in the future.

FINANCE AND REIMBURSEMENT TRACK SPONSORED BY: PLANTE MORAN



CE SESSION #15

LEADERSHIP/WORKFORCE
LOCATION: GATLIN A-3

THE PULSE OF EMPLOYEE BENEFITS: ENHANCE YOUR WORKFORCE'S HEALTH AND WELL-BEING

Presenter(s): James Lynch, Sales Executive, and Phil McElfresh, Vice President, both of Marsh McLennan Agency, Bouchard Region
Staffing and retention continues to be a top priority for provider organizations. What are employers doing to stay dynamic and innovative? This session will explore the movement in employee benefits to enhance company culture and the health and well-being of your workforce.



CE SESSION #16

OPERATIONS/REGULATORY/LEGAL COMPLIANCE
LOCATION: BUTLER

CMS UPDATES TO COMPLIANCE PROGRAM GUIDANCE: A NEW SHERIFF IN TOWN

Presenter(s): Daniel Coggins, Chief Compliance Officer, Aston Health, Kellie Gronefeld, Compliance Officer, AdventHealth, and Risty Smith, Compliance Officer, AbleHearts Consulting Services, LLC
Compliance requirements are continually changing. Learn about the latest updates from CMS and ensure your center is prepared and compliant when surveyed. Join the panel of presenters as they provide professional views of CMS guidance to keep you current.

SPONSORED BY: FAMILY FIRST FIRM



CE SESSION #17

TECHNOLOGY AND QUALITY INNOVATIONS
LOCATION: GATLIN A-4

FORGING A FINANCIALLY VIABLE FUTURE

Presenter(s): Scott Bridgman, CPA, Principal, and Deb Emerson, Principal, both of CLA

This session will look at the financial and operational challenges the skilled nursing profession has endured, with a focus on occupancy and workforce challenges, financial outcomes, and increased regulatory oversight. Presenters will discuss various strategies to meet some of these challenges and innovative ideas for organizations to explore as they pursue a financially viable future.



CE SESSION #18

ASSISTED LIVING
LOCATION: CONWAY

INFECTION PREVENTION AND CONTROL UPDATES

Presenter(s): Amina Dubuisson, Vice President of Clinical Services, Ventura Services

To build a successful infection prevention program in an assisted living facility, leadership needs to have knowledge of the regulations impacting this care environment, what policies and procedures are needed to support the program and strategies for how to implement the program. This session will review each of these topics and discuss the role of the risk assessment, infection prevention plan, and a culture of safety to support an effective infection prevention program.

SPONSORED BY: HEALTHPRO HERITAGE



MONDAY, JULY 24

1:30 TO 2:30 P.M.

CONTINUING EDUCATION SESSIONS



CE SESSION #19

CLINICAL/ PERSON-CENTERED CARE PRACTICES

LOCATION: GATLIN A-1

MAKE A DIFFERENCE IN YOUR REHOSPITALIZATION RATES

Presenter(s): Amina Dubuisson, Vice President of Clinical Services, Ventura Services

This session will discuss the impacts of high rehospitalization rates in skilled nursing centers. There will be a discussion about how to target high-risk residents and action steps to reduce rehospitalizations, along with tangible steps to make a difference in your rehospitalization rates.

SPONSORED BY: INFINITY REHAB



CE SESSION #20

FINANCE AND REIMBURSEMENT

LOCATION: GATLIN A-2

**CLINICAL AND OPERATIONAL REVIEW OF PDPM:
PIONEERING EXCELLENCE THROUGH MDS ACCURACY**

Presenter(s): Kathleen Weissberg, National Director of Education, Select Rehabilitation, LLC

With providers well into the Patient Driven Payment Model (PDPM), it might be time for a temperature check. Skilled nursing centers have learned there are significant changes in how we ensure accurate payment under PDPM, but how are they doing? How providers are faring depends largely on how they integrated this reimbursement change into the operational system and, particularly, their MDS coding. When auditing MDS Assessments, it is surprising how many errors are found. In this session, presenters will talk about what they have learned so far. This session will review some of the potential pitfalls related to PDPM. Key focus areas for providers will be addressed, including auditing for areas of risk, quality assurance initiatives, using the facility assessment to identify care strengths and weaknesses, analyzing marketplace dynamics, CMS initiatives relative to alternative payment models and leveraging technology solutions to ensure success.

FINANCE AND REIMBURSEMENT TRACK SPONSORED BY: PLANTE MORAN



CE SESSION #21

LEADERSHIP/WORKFORCE

LOCATION: GATLIN A-3

GOLDRUSH: ONBOARDING, ORIENTATION AND ONGOING EDUCATION

Presenter(s): Jennifer Lawrence, Chief Nursing Officer, and Mary Botcher, Clinical Educator, both of Aston Health

This session will review innovative and effective measures to onboard new staff, as well as provide tips for a viable and engaging orientation and ensuring compliance with ongoing staff education requirements. Presenters will share proven best practices to improve operational flow of newly hired staff with an emphasis on the orientation experience for each individual. This session will present approaches and systems tailored to skilled nursing centers in the pursuit of staffing stabilization.

SPONSORED BY: MANAGED CARE CONSULTANTS OF AMERICA



CE SESSION #22

OPERATIONS/REGULATORY/LEGAL COMPLIANCE

LOCATION: BUTLER



PREPARING FOR THE ELIMINATION OF SECTION G

Presenter(s): Cassie Diner, Clinical Product Manager, and Jessica Stagg, Director, Strategy & Portfolio Management, both of Matrixcare, Inc.

The Centers for Medicare and Medicaid Services posted a draft of updated Minimum Data Set (MDS) specifications, noting that all of Section G will be eliminated. The volume of new data that providers will be required to collect in MDS 1.18.11 starting in October 2023, is significant and will require a great deal of preparation. This session will provide insights regarding the specific changes, key preparation, planning steps to take and suggestions as far as what measures, metrics and outcomes to focus on to maintain a high-performing organization.



CE SESSION #23

TECHNOLOGY AND QUALITY INNOVATIONS

LOCATION: GATLIN A-4

THE ABCS OF PBJ

Presenter(s): Susan Anderson, Director of Regulatory Affairs, Florida Health Care Association, and Robin A. Bleier, President, RB Health Partners, Inc.

Data submission to the Payroll Based Journal (PBJ) system is more important now than in the past. Join this session to learn more about recent regulatory changes, the intricacies of submitting data to PBJ and what the data trends reveal about staffing. Also, learn about enforcement actions related to new F-tags in this area.



CE SESSION #24

ASSISTED LIVING

LOCATION: CONWAY

BENEFITS OF PROVIDER-OWNED INSTITUTIONAL EQUIVALENT SPECIAL NEEDS PLANS

Presenter(s): Stephanie Plana, Vice President of Medicare, and Abby Riddle, President, both of Florida Complete Care

Significant features of Medicare coverage can differ based on whether a person is enrolled in fee-for-service or a managed care plan. Attendees are likely to know and understand the needs of the Medicare beneficiaries they serve. Consequently, their understanding of different Medicare plans and Medicare's special needs plans can help them support their residents. The Institutional Equivalent Special Needs Plan (IE-SNP) is designed for people who need more care. Specifically, the IE-SNP is intended for people whose condition requires an institutional level of care but reside in the community. The presenters will provide an overview of the IE-SNP model and explain how this model enhances the provider and member experience. IE-SNPs cover benefits above the standard Medicare benefit package, offer enhanced care coordination and provide an array of additional benefits.

