



CMS 2012 Tri-Regional
PACE CONFERENCE
Programs of All-Inclusive Care for the Elderly

SPEAKER BIOS

Philadelphia | March 6-7, 2012



JANET BOHNSACK

Clinical Director, Hopkins ElderPlus

Janet Bohnsack is the Clinical Director for Hopkins ElderPlus. Ms. Bohnsack created the electronic care planning system currently in use. She co-chairs Falls and Diabetes Committee and has presented at the National PACE Association (NPA) Conference Fall 2009 and CMS PACE Conference 2010. She previously worked for CIGNA Insurance for a variety of positions including Case Management, Clinical Supervisor, and Assistant Administrator. She has been accepted into the Leadership Development Program for Johns Hopkins Bayview Campus. Ms. Bohnsack has a Bachelor of Science in Nursing from Seattle University and a Bachelor of Arts in Psychology and History from California State University at Northridge. Ms. Bohnsack is married with two children and likes to travel and play poker.

KIMBERLY CONRAD

Clinical Supervisor and Center Manager, Living Independently for Elders (LIFE) Lutheran Social Services

Kimberly Conrad is the Clinical Supervisor and Center Manager for Cumberland County Living Independently for Elders (LIFE) program for Lutheran Services. Ms. Conrad oversees the clinical supervision of participants within their LIFE program and is coordinating efforts to develop a new center that is scheduled to be open in the Fall of 2012 in Cumberland County. Her previous work includes Presbyterian Senior Living – Quincy Village as a Registered Nurse Assessment Coordinator. Ms. Conrad received an Associate of Science degree in Nursing from Excelsior College and a Bachelor of Science in Nursing from Penn State University. She is currently attending Millersville University's MSN and FNP program. Ms. Conrad is married with three children and one grandchild, and is actively involved in competitive archery, quilting, sewing, and crocheting.

MITCHELL CROLL

Director, Health Plans Branch, Division of Medicare Health Plans Operations, Centers for Medicare and Medicaid Services, New York Regional Office

Mitchell Croll is the Director of the Health Plans Branch in the Division of Medicare Health Plans Operations for the Centers for Medicare & Medicaid Services, New York Regional Office. Mr. Croll is responsible for managing and overseeing the Medicare Advantage and PACE Programs that serve New Jersey, New York, Puerto Rico, and the U.S. Virgin Islands. He currently directs professional and administrative staff responsible for auditing and monitoring the compliance of Medicare Advantage and PACE organizations; processing Medicare Advantage and PACE contract applications; reviewing related marketing and advertising materials; processing beneficiary complaints, enrollments,



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and disenrollments for these programs, and providing technical assistance and customer service regarding policies and procedures. Mr. Croll currently serves on CMS' Systems Management Board and Program Integrity Committee. Mr. Croll began his federal career with the Social Security Administration and joined CMS (formerly the Health Care Financing Administration) in 1981. With more than 30 years of service, he has extensive knowledge and experience with the operational aspects of the Medicare and Medicaid programs, having also served as Medicare Advantage Plan Manager, Medicaid State Representative; Computer Systems Analyst; Medicaid Fraud & Abuse Coordinator; and Special Assistant to the Regional Administrator. Mr. Croll holds a Bachelor of Science degree from The City College of New York and completed post graduate work in Systems Design and Analysis at New York University. He is an active supporter of the Special Olympics and currently resides in New Jersey.

CHERYL DEXTER

Vice President of Quality & Compliance, PACE Organization of Rhode Island

Cheryl Dexter is the Vice President of Quality and Compliance for the PACE Organization of Rhode Island since 2008. She is responsible for the development and oversight of the QAPI Plan; oversight of all regulatory activities, compliance issues, policy development, and approval; co-responsible for the Professional Development Program; and serves as the HIPAA Privacy Officer. Ms. Dexter has over 10 years in acute care and over 25 years in home-based care in various roles and responsibilities ranging from staff nurse to director in clinical and operational capacities. Ms. Dexter is a member of Sigma Theta Tau Honor Society for Nursing. She is also a member of the NPA Quality Consortium. Ms. Dexter received a Bachelor of Science degree in Nursing from the University of Rhode Island and a Master's degree in Health Services Administration from Salve Regina University.

