CE SESSION # 5
Send Every Patient Home Safe and Happy - How to Turn Discharged Patients into Repeat Customers (Operations/Quality Improvement)

Presenter(s): Blanca Morales, Consultant Pharmacist, Partner Care Pharmacy Services

Speaker Bio: Blanca Morales, Cph–Licensed Consultant Pharmacist has over 20 years experience in pharmacy dispensing and management services in the long term care. An active member of the American Society of Consultant Pharmacists she currently serves as the Chairman of Government Affairs. She has strong relationships with local long term care centers as a consultant pharmacist and is well versed in current regulations related to Medicare benefits and the long term care industry.

CE SESSION # 5
Send Every Patient Home Safe and Happy - How to Turn Discharged Patients into Repeat Customers (Operations/Quality Improvement)

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

Speaker Bio: Kelley C. Rice-Schild has been involved in the legislative arena. This is demonstrated by her testimony on long term care issues on the state and national level, participation in press conferences. She has received several honors in recognition of her longtime work in helping to improve elder care in Florida.

CE SESSION # 5
Send Every Patient Home Safe and Happy - How to Turn Discharged Patients into Repeat Customers (Operations/Quality Improvement)

Presenter(s): Manuel Suarez Barcelo, MD, Internal Medicine, Housecall Providers

Speaker Bio: Dr. Manuel A. Suarez-Barcelo graduated from the Boston University School of Medicine in 1990. He works in North Miami, FL and specializes in Internal Medicine. Dr. Suarez-Barcelo is affiliated with Aventura Hospital Medical Center, Mount Sinai Medical Center and Jackson North Medical Center and became a hospice physician because of his commitment to helping geriatric patients and their families. Dr. Suarez-Barcelo, who joined VITAS Innovative Hospice Care of Miami-Dade/Monroe in 2000, cares for patients in their homes, nursing homes and in a VITAS inpatient hospice unit.
CE SESSION # 11
Emerging Trends in LTC Emergency Preparedness and Response: Shooters, Sheltering and Shared Resources (Operations/Quality Improvement)

Presenter(s): Scott Aronson, Principal, Russell Phillips & Associates

Speaker Bio: Scott Aronson is a partner at Russell Phillips & Associates and has been working with the healthcare industry since 1994 in areas of fire safety, emergency management and The Joint Commission accreditation compliance. He has been directly involved with reviews of staff performance during healthcare fires and disasters. These include the two largest nursing home fires in 2003, Hurricanes Katrina & Rita, the 2011 tornadoes in Joplin, MO and Hurricane Sandy.

CE SESSION # 11
Emerging Trends in LTC Emergency Preparedness and Response: Shooters, Sheltering and Shared Resources (Operations/Quality Improvement)

Presenter(s): Robin Bleier, Owner, RB Health Partners, Inc.

Speaker Bio: Robin A. Bleier, RN, LHRM, CLC is the President of RB Health Partners, Inc., a clinical risk consulting firm based in Crystal River, Florida. Robin is a featured state and national presenter, a special topics advisor to the FHCA Quality Foundation, Chair of the FHCA Emergency Preparedness Council, Chair of the FHC PAC, Co-Chair of the FHCA Risk Management Development Group, past executive board member of FADONA for ten years, and a vested long term care advocate through her volunteerism and affiliation with numerous professional committees. She is the FHCA RAI-PPS Certificate/ Endorsement Program Educator, and has been educating on this and other topics since 1998.

CE SESSION # 11
Emerging Trends in LTC Emergency Preparedness and Response: Shooters, Sheltering and Shared Resources (Operations/Quality Improvement)

Presenter(s): Paul Ford, Director of Safety, Security & Transportation, Tampa General Hospital

Speaker Bio: Paul Ford is the Director of Safety/Security and Transportation for Tampa General Hospital. Paul maintains an International Certification as a Healthcare Professional Security Administrator. Paul has a PhD in Public Health from the University of South Florida. Violence in hospitals is the focus of his studies.
CE SESSION # 17

**Improving Your Pressure Ulcer Program With the QAPI Approach**  
(Operations/Quality Improvement)

*Presenter(s): Jeri Lundgren, President of Senior Providers Resource and Clinical Liaison, JoernsRecoverCare*

**Speaker Bio:** Jeri Ann Lundgren, RN, BSN, PHN, CWS, CWCN has been working in Long Term Care since 1990, specializing in wound care nationally since 1994. She is board certified as a CWS (Certified Wound Specialist) by the American Board of Wound Management and a CWCN (Certified Wound Care Nurse) by the Wound, Ostomy and Continence Society. Her extensive background in wound management in long term care nationally includes: survey management, litigation support, wound care consultation, program development, consultant/presenter for several state Quality Improvement Organizations and clinical expert/presenter for several departments of health (MN, IN, KY).

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CE SESSION # 28

**Engaging Staff in Individualizing Care - An Infrastructure for Quality Results**  
(Operations/Quality Improvement)

*Presenter(s): Susan Crane, NHA, Florida Pioneer Network*

**Speaker Bio:** Sue Crane has over 30 years experience as a Licensed Nursing Home Administrator as well as several years experience working for the Florida QIO and as a consultant working with homes throughout Florida and nationwide on Person Centered Care, Quality Improvement and "Culture Change". She served as Chair of Florida Pioneer Network, the Florida Culture Change Coalition.