SPONSORED BY: HEALTHPRO HERITAGE

2:30 TO 3:00 P.M.

BEVERAGE BREAK

LOCATION: GATLIN B

SPONSORED BY: CURITEC & US MANAGED CARE SERVICES, LLC

The Heart of Healing

3:00 TO 5:00 P.M.

MEGA SESSION

CE SESSION #25: KICK-OFF

MEMBERSHIP MEETING

LOCATION: GATLIN B

Brett Culp,

Filmmaker and Speaker Who Documents the Positivity of the Human Experience

At this official kick off for the 2023 Annual Conference & Trade Show, FHCA members gather to hear exciting FHCA business, enjoy an uplifting keynote presentation and celebrate winners of the Long Term Care Achievement Awards. Candidates for the 2023-24 FHCA offices will also be announced.

Right now, nearly every aspect of healthcare is shifting and being reimagined. Workforce shortages, stress, and burnout have deeply altered the landscape. In each part of the profession, medical professionals continue to make a difference for patients, families, and communities through their commitment and passion. In this uplifting keynote, acclaimed filmmaker Brett Culp shares powerful stories from his newest documentary about everyday heroes in healthcare. Through these inspiring real-life stories, attendees will gain fresh insights on leadership and empowerment in this ever-changing environment. This encouraging presentation equips audiences to face their fears about change, embrace a spirit of innovation, and move forward with confidence and optimism.



MEGA SESSION SPONSORED BY: FLORIDA COMMUNITY CARE | FLORIDA COMPLETE CARE
LONG TERM CARE ACHIEVEMENT AWARDS SPONSORED BY: ELITE MEDICAL STAFFING

WILD WILD WEST TRADE SHOW COCKTAIL PARTY & ONLINE AUCTION

FHCA

5:00 TO 7:00 P.M.

LOCATION: GATLIN C

Saddle up for the Wild Wild West Trade Show Cocktail Party where you can visit the best that the west has to offer. Enjoy light hors d'oeuvres and drinks at Monday's Trade Show Cocktail Party while visiting over 280+ exhibitors who will display the latest in long term care products and services. Look for the AMSC Wine Toss located in two areas of the Trade Show to win wine and other great libations. Attendees can also enjoy an Online Auction to benefit the FHC PAC.

COCKTAIL PARTY SPONSORED BY: COTTON GDS, RESTORE THERAPY, IV ACCESS & SHIFTMED



**TUESDAY
JULY 25**

7:30 A.M. TO 7:00 P.M.

**ATTENDEE
REGISTRATION**

**LOCATION: GATLIN 1
REGISTRATION**

7:30 A.M. TO 7:00 P.M.

**INFORMATION DESK
LOCATION: GATLIN A
FOYER**

8:00 TO 8:30 A.M.

BEVERAGE BREAK

LOCATION: GATLIN B

**SPONSORED BY:
HEALTHCARE PROFESSIONAL
CONSULTING SERVICES, INC.
(HCPCS)**

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

**EXHIBITOR
REGISTRATION**

**LOCATION:
GATLIN C FOYER**

Lunch Available
AT THE TRADE SHOW

11:00 A.M. TO 1:30 P.M.

Use your Trade Show lunch
discounted coupon
located on
your name badge
and save \$10 on lunch.

SPONSORED BY:

**HEALTHCARE SERVICES
GROUP, INC., HANSEN HUNTER
& CO PC/SYNERGY
HEALTHCARE RESOURCES, LLC,
NEWPOINT REAL ESTATE
CAPITAL & FACILITY SUPPORT
COMPANY**

AHCA/NCAL *National Update*

8:30 TO 10:30 A.M.

MEGA SESSION

**CE SESSION #26: MEMBERSHIP MEETING
AND ELECTION OF OFFICERS**

LOCATION: GATLIN B

LaShuan Bethea,

Executive Director, National Center
for Assisted Living, and

Governor Mark Parkinson,

President and CEO, AHCA/NCAL

Join your colleagues for more Long Term Care Achievement Award presentations, committee reports and the election of officers for 2023-24, followed by a keynote presentation by AHCA/NCAL President and CEO Governor Mark Parkinson and NCAL Executive Director LaShuan Bethea.

We are honored to have American Health Care Association and National Center for Assisted Living (AHCA/NCAL) President and CEO, Governor Mark Parkinson, and National Center for Assisted Living (NCAL) Executive Director, LaShuan Bethea, join us for an overview of national legislation, regulations and developments impacting the profession and the latest initiatives that are helping to enhance quality care.

MEGA SESSION SPONSORED BY: KARE TECHNOLOGIES

LONG TERM CARE ACHIEVEMENT AWARDS SPONSORED BY: ELITE MEDICAL STAFFING



10:30 A.M. TO 2:00 P.M.

LOCATION: GATLIN C

Continue the ride on the second day of the Trade Show and receive one (1) CEU when you visit the Trade Show for at least 1 hour on Tuesday only. Exhibitor prizes will be drawn on this day, and lunch will also be offered. Don't forget to enjoy the FREE AMSC Wine Toss and bid high and often at the FHC PAC Online Auction.

WILD WILD WEST

**TRADE SHOW
& ONLINE AUCTION**



TUESDAY, JULY 25

2:00 TO 3:30 P.M.

CONTINUING EDUCATION SESSIONS



CE SESSION #27

CLINICAL/PERSON-CENTERED CARE PRACTICES

LOCATION: GATLIN A-1

MANAGING ACCIDENTS AND INCIDENTS: USING A CLINICAL RISK APPROACH

Presenter(s): Robin A. Bleier, President, RB Health Partners, Inc., and Kimberly Broom, Director of Clinical & Risk Management, Florida Health Care Association

Managing accidents and incidents is part of a strong risk management program. Using a clinical risk management approach will strengthen how your team's focus on reducing and minimizing these occurrences will cause a positive effect. This session will focus on three components: understanding the requirements and intent of CMS, clinical risk considerations and steps to an effective program to help reduce and minimize accidents and incidents.

SPONSORED BY: FLORIDA MEDICAL TRANSPORT



CE SESSION #28

FINANCE AND REIMBURSEMENT

LOCATION: GATLIN A-2

MAXIMIZING YOUR MEDICAID QUALITY INCENTIVE ADD-ON

Presenter(s): Steven Littlehale, Chief Innovation Officer, Zimmet Healthcare Services Group, LLC, and Tom Parker, Senior Director of Policy & Reimbursement, Florida Health Care Association.

Understanding how the Florida Quality Incentive Add-On program works is challenging unto itself. Improving your quality incentive add-on is both an art and a science. This session will take attendees through the three process measures, five outcome measures, two structure measures and two credentials and offer strategies for improvement. Center operational leaders will learn how to set themselves up for success by creating a culture of improvement, while clinical leadership will take away specific measure assessment and care strategies.

SPONSORED BY: MEDICAID DONE RIGHT



CE SESSION #29

LEADERSHIP/WORKFORCE

LOCATION: GATLIN A-3

TELLING YOUR POSITIVE STORY: THE WHY AND THE HOW

Presenter(s): Kristen Knapp, Senior Director of Strategy & Communications, Florida Health Care Association, and Luke Neumann, Senior Vice President of Service, Brand and Communication, Palm Garden Healthcare

Do nursing centers have an image problem? Attendees will answer this burning question and learn strategies to broadcast their positive stories to the masses. From story retrieval and creative packaging to cultivating positive relationships with local media, attendees will learn to leverage Twitter, Instagram, Facebook and digital media to change the nursing center narrative.