SHARON DONOVAN

Director, Program Alignment Group, Medicare-Medicaid Coordination Office, Centers for Medicare & Medicaid Services

Ms. Donovan has served as the Director of the Program Alignment Group in CMS' Medicare-Medicaid Coordination Office since October, 2010. Prior to that, she worked in CMS' Medicare program leading efforts to ensure low-income beneficiaries' access to and enrollment in the Medicare Part D prescription drug benefit. She also worked for six years in CMS in the Medicaid managed care, waivers, and demonstration area, and worked for Montana Medicaid for eight years developing and implementing managed care programs.



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MONIQUE DOWD

Clinical Dietician, Living Independently for Elders (LIFE) at the University of Pennsylvania School Nursing

Monique Dowd is the Clinical Dietician for Living Independently for Elders (LIFE) at the University of Pennsylvania School of Nursing. She conducts weekly diabetes and weight loss classes. In addition, she holds monthly nutrition education forums; and offers personal dietary counseling to fellow employees. Ms. Dowd participates on several committees including Professionalism Task Force; Green Team, Palliative Care, and Wellness Day Steering Committees. Previously, Ms. Dowd worked at Widener University as an Adjunct Instructor, McNeil Pharmaceuticals, Veterans Hospital, Crozer Keystone Healthcare System, and for the Nutritional Development Services of the Archdiocese of Philadelphia. Ms. Dowd is a certified Diabetes Educator and ServSafe. She has published research in the Journal of Obesity. Ms. Dowd received her Bachelor of Arts in Psychology from Loyola Marymount University and her Master of Arts in Nutrition Education from Immaculata University. She is married with three children and enjoys cooking, photography, watching the Phillies and running.

ALVIN EMPALMADO

Assistant Vice President of Clinical Operations, CenterLight Healthcare PACE

Alvin Empalmado is the Assistant Vice President of Clinical Operations for CenterLight Healthcare. Mr. Empalmado is responsible for CenterLight Healthcare's (formerly CCM-PACE) PACE clinical operations in Manhattan, Brooklyn, and Staten Island that provides care to over 1600 PACE participants in 6 Full PACE sites and 2 ACS. Prior to becoming an Assistant Vice President of Clinical Operations, he was the Assistant Site Director of CCM- Grand St and then became the Site Director of CCM-Chrystie St. in New York City. He facilitated the successful opening of CCM's 2nd full PACE site in the heart of Chinatown in NYC. He was previously employed at Visiting Nurse Service of New York – VNS CHOICE Health Plans and the Metropolitan Jewish Health System (MJHS). Mr. Empalmado is board certified in Nursing Professional Development by the American Nursing Credentialing Center. He received his Bachelor of Science degree in Nursing from Perpetual Help College and his Master of Arts in Teaching and Nursing from New York University. Born and raised in Manila, Philippines, Mr. Empalmado enjoys travelling to exotic areas around the world.



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MATTHEW D. FEBBO

Regional Pharmacist, CMS Region III, Philadelphia, PA

Lieutenant Commander (LCDR) Matthew D. Febbo graduated from Temple University School of Pharmacy in May 1997 with a Bachelor of Science in Pharmacy. A native of Philadelphia, he practiced as a community pharmacist for a national drug chain until joining the United States Public Health Service in August 2002. As the chief pharmacist at Department of Immigration Health Services in San Pedro, CA, LCDR Febbo was an integral part of the health care team which provided quality medical care to over 400 federally detained illegal immigrants. He continued his Public Health Service career as chief pharmacist with the Federal Bureau of Prisons in Terminal Island, CA from August 2004 through August 2006. In September 2009, LCDR Febbo was selected as the regional pharmacist for CMS Region III, Philadelphia, PA. LCDR Febbo's responsibilities include serving as the pharmacy technical advisor to the Associate Regional Administrator, conducting program compliance audits for MA, MA-PD, and PACE plans, account management and beneficiary, and provider outreach initiatives. While not on duty, LCDR Febbo enjoys sports, music, and spending quality time with his family and friends.