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CE SESSION # 31

**Cost of Wound Care: The Most Expensive Treatment is One That is Not Working**  
(Operations/Quality Improvement)

*Presenter(s): Paige Mutual, Vice President of Clinical Operations, Clover Medical Solutions*

**Speaker Bio:** Paige Mutual is a Registered Physical Therapist and Board Certified Wound Care Specialist with over 22 years of experience in the Healthcare Industry. Prior to becoming Vice President of Clinical Operations for Clover Medical Solutions, she was a corporate trainer and independent consultant for several different wound care companies. She also created and ran the inpatient wound care program and outpatient wound care clinic at Shriners Hospital for Children. Paige has held various Corporate Level, Management, Sales, and Clinical positions in the areas of Wound Care, Pain Management, and Physical Therapy.
CE SESSION # 38
Destination Excellence in Long Term Care...Destination Gold Seal Nursing Center (Operations/Quality Improvement)

Presenter(s): Carol Berkowitz, Director of Governmental Affairs, Florida Health Care Association

Speaker Bio: Carol Berkowitz, Esquire. joined FHCA on April 4, 2014, bringing her advocacy, public policy, legal and legislative expertise, along with an important understanding of skilled nursing and assisted living facility regulations. Carol was previously with LeadingAge Florida and has worked for the Florida Dental Association and the Department of HRS. Carol has a Master's Degree in Gerontology from the University of South Florida and a law degree from Florida State University and brings with her over 25 years of public policy experience.

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CE SESSION # 38
Destination Excellence in Long Term Care...Destination Gold Seal Nursing Center (Operations/Quality Improvement)

Presenter(s): Bobby Rosenthal, President, 21st Century Health Group, Inc.

Speaker Bio: Bobby Rosenthal has over 40 years of progressively responsible experiences in administration of health care centers. This includes analysis and evaluation of systems and procedures followed by implementation of state-of-the-art programs to maintain a leadership role in the sub-acute, skilled, ALF, and long-term care community. He has operated 21st Century Health Group, Inc. since 1991 and in 1995 was presented the Walter M. Johnson Jr., Circle of Excellence Award, the highest honor given by Florida Health Care Association. Bobby was also appointed by the Governor to the Board of Nursing Home Administrators and served on the Probable Cause Panel. He is currently serving on the governor’s panel of excellence in Long Term Care.

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CE SESSION # 38
Destination Excellence in Long Term Care...Destination Gold Seal Nursing Center (Operations/Quality Improvement)

Presenter(s): Theresa Felicione, Executive Administrator, Tierra Pines Center

Speaker Bio: Since 2006, Theresa Felicione has been the Executive Administrator at Tierra Pines Center and is responsible for overseeing operations at the center. In her current role, Theresa supervises all departments as well as other administrators within the organization. Under her direction, Tierra Pines Center has received many awards and accolades for their continued compassionate and dedicated care for their customers including the Governors Gold Seal, the AHCA Bronze and Silver Quality Awards, and U.S. News and World Report’s Best Nursing Homes.
CE SESSION # 45
Post-Acute Continuum: A Guide for Understanding and Enhancing ACO Relationships
(Operations/Quality Improvement)

Presenter(s): Holli Benthusen, Regional Director/Educator, Select Medical Rehabilitation Services

Speaker Bio: Holli Benthusen is a licensed Occupational Therapist and has been in the long term care industry over 24 years. She’s currently a Regional Director for SMRS, a division of Select Medical (with 135 LTAC hospitals) and developed her topics based on extensive conversations and feedback from SNF administrators, owners, and hospital CEOs.

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CE SESSION # 45
Post-Acute Continuum: A Guide for Understanding and Enhancing ACO Relationships
(Operations/Quality Improvement)

Presenter(s): Margaret Kopp, Vice President of Clinical Services and Quality Management, Select Medical Rehabilitation Services

Speaker Bio: Margaret kopp has extensive experience and held leadership roles in long term care rehabilitation. Her primary experience is in both clinical operations and quality management, with expertise in staff development, organizational change and strategic planning, program development, and clinical outcomes measures. Margaret educates on regulatory knowledge and application of patient centered care.

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CE SESSION # 50
PEPPER, OSCAR, QMs and Five Star Reports (Operations/Quality Improvement)

Presenter(s): Lisa Thomson, Chief Marketing Strategy Officer and Pathway Health

Speaker Bio: Lisa has had extensive experience in leadership and oversight of daily operations of numerous health care organizations in the Post-Acute Care Continuum. As a Chief Executive Officer, Vice President, Executive Director, Administrator, Marketing, Director, and Director of various IDT departments, she has been instrumental in supporting leadership teams (from all levels) through a number of organizational changes to establish regulatory compliance, standards of practice, operational strategies as well as Joint Commission Accreditation.
CE SESSION # 54
Readmissions from the Acute Care Perspective (Operations/Quality Improvement)

Presenter(s): Robert Harrington, MD, SFHM, Chief Medical Officer, Reliant Post-Acute Care Solutions

Speaker Bio: Dr. Robert Harrington, MD, SFHM, is the Chief Medical Officer of Reliant Post-Acute Care Solutions, where he provides clinical leadership and oversight of the evidence-based clinical protocols central to Reliant’s Post-Acute Care Network model of care. Dr. Harrington is the president-elect of the Society of Hospital Medicine Board of Directors. He previously served as the CMO for Locum Leaders and as a hospital medicine consultant.

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CE SESSION # 58
Changing Code, Changing Times (Operations/Quality Improvement)

Presenter(s): Max Hauth, President/Owner, Hauth Health Care Consultants, Inc.

Speaker Bio: Max Hauth is president/owner of Hauth Health Care Consultants, Inc. He holds nursing home administrator licenses in Indiana, Illinois and Florida, and is a Florida-certified residential contractor. With 35+ years in health care administration, he has a strong working knowledge of the requirements of the health care delivery system. Max has been active developing new health care facilities, renovations and additions, and in helping centers achieve code compliance with various states and CMS. He has participated in developing State Building Codes and NFPA Codes and Standards. He is also on the American Health Care Association’s Life Safety Physical Plant Committee and several Florida Health Care Association committees.