SPONSORED BY: MEGADATA



CE SESSION #30

OPERATIONS/REGULATORY/LEGAL COMPLIANCE

LOCATION: BUTLER

TOPICS THAT ARE HOT

Presenter(s): Karen Goldsmith, Attorney, FHCA's Regulatory Counsel
This session will highlight areas where centers are being cited under the CMS regulations with a focus on areas where interpretation of the regulation may differ among survey teams or seem inconsistent with the language of the regulation. Case law interpreting the regulations, if any, will be discussed. Case studies will be used to explain the rationale for the citations, and tips will be given on how to avoid violating specific regulations.

SPONSORED BY: OLSEN LAW GROUP



CE SESSION #31

TECHNOLOGY AND QUALITY INNOVATIONS

LOCATION: GATLIN A-4

REGULATORY DODGEBALL: PROTECTING YOUR REIMBURSEMENT IN 2023

Presenter(s): Josh Miller, Client Alignment Executive, Simple (NetSmart) and Ethan Tayne, Senior Solution Strategist, Simple (NetSmart)

Long term care has been experiencing significant changes in 2023, and it's critical for skilled nursing centers to be informed and prepared. From iQIES to new CMS audits, each new regulation could have a major impact on your reimbursement. This session will explore the most significant regulatory risks for 2023 and how to protect your reimbursement, with topics focused on Section GG, PBJ, iQIES, CMS audits, and more.

3:30 TO 3:45 P.M.

BEVERAGE BREAK

LOCATION: GATLIN B

SPONSORED BY: GUIDED CARE & RICHTER HEALTHCARE CONSULTING

3:45 TO 5:15 P.M.

MEGA SESSION

CE SESSION #32: QUALITY AWARD

CEREMONY/LEGISLATIVE UPDATE

LOCATION: GATLIN B

Please join us for a combined session designed to both inform and honor attendees. The FHCA Government Affairs team will provide a recap of Florida's 2023 legislative session and the impact it will have on long term care providers across the state. The team will also discuss expectations for the 2024 session and the advocacy initiatives needed for success. In addition to the legislative update, we will recognize our distinguished care centers who have received national and state awards and celebrate their remarkable accomplishments as they take center stage.

QUALITY AWARD CEREMONY SPONSORED BY: MEDLINE INDUSTRIES

LEGISLATIVE UPDATE SPONSORED BY: RICHARDS, MITCHELL

& CROSS PA

5:15 TO 6:00 P.M.

QUALITY AWARD CELEBRATION

LOCATION: GATLIN B FOYER

Help us celebrate FHCA's outstanding members who received state and national awards this year. All attendees receive a complimentary beverage and light hors d'oeuvres.

SPONSORED BY: MEDLINE INDUSTRIES

5:45 TO 6:45 P.M.

FLORIDA LEADERS CLASS OF 2023 CELEBRATION & ALUMNI NETWORKING RECEPTION (INVITATION ONLY)

LOCATION: CONWAY

Music entertainment courtesy of Walter Kittle

SPONSORED BY: HUNTINGDON BEHAVIORAL HEALTH

TUESDAY, JULY 25

6:00 TO 7:00 P.M.

CONTINUING EDUCATION SESSIONS



CE SESSION #33

CLINICAL/PERSON-CENTERED CARE PRACTICES

LOCATION: GATLIN A-1

EVALUATION OF SLEEP ISSUES AMONG RESIDENTS WITH DEMENTIA

Presenter(s): Kelly M. Smith, PhD, CLSSBB, CPHQ, Quality & Analytics Consultant in LTC, Q3 Healthcare Consulting, LLC, and Michelle King, PharmD, CPh, Regional Clinical Pharmacist Specialist, Huntingdon Behavioral Health

Sleep issues impact approximately 60% of individuals living with dementia who reside in nursing centers creating a critical challenge for managing night-time care and sleep-related issues. Often, older adults in this setting are prescribed a psychotropic medication, specifically a sedative or hypnotic pharmacological treatment, to alleviate such symptoms. However, neither are intended for long-term use due to potential adverse side effects. To ensure delivery of person-centered care and to promote the highest quality of life possible for nursing center residents, providers should develop a systematic process to assess and alleviate sleep issues prior to the prescription of a psychotropic medication. This presentation will teach how to complete individual resident sleep assessments by considering underlying medical conditions, evaluating current medication regimes and deploying nonpharmacological approaches prior to use of a psychotropic medication.



CE SESSION #34

FINANCE AND REIMBURSEMENT

LOCATION: GATLIN A-2

EVERY MDS COUNTS: ALIGNING CARE, QUALITY INITIATIVES AND REIMBURSEMENT

Presenter(s): J.Lynn Bauknight, Corporate Director of Client Success, Reliant Rehabilitation

This session will review the use of properly timed Resident Care Assessments with appropriate MDS coding to align intentional resident care with CMS Quality Initiatives and reimbursement. The Patient Driven Payment Model (PDPM) increased documentation complexity for optimal reimbursement to reflect resident needs and the increasing importance of Quality Initiative programs. Attendees will learn how to implement assessments affecting up to 14 Quality Measures (QM), eight 5-star Measures, seven Quality Reporting Program (QRP) Measures and Case Mix Group (CMG) reimbursement.

FINANCE AND REIMBURSEMENT TRACK SPONSORED BY: PLANTE MORAN



CE SESSION #35

LEADERSHIP/WORKFORCE

LOCATION: GATLIN A-3

UNLEASHING THE POWER OF LOVE LANGUAGES IN LONG TERM CARE: A GLOBAL JOURNEY TO UNLOCK UNCONVENTIONAL TACTICS FOR BUILDING STRONGER CONNECTIONS IN THE WORKPLACE

Presenter(s): Peter Lewis, Vice President of Marketing, Experience Care

Join this session and hear how the "5 Languages of Love" can inspire perspectives and motivate professionals. Attendees will learn how to flip a negative relationship with a peer or resident with these proven tactics for creating unique human connections. With the presenter's insights, attendees will learn how to encourage their team with simple exercises to improve connections between the colleagues within their organization.



CE SESSION #36

OPERATIONS/REGULATORY/LEGAL COMPLIANCE

LOCATION: BUTLER

LESSONS LEARNED FROM HURRICANE IAN

Presenter(s): Kimberly Biegasiewicz, President/CEO, Avante Group, Inc., Tracy Greene, Chief Operating Officer, RB Health Partners, Inc., and Joseph Jicha, Executive Director, Life Care Centers of Orlando

In this session, attendees will hear first-hand testimonies from administrators directly impacted by Hurricane Ian. Presenters will offer insight into safe and effective evacuation, competent and prepared receipt of evacuees and capable management of the complications that arise during the recovery period. Presenters will walk attendees through these vital questions: what are the key factors in making the decision to evacuate, who needs to know what and when, what happens when a well-developed and viable disaster plan fails, and lastly, how can we build back stronger in the wake of Hurricane Ian. Panelists will be interviewed for additional insight about their experiences.