DON FREEBURGER

Information Technology Specialist, Health Plan Management System (HPMS), Division of Plan Data, Centers for Medicare and Medicaid (CMS)

Don Freeburger is an Information Technology Specialist for the Health Plan Management System (HPMS) for the Centers for Medicare and Medicaid (CMS). He is currently the Team Lead for HPMS User Access. Mr. Freeburger has over 40 Years of Federal Service, 10 years with the United States Treasury Department and 30 years Health and Human Services. He has a Bachelor's degree in Economics from the University of Maryland and a Master's degree in Management of Information Technology from the University of Baltimore. He enjoys cycling, ATV trail riding, cross country motorcycle trips, and hiking in the Southwestern areas of the United States. He is the proud father of Sunday, the dog, a very spoiled Terrier mix rescued from a Kentucky forest while trail riding.



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ANITRA JOHNSON, MSN, BSN, RN

Nurse Consultant for the Division of Medicare Advantage Operations, CMS Lead Clinician for PACE, Centers for Medicare & Medicaid Services

Lieutenant Commander (LCDR) Anitra Johnson is a Nurse Consultant for the Division of Medicare Advantage Operations. She is the Lead Clinician for PACE at the Centers for Medicare & Medicaid Services (CMS). Currently LCDR Johnson is working on revising Level II guidance, developing quality strategy for PACE, gathering and analyzing Level II incidents from January 2011 – January 2012. LCDR Johnson joined the United States Public Health Service in 2008. Previously LCDR Johnson served as a Flight Nurse in the United States Air Force from 2001 to 2008. Her clinical experience includes work as an Emergency/Trauma Nurse and has taught as an Instructor to a local community college and as a critical care educator at a trauma center, both in Baltimore, MD. She has a hospital management background serving as a Director and as a Nursing Supervisor at community hospitals in Baltimore, MD. LCDR Johnson has a Bachelor of Science in Nursing from Coppin State University and a Master's of Science in Nursing with a concentration in Public Health from University of South Alabama.

JAMES N. HAMMETT

Medical Director and Clinician, Living Independently for Elders (LIFE) Lutheran Services

James Hammett is the Medical Director and Clinician for LIFE Lutheran Services in Chambersburg, PA. In addition, he is the owner of the Fairfield Medical Center. Dr. Hammett is a third generation Physician and practiced for 25 years with his father, Dr. James H. Hammett MD, in a practice devoted to rural Family Practice in Fairfield, PA. Dr. Hammett switched full time to a Long Term Care/Geriatric mode of practice and then joined the LIFE program in 2009. He is a Fellow with the American College of Osteopathic Family Physicians and is certified with the American Medical Directors Association. He is a graduate of the Philadelphia College of Osteopathic Medicine.

TIM HOOGERWERF

Senior Analyst, Health Plan Management System (HPMS), Division of Plan Data, Centers for Medicare and Medicaid (CMS)

Tim Hoogerwerf is a Senior Analyst with the Health Plan Management System (HPMS), and has been with CMS for 11 years. He is responsible for several HPMS Modules and associated functional areas, among which are Marketing, Auditing, Compliance, PACE, and Surveillance, as well as contractor oversight.



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LUCIANA HYATT

Director of Marketing and Communication, Living Independently for Elders (LIFE) – University of Pennsylvania School of Nursing

Luciana Hyatt is the Director of Marketing and Communication for LIFE – University of Pennsylvania. She has been working in the Aging field for the past 13 years. Her passion in the older adult and aging field stems from watching her family struggle to care for her grandmother. Two months before the death of her grandmother she found out about PACE in Boston, Massachusetts, however because her grandmother was too ill, she never got to experience PACE for her. She made it her mission to find a job in the PACE world and has been employed with the University of Pennsylvania School of Nursing LIFE program for six years. Ms. Hyatt has a Master's degree in Business Administration and a Master of Science in Long-Term Care Administration. She is a proud mother of a 3rd grader who tells everyone he meets, "My Mom directs older people and keeps them safe in their home." If a child can see the benefits of PACE hopefully the world will too and continue to embrace PACE as the health plan of the future.

MARGARET KOSHERZENKO

Nurse Consultant, Centers for Medicare and Medicaid (CMS)

Margaret Kosherzenko has worked for the Centers for Medicare and Medicaid Services in the Philadelphia Regional Office for 15 years. Originally working in the Division of Survey and Certification, she is presently working in the Division of Medicare Health Plans Operations as an Account Manager for the PACE Program. She has been in health care since 1979 and has worked in various positions as a registered nurse prior to working with CMS.

TONY LAWSON

Director, Mountain Empire for Older Citizens, Inc.

Tony Lawson is the PACE Director for Mountain Empire for Older Citizens, Inc. (MEOC), a multi-purpose nonprofit agency that is the designated Area Agency on Aging, Public Transit Authority, PACE organization, and Aging and Disability Resource Center for the Virginia Counties of Lee, Wise and Scott and the City of Norton. MEOC directs the Mountain Laurel Cancer Resource Center, Healthy Families for Southwest Virginia and the Southwest Virginia Children's Advocacy Center. Prior to MEOC, Mr. Lawson was the Executive Director of the Southwest Virginia Graduate Medical Education Consortium (GMEC) at the University of Virginia College at Wise. Mr. Lawson was also employed as the Executive Director of Stone



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Mountain Health Services, a network of federally qualified health centers in the Virginia counties of Lee, Wise, Dickenson, Buchanan, and Russell.

Mr. Lawson has received various awards for his dedication to public service including the Rural Healthcare Workforce Organization Award for Outstanding Contribution in 2010, an Achievement Award for Mountain Empire PACE, National Association of Area Agencies on Aging in 2009, and the Board Service Award: Virginia Rural Health Association in 2008. Mr. Lawson has a dual Bachelor of Arts degree in History and English Literature from the University of Virginia College at Wise. Mr. Lawson currently lives in Lee County, Virginia, close to his childhood home.

MICHAEL LEOE

Health Insurance Specialist, CMS

Lieutenant Commander (LCDR) Michael Leboe currently serves as a Health Insurance Specialist for Centers for Medicare & Medicaid, Philadelphia Regional Office. He serves as an Account Manager for the PACE Program in Region III of CMS. LCDR Leboe began his position with CMS in November 2010. Achievements have been monitoring and compliance oversight of PACE Programs in Region III. He developed a Level 2 Pilot Program to capture all sentinel events in Region III and work with the Central Office to develop new reporting guidance on Level 2 Notifications with this program outcome still pending.

LCDR Leboe was called to Active Duty with the United States Public Health Service December 2002. His first assignment was with Division of Immigration Health Service as Clinical Social Worker. His second assignment was with Health Resources & Services Administration as a Staffing Officer for a rapid deployment program called "Ready Responders." His third assignment was with National Institute of Health as Clinical Social Worker for Surgical-Oncology patients. His fourth assignment was to the Department of Defense as a Clinical Social Worker helping returning vets from Iraq/Afghanistan who have Post Traumatic Stress Disorder. LCDR Leboe has received multiple awards for his service including: Public Health Service Hazardous Duty Award, Public Health Service Citation, Crisis Response Service Award by Public Health Service, Public Health Service Unit Citation, Special Assignment Award by Public Health Service, Navy Meritorious Unit Accommodation Award, Commissioned Corps Training Ribbon, Global War on Terrorism Medal, and National Defense Service Medal.

He received his Bachelor's degree in Psychology from the University of South Florida, Tampa, FL. His advanced studies include a Master's degree in Social Work from Barry University, Miami, FL. A Florida native, LCDR Leboe enjoys travelling to Europe and Eastern European culture.



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JAMES B. MCCASLIN

Associate Regional Administrator (ARA), Division of Medicare and Health Plans Operations, CMS Region III

As the ARA, Mr. McCaslin is responsible for directing the regional activities carried out by the three branches in his division, the Customer Relations Branch, the Health Plans Branch, and the Medicare Advantage Branch. He also sits on several national steering committees including the Program of All-inclusive Care for the Elderly (PACE) and chairing the ARA Marketing Committee.