SPONSORED BY: FLORIDA MEDICAL TRANSPORT



CE SESSION #37

TECHNOLOGY AND QUALITY INNOVATIONS

LOCATION: GATLIN A-4

THE GOOD, THE BAD AND THE UGLY: WHAT YOU DO NOT KNOW ABOUT TRANSPORTING THE ELDERLY/WC19

Presenter(s): Brenda Mahon, Clinical Education Manager, Broda Seating

Motor vehicle safety for drivers and passengers has increased exponentially over the past 40 years. However, according to research, people seated in wheelchairs during travel are 45 times more likely to be injured in an accident than a typical passenger (Buning et al., 2012). Of great concern, adults over the age of 65 are at higher risk for severe injury in motor vehicle collisions due to age. This session will discuss transporting residents in wheelchairs and proper systems to keep them safe.

**WEDNESDAY
JULY 27**



6:30 A.M.

CARDIO NETWORKING

**LOCATION: MEET IN
HOTEL LOBBY**

Start your day off right with the FHCA 5K Fun Run/Walk. Grab your sneakers and come run or walk with your fellow Conference attendees in a casual 5K around the hotel property. Refreshments and treats will be provided to participants, courtesy of Aegis Therapies.

7:30 A.M. TO 6:00 P.M.

**ATTENDEE REGISTRATION
& INFORMATION DESK**

**LOCATION: GATLIN 1
REGISTRATION**

8:00 TO 8:30 A.M.

BEVERAGE BREAK

**LOCATION: GATLIN B
SPONSORED BY:
LONGEVITY HEALTH PLAN**

8:30 TO 10:00 A.M.

MEGA SESSION

CE SESSION #38: AHCA UPDATE

LOCATION: GATLIN B

Kimberly Smoak,

Deputy Secretary/State Survey Agency
Director, Agency for Health Care
Administration



Don't miss the opportunity to hear from Kim Smoak, Assistant Deputy Secretary/State Survey Agency Director, Agency for Health Care Administration, for this Mega Session. In the past, this session was standing room only, so get there early for a good seat and hear about the state of affairs, current regulations and survey trends impacting Florida's long term care profession.

SPONSORED BY: ASTON HEALTH

WEDNESDAY, JULY 26

10:30 TO 11:30 A.M.

CONTINUING EDUCATION SESSIONS



CE SESSION #39

CLINICAL/PERSON-CENTERED CARE PRACTICES

LOCATION: GATLIN A-1



QUALITY CABINET STRATEGIC GOALS

Presenter(s): Deborah Franklin, Senior Director of Quality Affairs, Florida Health Care Association, Mikki Meer, Regional Director, Clear Choice Health Care, and, Kelly M. Smith, PhD, CLSSBB, CPHQ, Quality & Analytics Consultant in LTC, Q3 Healthcare Consulting, LLC

The Florida Health Care Association Quality Cabinet is comprised of nursing home administrators, senior clinicians, medical directors, institutional pharmacists, the Quality Improvement Organization and other organizations that collaborate on quality as needed. The Quality Cabinet meets for a strategic planning session every two years and sets the two-year quality improvement goals. This session will educate attendees on the goals, how to capture data and strategies to improve quality. Included in the session will be current Quality Measure rankings comparing Florida to the nation.



CE SESSION #40

FINANCE AND REIMBURSEMENT

LOCATION: GATLIN A-2

**COLLABORATE TOGETHER FOR VALUE-BASED
REIMBURSEMENT AND BETTER QUALITY OUTCOMES:
INTRODUCING FLORIDA HEALTH CARE QUALITY
PARTNERS PROVIDER-OWNED NETWORK**

Presenter(s): Katie Colgan, Executive Director, Integrated Networks, American Health Care Association

With the increase in market penetration of Medicare Advantage and Medicaid Managed Care, even the savviest providers are being challenged. Provider-owned networks are helping providers improve clinical outcomes and access value-based reimbursement, which has eluded long term care and post-acute care providers without the volume to do so. Under Florida Health Care Association's leadership, provider members have created the Florida Health Care Quality Partners, a provider-owned network to negotiate collectively with managed care payers. This session will help you learn more about participation in provider-owned networks as a nation wide strategy to improve providers' position negotiating with managed care, and specifically on joining FHCQP, Florida Health Care Association's provider-owned network.

FINANCE AND REIMBURSEMENT TRACK SPONSORED BY: PLANTE MORAN

WEDNESDAY, JULY 26

10:30 TO 11:30 A.M.

CONTINUING EDUCATION SESSIONS



CE SESSION #41
LEADERSHIP/WORKFORCE
LOCATION: GATLIN A-3



IS YOUR STAFF QUIETLY QUITTING?

Presenter(s): Jennifer Ziolkowski, Consultant/Owner, Q3 Healthcare Consulting, LLC

In this session, you will learn the definition of the new buzz word "quietly quitting" and what it can mean to your organization. You will also learn tips to spot staff who may be quiet quitters and some ways you can prevent this from happening in your organization.

SPONSORED BY: SHIFTKEY



CE SESSION #42
OPERATIONS/REGULATORY/LEGAL COMPLIANCE
LOCATION: BUTLER

ABANDONMENT OF THE GREATEST GENERATION

Presenter(s): Shawn Harrison, President, Medical Collection Group
Florida's long term care community is increasingly responsible for caring for residents who have been abandoned by family. Learn how to prevent it through proper and aggressive admissions policies and how to stop the financial bleeding when it happens by quick Guardianship action.



CE SESSION #43
TECHNOLOGY AND QUALITY INNOVATIONS
LOCATION: GATLIN A-4

BUILDING A SUCCESSFUL AIT PROGRAM

Presenter(s): Samantha Vosloo, Account Executive-Southeast, PointClickCare

Becoming a nursing home administrator is a long journey and culminates in completion of an Administrator in Training (AIT) program. For preceptors, taking on an AIT can be a rewarding but challenging experience. This session will outline how to build a successful AIT program and how to structure the program so that the preceptor and center can both benefit.

Be Coachable in Life

12:00 TO 2:00 P.M.

MEGA SESSION

**CE SESSION #44: CIRCLE OF EXCELLENCE
AWARD LUNCHEON & OFFICER INSTALLATION**

LOCATION: GATLIN B

Desmond Howard,

Heisman Trophy Winner and ESPN
College GameDay Anchor

Join us as we celebrate excellence, success and significant achievements in long term care as the 2023 prestigious Walter M. Johnson Jr. Circle of Excellence Award is presented and the 2023-24 FHCA Board of Directors is installed.

Following the award recognition and installation, we will have a motivating presentation from Heisman Trophy winner and ESPN College GameDay anchor, Desmond Howard. Desmond will share that in sports and in life, the ability to be coachable is a helpful trait that can take you far. He will share inspiring insights and personal experience around why being coachable matters and ways to open yourself up to it.

SPONSORED BY:



**Marsh McLennan
Agency**

**Bouchard
Insurance**
A Marsh & McLennan Agency LLC Company



WEDNESDAY, JULY 26

2:15 TO 3:15 P.M.

CONTINUING EDUCATION SESSIONS



CE SESSION #45

CLINICAL/PERSON-CENTERED CARE PRACTICES

LOCATION: GATLIN A-1

FUNCTIONAL MOBILITY MAINTENANCE ACTIVITIES TO REDUCE REHOSPITALIZATION

Presenter(s): Tiffany Anne French, Regional Director of Clinical Services, Life Care Centers of America, Inc.

Learn how to improve the mobility of your residents and reduce rehospitalizations. The presenter will discuss how the decline in functional status of your residents has a negative impact on your rehospitalization rates and the financial impact it poses. Receive proven mobility maintenance tools that can directly affect the residents for the good of their care and the center.