Prior to coming to CMS, Mr. McCaslin held many distinguished positions in the health care field. He served as Director of Post Acute Services at St. Francis Hospital, Wilmington, DE where he managed a 25-bed transition care unit as well as the 16-bed medical rehabilitation unit. He served as Vice President of Chestnut Hill Healthcare System in Philadelphia, PA where he managed the 83-bed Chestnut Hill Rehabilitation Hospital, 108-bed Springfield residence, Evergreen Adult Day Care Center, a 31-bed skilled nursing facility and 12-bed geriatric psychiatric unit. He was the Executive Vice President of Episcopal Hospital in Philadelphia, PA, where he had full responsibility for day-to-day operations of an urban university-affiliated community teaching hospital with 300 beds, 45- bed skilled nursing facility, and 1100 employees. He also served as Senior Vice President of Maryland General Hospital, Baltimore, MD, where he was responsible for all operations of a full-service-urban training hospital of 350 beds and 980 employees. In addition to his hospital work, Mr. McCaslin served as Senior Vice President of the Medicon Group, Inc., Radnor, PA. Mr. McCaslin holds a Bachelor's of Science in Economics from the University of Maryland, Master's of Education in Social Sciences from South Dakota State University, and a Master's of Business Administration in Healthcare Administration from the George Washington University.

TAMARA MCCLOY

Division of Medicare Health Plans Operations, CMS

Tamara McCloy currently works in the Division of Medicare Health Plans Operations within the Philadelphia regional office of the Centers for Medicare & Medicaid Services (CMS). Ms. McCloy serves as the Health Plans Branch Manager and provides oversight of the PACE organizations and Medicare Advantage plans.

Previously, Ms. McCloy served as the senior caseworker in Region III, the Medicare Part D policy expert and the quality assurance lead. She also worked as the state captain for the regional Medicare Part D campaign team and as the Medicaid home and community based services waiver coordinator for Virginia and Pennsylvania. Prior to joining CMS, Ms. McCloy worked with the CHIP program in New Jersey.



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MATTHEW K. MCNABNEY

Medical Director, Hopkins ElderPlus

Mathew McNabney is the Medical Director for Hopkins ElderPlus, the only PACE site in Maryland. In addition, he is also an Associate Professor of Medicine at Johns Hopkins University as well as the Fellowship Program Director for the Division of Geriatric Medicine and Gerontology. Previously, he worked for Levindale Hebrew Geriatrics Center in Baltimore, MD. Dr. McNabney sits on the Board of Directors for the National PACE Association (NPA). He also chairs the Research Committee for the NPA and the Clinical Practice and Models of Care Committee for the American Geriatrics Society (AGS). Dr. McNabney received his Medical Degree from the University of Missouri and completed his Internal Medicine Residency at Northwestern University. He also performed his Geriatric Medicine Fellowship at the University of California at Los Angeles. Dr. McNabney is married with four children and enjoys running marathons.

DIANE A. MENIO

Executive Director for the Center for Advocacy for the Rights and Interests of the Elderly (CARIE)

Diane Menio is the Executive Director for the Center for Advocacy for the Rights and Interests of the Elderly (CARIE) since 1995. Ms. Menio has trained extensively in the detection and prevention of abuse in the home, as well as in institutional settings and other issues affecting older adults. In addition, she has consulted with the PA Department of Education and the Health Care Financing Administration to develop abuse prevention training for practitioners. She has co-authored several articles on elder abuse and neglect and is a co-author of the book, "Abuse Proofing Your Facility." In 2007, she received the Advocate of the Year Award from the SeniorLAW Center and in 2009, the United Way of Southeastern PA's Impact in Health Award.

Ms. Menio has served on the boards of the National Committee for the Prevention of Elder Abuse, the Supportive Older Women's Network, Endow-A-Home, and was President of the National Citizen's Coalition for Nursing Home Reform now known as the National Consumer Voice for Quality Long Term Care. She has been an adjunct professor at St. Joseph's University Gerontology program and at the School of Social Policy and Practice at the University of Pennsylvania. Ms. Menio previously served as the Assistant Director for CARIE from 1989 to 1995. Before her employment at CARIE, Ms. Menio worked for the National Multiple Sclerosis Society, Delaware Chapter and Northampton County Mental Health and Mental Retardation. Ms. Menio has a Master's of Science degree in Gerontology from St. Joseph's University. She lives in Cheltenham, PA, with her husband and daughter.



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BRENDA MEREDITH

Registered Dietician, Centra Health Inc.

Brenda Meredith, RD is PACE Dietitian for Centra Health PACE program in Lynchburg, VA. She has been with PACE for two years but comes with a foundation of geriatric nutrition experience having worked a total of 31 years with the elderly. Prior to coming to PACE she was self employed as a consultant dietitian which included training and managing 4 other dietitians to work in facilities she contracted with. Her consulting encompassed a variety of settings including long term care, assisted living and community retirement centers.

Brenda graduated from Iowa State University with a degree in Food and Nutrition and completed her dietetic internship at Baylor University Medical Center. In 2007 she received the Distinguished Dietitian Award for Area VI for Dietitians in Health Care Facilities. She has served as a speaker at the Blue Ridge Dietetic Association, Lynchburg College Annual Geriatric Conference, Virginia Assisted Living Administrator State Conference, Lynchburg Family Physicians Practice Geriatric Conference, and the Virginia Consultants Dietitian State Conference.

KAREN J. NICHOLS

Chief Medical Officer at Living Independently for Elders (LIFE) – University of Pennsylvania

Karen Nichols is the Chief Medical Officer for Living Independently for Elders (LIFE) – University of Pennsylvania. In her position, Dr. Nichols revamped pre-enrollment process with the creation of a dedicated interdisciplinary committee to review all potential enrollees. She is currently sits on several committees including Palliative Care, Ethics, Intake and Assessment, CORE- Committee on Research and Education, and PAC. She is the co- chair of QAPI committee and chairs the Infection Control Committee and EMR search committee. She has been in private practice with UPHS since 1993 doing adult medicine and geriatrics. She worked for the Health Department of Philadelphia in the Public Health Clinic in Strawberry Mansion. She was accepted into Wharton's Executive Education Program for this spring. She graduated from the Temple University School of Medicine in 1988 and is Board Certified in Internal Medicine. Dr. Nichols is a Philadelphia native; single mother of two. Her son is a recent Penn grad and her daughter is junior in high school; she volunteers with Eastern Service Workers and enjoys dancing, gardening, knitting, and assisting in designer cake decorating.



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LUCIA R. H. PATRONE

Systems Analyst, Division of Plan Data, CMS

Lucia Patrone supports the management of MA, MA-PD, and PDP plans and the assessment of their performance. She has been a part of the HPMS team since September 2010 when she joined CMS. Prior to joining CMS, Ms. Patrone was a Program Associate for the International Council of Shopping Centers, a global trade association representing the retail real estate industry.

Ms. Patrone graduated with a Master's of Arts degree in Political Science with a concentration in comparative politics from American University in Washington, DC in 2004. She also graduated with honors with a Bachelor's of Arts degree in Political Science from American University in 2000.

ANDREW PENN

Trial Attorney, United States Department of Justice

Andrew Penn is a Trial Attorney with the Civil Fraud Section of the U.S. Department of Justice (DOJ). His primary focus at DOJ is on cases alleging fraud by long term care providers who bill Medicare and Medicaid for grossly substandard care. Previously he worked for over 15 years with the Bazelon Center for Mental Health Law and the Maryland Disability Law Center, where he focused on systemic litigation involving the civil rights of people with mental disabilities in psychiatric institutions. Mr. Penn also worked for 10 years at the Health and Human Services Office of Inspector General, where he oversaw the OIG's work on cases alleging failure of care in long term care facilities. Mr. Penn holds a Bachelor's of Arts degree from the University of Pennsylvania and a Juris Doctorate from the University of California at Berkeley.