CE SESSION #46

FINANCE AND REIMBURSEMENT

LOCATION: GATLIN A-2



PDPM FOR LEADERS: THE SIMPLE APPROACH TO IDENTIFYING TRENDS

Presenter(s): Boris Kushnir, Senior Manager, MSL, P.A. and Landa Stricklin, Director of Clinical Consulting, Richter Healthcare Consulting



This session will provide a brief overview of the Patient Driven Payment Model (PDPM) components. Presenters will provide a simple and straightforward way to identify trends and the impact on reimbursement.

FINANCE AND REIMBURSEMENT TRACK SPONSORED BY: PLANTE MORAN



CE SESSION #47

LEADERSHIP/WORKFORCE

LOCATION: GATLIN A-3

IMPROVING HEALTH CARE EMPLOYEE ENGAGEMENT AND RETENTION THROUGH IMPACTFUL RECOGNITION

Presenter(s): Nate Hamme, President, Ceca Foundation

Perhaps the most pressing threat to quality health care today is staffing shortages. Shortages require health care centers to limit capacity, affecting both their mission and their bottom line. Most providers can't respond to the workforce market by simply increasing compensation or other new and cost intensive benefits. Creativity is required to make positions in the field more compelling. Some organizations, particularly those heavily dependent on government reimbursements and in rural and community-based settings, are constrained in their total reward offerings. As a result, need for low-cost, high-impact initiatives to increase worker resilience, reduce burnout, improve retention, and maintain high safety and quality of care standards is greater than ever. In this session, you'll learn best practices in the science of recognition, how to build programs that have credibility and stand the test of time, and how recognition and engagement technology can ease the burden of managers and leadership teams.

SPONSORED BY: SHIFT KEY



CE SESSION #48

OPERATIONS/REGULATORY/LEGAL COMPLIANCE

LOCATION: BUTLER



LIFE SAFETY CODES AND STANDARDS

Presenter(s): Clinton Slier, Life Safety Code Advisor, Integrity Health Care Systems, Inc.

This session will review the differences between Florida and CMS adopted versions of life safety codes and standards, including a review of the upcoming changes on December 31, 2023.



CE SESSION #49

TECHNOLOGY AND QUALITY INNOVATIONS

LOCATION: GATLIN A-4

BOOTS, CHAPS AND RESIDENT STATS

Presenter(s): Aaron Parsons, Senior Manager, Audacious Inquiry LLC, and Corinne Slautterback, Health IT Outreach Coordinator, Agency for Health Care Administration

Gather 'round the campfire as the presenters discuss how the use of technology to share data is assisting post-acute care providers. Learn about benefits that the Florida Health Information Exchange's Encounter Notification Service (ENS) can provide post-acute care organizations, including building relationships with partners (payers, ACOs, and hospitals), sharing of admission and discharge data with partners and being informed when recently discharged residents return to a hospital.

2:30 TO 4:00 P.M.

FHCA BOARD MEETING

LOCATION: GATLIN E-1

3:15 TO 3:30 P.M.

BEVERAGE BREAK

LOCATION: GATLIN FOYER

SPONSORED BY: HEALTHLINK DIAGNOSTIC LABORATORIES & SMARTLINK



WEDNESDAY, JULY 26

3:30 TO 5:30 P.M.

CONTINUING EDUCATION SESSIONS



CE SESSION #52
LEADERSHIP/WORKFORCE
LOCATION: GATLIN A-3

PRECEPTOR REFRESHER COURSE

Presenter(s): Deborah Franklin, Senior Director of Quality Affairs, Florida Health Care Association
Florida Board of Nursing Home Administrator (BNHA) regulations pursuant to 64B10-16.0025(2), FAC, require all Florida Nursing Home Administrators with Preceptor Certification to take a two-hour Preceptor Refresher Course upon license renewal every two years. This course will meet that requirement. If you are considering becoming a Preceptor, this session will also provide an overview to help you understand the needs and expectations of AITs and Preceptors. FHCA's Senior Director of Quality Affairs Deborah Franklin will moderate this session as experts, including current and past members of the BNHA, probable cause panel members and experienced Preceptors, share their knowledge.

SPONSORED BY: ULTRA HEALTH PROVIDERS OF FLORIDA



CE SESSION #53
OPERATIONS/REGULATORY/LEGAL COMPLIANCE
LOCATION: BUTLER

VA CARE FOR VETERANS

Presenter(s): Bob Asztalos, Deputy Executive Director, Florida Department of Veterans' Affairs, Wende Phillips, LCSW, Social Work Supervisor, Geriatrics & Extended Care, Orlando VA Healthcare System, Marlies Sarrett, Administrator, Baldomero Lopez State Veterans' Nursing Home, and Roy Ward, Veterans' Claims Examiner II, Lake Nona VA Medical Clinic
U.S. Department of Veterans' Affairs eligibility for services and application for coverage are complicated. This session will provide you with information about long term care programs for veterans and their spouses. It will provide eligibility standards, the application process to receive benefits, where you can get assistance with this process and how your center can apply to be a VA contracted nursing center.

SPONSORED BY: MANAGED CARE CONSULTANTS OF AMERICA



CE SESSION #54
TECHNOLOGY AND QUALITY INNOVATIONS
LOCATION: GATLIN A-4

DEVELOPING THE LEADERS AROUND YOU

Presenter(s): Yanick Hicks, Executive Director, Maxwell Leadership Team
Developing leaders is essential to making a great and lasting impact. The leader sees the big picture, but he or she needs other leaders to help make their mental picture a reality. In this session, attendees will be challenged to develop leadership qualities while also learning to invest in the potential leaders around them by learning tested and proven principles. The time you spend developing your leadership skills will prove to be a worthy investment.



CE SESSION #50
CLINICAL/PERSON-CENTERED CARE PRACTICES
LOCATION: GATLIN A-1

THE JAVA PROJECT: ADDRESSING LONELINESS IN LONG TERM CARE

Presenter(s): Bonnie Lawrence, BSN-RN-BC, CDP, VP Quality of Life, Synergy Healthcare Services, and Kristine Theurer, PhD, President, Java Group Programs
Loneliness is affecting a majority of residents in long term care. Residents themselves represent a largely untapped resource to address these issues. The Java Project is a research-based innovative approach using resident peer support groups and mentoring that has demonstrated decreases in loneliness by 15%, depression by 30% and increases in resident engagement by 60%. Presenters will provide results to date, including successes and lessons learned.

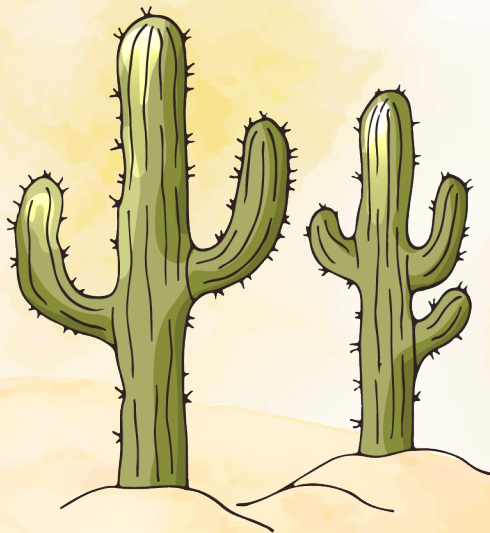


CE SESSION #51
FINANCE AND REIMBURSEMENT
LOCATION: GATLIN A-2

FORGING THROUGH THE NEW MDS AND ITS IMPACT ON QUALITY MEASURES AND REIMBURSEMENT

Presenter(s): Alberto Gonzalez, Financial Services Manager, Carol Maher, Registered Nurse, and, DeDe Nichols, Partner, all with Hansen Hunter & Co.
Join this session as the presenters navigate through the new frontier of MDS. The presenters will be hammering through how the redesign of the MDS also reshapes Quality Measures. The conversation will include the changes affecting Quality Measures, how to start planning now, the impact on your Medicaid reimbursement rates going forward and how to monitor your center's information. Don't get burned by not knowing or understanding the changes and how they impact you.

FINANCE AND REIMBURSEMENT TRACK SPONSORED BY: PLANTE MORAN



A NIGHT UNDER THE WESTERN STARS



7:00 TO 10:00 P.M.

FUN NIGHT: A NIGHT UNDER THE WESTERN STARS

LOCATION: GATLIN C

Put on your boots and cowboy hat for this year's Fun Night. Whether you have a hankerin' for small talk or kicking up your heels, we invite you to an authentic western saloon where you can play pool, learn to line dance and enjoy some good ol' fashion fun. Headlining this event is Nashville recording artist Bobby McClendon, whose electric energy is sure to get you and your team boot scootin' onto the dance floor. A dinner buffet and drink ticket are included with the Fun Night ticket.

TYPICALLY, THESE SHOWS ARE FOR ADULTS ONLY. HOWEVER,
TICKETS MAY BE PURCHASED FOR INDIVIDUALS UNDER 18 YEARS OF AGE.

TITLE SPONSOR:

Optum

**THURSDAY
JULY 27**

THURSDAY, JULY 27

9:00 TO 11:00 A.M.

CONTINUING EDUCATION SESSIONS

8:00 A.M. TO 12:00 P.M.

**ATTENDEE
REGISTRATION &
INFORMATION DESK
LOCATION: GATLIN 1
REGISTRATION**

8:30 TO 9:00 A.M.

**BEVERAGE BREAK
LOCATION: GATLIN B
SPONSORED BY:
ADVANCED SURGICAL AND
WOUND CARE**



CE SESSION #55

CLINICAL/PERSON-CENTERED CARE PRACTICES

LOCATION: GATLIN A-1



RESTORATIVE NURSING PROGRAM IMPLEMENTATION

Presenter(s): Angela Cooper, RN, BSN, RAC-CTA, Senior Director of Clinical Services, and Wendy Davis, Director of Clinical Services, both of RB Health Partners, Inc.

This presentation will discuss the regulatory considerations for implementing a Restorative Nursing Program across nursing, therapy, activities and administration. The presentation covers various applicable terminologies and the importance of Restorative Nursing with its multiple components. How the Restorative Nursing Program aligns with functional, physical, psychological and spiritual health will be a focal point within the discussion, as well as accurate Minimum Data Set coding. The attendees will participate actively in several case studies to help them understand the process.



CE SESSION #56

FINANCE AND REIMBURSEMENT

LOCATION: GATLIN A-2

THE NEW FRONTIER: EXPLORING FLORIDA MEDICAID

Presenter(s): Brittany Cone, Partner, Rebecca Hewitt, Senior Long-Term Care Reimbursement Specialist, and James Maskowitz, Partner, all with Hall Booth Smith, P.C.

Providers will inevitably be facing new challenges as the unwinding of the Public Health Emergency (PHE) begins. Attendees will be invited to openly discuss specific reimbursement issues they see on the horizon and, together, develop proactive action plans to avoid financial disasters. Presenters will deliver insight on reimbursement topics including timely Medicaid application and eligibility, Medicaid Managed Care claims payment, and private billing practices. We will educate providers on federal and state Medicaid policies and best practices to avoid denials, increase cash velocity, and ensure claims are paid timely. This session will provide practical and legal strategies for providers to avoid and/or work through Medicaid appeals, guardianships and discharge for non-payment. Attendees will become a skilled resource not only for their company, but also for residents and family members.

FINANCE AND REIMBURSEMENT TRACK SPONSORED BY: PLANTE MORAN



CE SESSION #57

LEADERSHIP/WORKFORCE

LOCATION: GATLIN A-3

LEADERSHIP AND TEAM ACCOUNTABILITY: THINK BIG AND THINK SMALL

Presenter(s): David Baumgartner, CEO, Tresane, LLC, and Kelly M. Smith, PhD, CLSSBB, CPHQ, Quality & Analytics Consultant in LTC, Q3 Healthcare Consulting, LLC

Leaders manage a complex web of interconnections, all with competing demands. The Baldrige Framework for Performance Excellence provides a framework which compels leaders to deploy the organization's mission, vision, and values to the workforce and create an environment for success. The leader's ability to navigate demands and effectively communicate with customers, suppliers, shareholders, and their intercompany peers is paramount to creating team alignment and to accomplish action plans that support the organization's overall strategic goals.

SPONSORED BY: MEGADATA

9:00 TO 11:00 A.M.

PRECEPTOR PROVIDER PROGRAM (SPECIALIZED TRAINING - ADDITIONAL REGISTRATION FEE REQUIRED)

LOCATION: CONWAY

Presenter(s): Deborah Franklin, Senior Director of Quality Affairs, Florida Health Care Association, Karen Goldsmith, Attorney, FHCA's Regulatory Counsel, Clara Houghton, Project Manager, Florida Health Care Association, Zechariah Legendary, Administrator, The Bristol Care Center, Caridad Smith, Chief Operating Officer, AdventHealth, and Vernon Zeger, Regional Director of Operations for Nursing Homes, Northport Health Services of Florida, LLC

This six (6) hour Preceptor Training meets the requirements of 64B10-16.0025(2), FAC. 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. Additional registration fees are required for this program. Lunch is included.

SPONSORED BY: ULTRA HEALTH PROVIDERS OF FLORIDA

THURSDAY, JULY 27

11:30 A.M. TO 12:30 P.M.

CONTINUING EDUCATION SESSIONS



CE SESSION #58

CLINICAL/PERSON-CENTERED CARE PRACTICES

LOCATION: GATLIN A-1



BALANCING OPIOID RISKS AND BENEFITS

Presenter(s): Janis Russell, Pharm.D., MBA, Manager of Clinical Operations, PharMerica

Managing the risks and benefits of opioid medications is a continual balancing act that long term care providers must contend with, as this drug class has both immense analgesic and adverse effect potential. This session will reflect on the ongoing opioid crisis and identify the relevant regulations enacted in an effort to curb suboptimal opioid use. The attendees will benefit from hearing practical steps that skilled nursing centers can take to align with "best-practice" elements that focus on resident-centered pain management. Additionally, the very real issue of opioid diversion will be discussed, and steps to safeguard the chain-of-custody will be provided. This session will offer perspective from a pharmacist engaged in the topic, with experience operating within the ASCP Opioid Stewardship Work Group. This unique perspective will benefit members across the interdisciplinary team, all of whom have a part to play in appropriately managing resident pain and balancing the inherent risks vs benefits of the opioid drug class.



CE SESSION #59

LEADERSHIP/WORKFORCE

LOCATION: GATLIN A-3



TEACH LEADERS HOW TO LEAD

Presenter(s): Connie Bend, Administrator, St. Catherine Laboure' Place

The first step in learning to lead is to discover why you want to lead and why you feel qualified to lead. True leaders develop other leaders. This session will teach participants how to lead by example and how to identify issues that challenge leaders. It will help participants improve departmental morale and teach leaders to catch the vision of the community in which they serve. Listening is an important skill, and this session will give needed insight to mentoring, teaching and developing a positive and motivating environment.



CE SESSION #60

OPERATIONS/REGULATORY/LEGAL COMPLIANCE

LOCATION: BUTLER

PSYCHOTROPIC STEWARDSHIP: STAY COMPLIANT

Presenter(s): Dr. Parikshit Deshmukh (Dr. Desh), MD, Psychiatrist, Medical Director, Balanced Wellbeing, LLC

The presenter will identify the compliance and regulatory tags that are related to psychiatric medication management. This session will discuss challenges with reducing unnecessary psychiatric medications without sacrificing quality care. The presenter will also address the OIG Report released in November of 2022 and how it will impact care versus compliance issues in long term care settings.

Title Sponsor



MarshMcLennan
Agency

Bouchard
Insurance
A Marsh & McLennan Agency LLC Company

Platinum Sponsors

(AS OF 6/15/23)



SOUNDS FOR
SENIORS
AUDIOLOGY



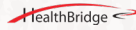
Gold Sponsors

(AS OF 6/15/23)



Silver Sponsors

(AS OF 6/15/23)



Bronze Sponsors

(AS OF 6/15/23)



Other Sponsors

Advantage Surgical and Wound Care
Aidace
Aria Care Partners
aSure Wound
Athena Healthcare Products Inc.
Avante Group
AvidXchange
Balanced Wellbeing LLC
Carefeed
Cura Hospitality an Elixir Company
Curitec
Encore Rehabilitation Services
ESHYFT
ExcelHealth
Family First Firm
Fisher Phillips LLP
Florida Medical Transport
Globe Life, Family Heritage

GOJO Industries, Inc.
Guided Care
Health Care Professional Consulting Services, Inc.
Healthlink Diagnostic Laboratories
HealthPro Heritage
Impact Medical Services
Infinity Rehab
Integrity Health Care Systems, Inc.
Java Group Programs
Joneszylon
KG Health Partners Podiatry
Longevity Health Plan
LTC Technology Systems, Inc.
Managed Care Consultants of America
Medical Imaging
MegaData
New Source Medical

Polaris Pharmacy Services
Portable Medical Diagnostics
Psych Health Associates
Quality Podiatry Group of Florida, LTD
RapidX
RB Health Partners, Inc.
Renew Wound Care
ShiftKey
Silverkey Medicaid
SpanAmerica
Strategic Healthcare Programs (SHP)
TridentCare
Ultra Health Providers of Florida
US Managed Care Services, LLC
Vista Clinical Diagnostics
Wings Health Care Solutions, Inc.

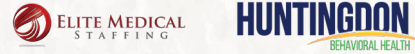
Golf Tournament

THANK YOU TO OUR SPONSORS!

TITLE SPONSOR



EAGLE SPONSORS



DOUBLE EAGLE SPONSORS



BIRDIE SPONSORS



ACE SPONSORS

Aston Health
FHCA District II
FHCA District III
FHCA District IV
FHCA District VI
FHCA District VIII
FHCA District IX
FHCA District X
FHCA District XI
FHCA District XIV
FHCA District XV
Inpro Corporation

Law Offices of
Peter A. Lewis
Navigator Group
Purchasing
Precision Planning
Wealth Management
Group of Raymond
James
RB Health Partners, Inc.
Thrive Behavioral
Sciences
Tito's Handmade Vodka
Vanguard Building
Solutions



**TOURNAMENT WILL BE HELD ON MONDAY, JULY 24,
AT THE SHINGLE CREEK GOLF CLUB IN ORLANDO.
CHECK IN AND CONTINENTAL BREAKFAST AT 7:00
A.M.; SHOTGUN START AT 8:00 A.M.**



Helping you do more with less

The pressure to do more with less has never been greater. That's why we customize clinical solutions and partner with leading software solutions-based providers to bring you the resources and tools you need to help improve care quality and create operational efficiencies.

Here are just a few of the ways we can help.



Skin Health Solution

Deliver best practice care and improve skin health with valuable tools and resources



Infection Prevention Solution

Empower staff to reduce infections through best practice guidance, education and training, and the right system of products



HealthStream™

Simplify learning management and improve competencies



abaqis®

Take action to improve your quality of care and survey readiness



OnShift®

Streamline recruitment, hiring, workforce engagement and more



ShiftKey®

Eliminate the need for staffing agencies with a powerful PRN platform

How can we help your organization run better? Contact your Medline Representative or visit [medline.com](https://www.medline.com) to learn more.



CONNECT WITH US **BOOTH #608 & 610**



PROUD SPONSORS OF THE FHCA 2023 ANNUAL CONFERENCE & TRADE SHOW

Florida Community Care (FCC) is a Medicaid plan for people who need nursing home level of care. Our plan's coverage provides access to support services to help you care for aging and disabled patients.

Florida Complete Care (FC2) is a Medicare plan for people who need nursing home level of care. Our plan's coverage provides access to support services for individuals with complex health conditions.



fchealthplan.com



fc2healthplan.com



1 (833) 322-7526



Attention Florida Healthcare Association Conference and Trade Show Attendees!

DISCOVER INNOVATIVE SOLUTIONS

SpecialtyRx is excited to announce our sponsorship of the Kosher room and our presence at the conference with our very own booth. Visit us to learn more about our innovative healthcare solutions.

As a leading specialty provider, we offer personalized care and support for patients with our dynamic network and state-of-the-art facilities.

Elevate your healthcare experience with SpecialtyRx.
See you at the conference!

JULY 23-27, 2023

BOOTH# 713, 715, 812, 814

ROSEN SHINGLE CREEK, ORLANDO, FL

FAMILY MAKES US STRONGER



PruittHealth is proud to serve our Florida communities by providing high-quality skilled nursing, home health, therapy, medical supply, and pharmacy services.

For more than 50 years, PruittHealth has offered a seamless network of health care services across the Southeast.

With more than 170 locations in our family of providers, we are always there when you need us.



[PruittHealth.com](https://www.PruittHealth.com)

The PruittHealth Organization complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.



Simply a **GREAT TEAM.**

Florida +  **Simply**
healthcare

SEE THE IMPACT: [simplyhealthcareplans.com](https://www.simplyhealthcareplans.com)

WANTED!



BETH ROLAND

MANAGING ATTORNEY, FAMILY FIRST FIRM

AKA: "YOUR ELDER LAW EXPERT"

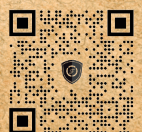
**SADDLE UP:
MANAGING INCAPACITY AND AVOIDING
LEGAL PROCESS TUMBLEWEEDS**

MONDAY, JULY 24TH

8:00AM - 9:30AM



FAMILY FIRST FIRM®
ALWAYS BY YOUR SIDE





Optum enhances the member and facility experience

Optum® works with skilled nursing facilities to provide an added layer of care for residents in participating health plans. Our advanced practice clinicians provide these long-term residents and their families care that supports aging in place. A study done by Harvard Medical School found that the Optum ISNP model can lower emergency department (ED) and inpatient utilization among nursing home residents. This means a higher quality of care, reduced costs and improved census stability.



38%
fewer
hospitalizations



51%
fewer
ER visits



45%
fewer
re-admissions



112%
higher rate
of SNF use

We've been helping bring peace of mind to residents and their caregivers for over 30 years. We appreciate your participation in this journey. Together, we can help make the health care system work better.

Let's talk about a
partnership in care.

optum.com/SNF



Optum

**United
Healthcare**

The HCPCS Team is here to serve you!

We provide Revenue Cycle, Medicaid & VA Application, Compliance and Training Support.



H.C.P.C.S.

Health Care Professional Consulting Services, Inc.



Specialized Consultants Serving the needs of Health Care Providers.

jkemman@hcpcsconsulting.com

561-262-7534
www.hcpcsconsulting.com



SEE WHAT GEMTESA CAN DO FOR YOUR LONG-TERM CARE (LTC) RESIDENTS

AT BOOTH #607

Visit our booth or learn more at
GEMTESA.COM/LTC

UROVANT[®]
SCIENCES

UROVANT, UROVANT SCIENCES, the UROVANT SCIENCES logo, GEMTESA, and the GEMTESA logo are trademarks of Urovant Sciences GmbH, registered in the U.S. and in other countries.
©2023 Urovant Sciences. All rights reserved. US-VB0N-2300181 07/23


GEMTESA[®]
(vibegron) 75 mg
tablets

We Make a Difference.



Hearing Loss Leads to:

- Social Isolation
- Agitation
- Depression
- Cognitive Decline
- Increased Fall Risk



SOUNDS FOR
SENIORS
AUDIOLOGY

www.SoundsForSeniors.org

(813) 775-2200



There's Something New On The Horizon!

At METIS LTC, we are committed to serving our clients with quality, honesty, and integrity.

We are here to assist with all of your consulting needs.

Let us know how we can help you today!



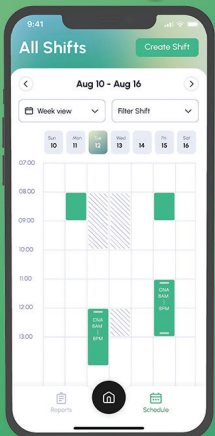
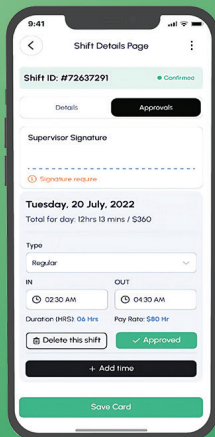


Elite Medical Staffing's New Mobile App!

EMS Scheduling

Post & Confirm Shifts on the Go

Get immediately
notified when our W-2
clinicians are interested!



Instant Timesheets

Schedule, Confirm &
Manage timesheets all in
the app

One login does it all!



MCKESSON

*Delivering for you,
so you can deliver a difference.*

Every day you're making a difference in patients' lives. We want to help make that easier. From our teams packing boxes to the ones bringing them to your door, we're all-in to support the work you do. While you deliver care to those in need, we'll deliver for you.



mms.mckesson.com



We're a better kind of **LOCAL PHARMACY**

Guardian Pharmacy goes
beyond expectations.



Guardian[®]
pharmacy
Florida

Dialyze Direct

THE SNF DIALYSIS EXPERTS!

**Choosing the right dialysis
partner is key to your
facility's success!**

- Streamline hospital discharge through  CarePort^{powered by Wellbay}
- Access to preferred payer relationships
- Higher PDPM reimbursements

Scan for a 2-minute
summary of benefits



FHCA-Ad-0423



INCITE
STRATEGIC PARTNERS

Florida
Health Care
Association



Charlie Grella

We're doing Group Purchasing Differently

Our team offers unparalleled expertise and knowledge about long term care and senior living group purchasing needs. We help to find savings opportunities and provide the support needed to make previously unattainable programs accessible to you!

- Dining Solutions
- Medical Supplies
- Services, Supplies and Equipment (SSE)
- Technology & Education

But we're not stopping there. We've created tools to help you amplify your success, including:



Reach out to us today to learn more about Incite's best-in-class solutions for your organization!

Charlie Grella | charlie.grella@incitesp.com | 678.524.2524

HUNTINGDON

BEHAVIORAL HEALTH



Huntingdon Behavioral Health's

PHOTO BOOTH

Visit our Photo Booth in the main Conference corridor to capture your Conference memories.

SUNDAY - WEDNESDAY

**Stop By and Say Howdy
at Booth 609 & 708**



**MarshMcLennan
Agency**

**Bouchard
Insurance**
A Marsh & McLennan Agency LLC Company

MMA offers solutions for senior living organizations that give you peace of mind, so you can focus on what matters most.

Local Specialists. Global Resources. Unmatched Possibilities.



Business
Insurance



Employee
Health &
Benefits



Private
Client

Patrick McConachie

Senior Vice President

813.833.1350 | Patrick.McConachie@MarshMMA.com



SCHEDULE AT A GLANCE

SUNDAY, JULY 23

10:30 A.M. to 6:00 P.M. Nursing Home Administrator 101
1:00 to 6:00 P.M. Exhibitor Registration
3:00 to 7:30 P.M. Attendee Registration
6:00 to 7:30 P.M. Opening Social: Welcome BBQ

MONDAY, JULY 24

7:00 A.M. to 2:00 P.M. Golf Tournament & Awards Luncheon
7:30 A.M. to 7:30 P.M. Attendee Registration
8:00 to 9:30 A.M. Continuing Education Sessions
9:00 A.M. to 7:30 P.M. Exhibitor Registration
10:00 to 11:30 A.M. Continuing Education Sessions
12:15 to 1:15 P.M. Continuing Education Sessions
1:30 to 2:30 P.M. Continuing Education Sessions
3:00 to 5:00 P.M. Mega Session: Kick-Off Membership Meeting -
#25 The Heart of Healing
5:00 to 7:00 P.M. Trade Show Cocktail Party & Silent Auction:
Wild Wild West

TUESDAY, JULY 25

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. Mega Session: Membership Meeting and Election of
Officers - #26 National Overview
10:30 A.M. to 2:00 P.M. Trade Show & Silent Auction: Wild Wild West
2:00 to 3:30 P.M. Continuing Education Sessions
3:45 to 5:15 P.M. Mega Session - #32 Quality Award
Ceremony/Legislative Update
5:15 to 6:00 P.M. Quality Award Celebration
6:00 to 7:00 P.M. Continuing Education Sessions

WEDNESDAY, JULY 26

6:30 A.M. Cardio Networking
7:30 A.M. to 6:00 P.M. Attendee Registration
8:30 to 10:00 A.M. Mega Session - #38 AHCA Update
10:30 to 11:30 A.M. Continuing Education Sessions
12:00 to 2:00 P.M. Circle of Excellence Award Luncheon & Officer
Installation: Striking Gold - #44 Be Coachable in Life
2:15 to 3:15 P.M. Continuing Education Sessions
2:30 to 4:00 P.M. FHCA Board Meeting
3:30 to 5:30 P.M. Continuing Education Sessions
7:00 to 10:00 P.M. Fun Night: A Night Under the Western Stars

THURSDAY, JULY 27

8:00 A.M. to 12:00 P.M. Attendee Registration
9:00 A.M. to 3:30 P.M. Preceptor Provider Training
9:00 to 11:00 A.M. Continuing Education Sessions
11:30 A.M. to 12:30 P.M. Continuing Education Sessions



Handouts
User Name: conference2023
Password: frontier