DONNA B. RAZIANO

Medical Director, Mercy Living Independently for Elders (LIFE)

Donna Raziano is the Medical Director at Mercy Living Independently for Elders (LIFE) since 2005. In her current position, she is the Staff Physician within the Mercy Health System at St. Agnes Continuing Care Center, LIFE. Dr. Raziano's involvement in PACE includes participating on the Primary Care Committee and assisting on the 2006 PACE Clinical Guidelines. She was Program Chair in 2008 and 2009, where she played a key organizing role assisting in developing and securing the educational programs and the CME Primary Care Symposia and the 2009 & 2010 Summer Clinical Conference programs. Dr. Raziano also authored the PACE Medical Director Handbook chapter on Substance Abuse. Previously, she worked at Graduate Hospital at Tenet Health – Department of Medicine, and Temple University Hospital Department of



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Case Management. She has awards including 2010 PACE Association Service Award for work with the Primary Care Committee and the 2010 National PACE Association QI consortium Certificate of Appreciation. She has a Bachelor's of Science degree in Science from La Salle University, a Medical Doctor Degree from Creighton University, and a Master's degree in Business Administration from The Wharton School of the University of Pennsylvania. She is married to an emergency medicine physician and has two children.

SUZANNE RIBERO-BALASSONE

Vice President of Clinical Services, PACE Organization of Rhode Island

Suzanne Ribero-Balassone is the Vice President of Clinical Services: PACE Organization of Rhode Island. In her position, she facilitates IDT meetings, formulates quality improvement work groups and initiatives, and has developed and implemented many new policies for PACE. Ms. Ribero-Balassone joined the PACE Organization of Rhode Island prior to its opening in 2005 and wrote many of the policies and procedures for day to day operations. In the past, she has worked as a registered nurse in a variety of settings including acute care, assisted living, community based, long term care and adult day care. She presented at the 2011 NPA conference on care planning and interdisciplinary team improvement strategies. She received both a Bachelor's of Arts and a Bachelor's of Science degree from the University of Rhode Island and is currently in pursuit of a Master's degree in Health Care Administration from Salve Regina University. She is a wife and mother to a very active 5-year old son whose main interests are distracting his mother from her studies. She is also interested in billiards, reading, learning, and family time.

RICHARD SINGER

Health Insurance Specialist, CMS

Dick Singer is the PACE Account Manager for the Centers for Medicare & Medicaid Services (CMS). Mr. Singer is a physical therapist who joined CMS in January of 2003. Prior to this he worked in various roles for SunDance Rehabilitation Corp, including Clinical Director of Physical Therapy, Regional Director of Operations for Fort Worth, TX, and Compliance Director. It was in this last role that he developed the skill set which enabled him to come aboard with CMS in the role of Long Term Care Surveyor. Since January of 2010, Mr. Singer has served as a PACE Account Manager. He is thrilled to be associated with this terrific healthcare delivery scheme. He received a Bachelor's of Science degree in Management from the University of Florida and his Master's of Arts in Physical Therapy from Touro College. Clearly in the throes of a major mid-life crisis, he has recently acquired a powerful motorcycle and at least two tattoos.



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MARY JANE SPUHLER

Nurse Consultant, CMS

Mary Jane Spuhler is a Nurse Consultant with the Centers for Medicare & Medicaid Services (CMS) Philadelphia Regional Office, Division of Medicare Health Plans Operations. She has served as PACE Account Manager, Audit and Clinical lead for the Philadelphia regional office for the past six years. Ms. Spuhler is actively involved with many key CMS PACE initiatives such as operations and quality. She has advanced education in engineering, nursing, and urban studies. Currently, Ms. Spuhler is pursuing a doctoral degree in nursing practice at Thomas Jefferson University in Philadelphia, PA.

Prior to her current position, she has managed numerous private and public sector Quality Improvement Programs. Her notable achievements are in the area of quality with publications in journals and textbooks. Ms. Spuhler is an active member of both the American Society for Quality (ASQ) and Sigma Theta Tau, (the Nursing Honor Society).

DEBORAH WAY

Staff Physician, Living Independently for Elders (LIFE) – University of Pennsylvania

Debra Way is the Staff Physician of Living Independently for Elders (LIFE) at the University of Pennsylvania. She currently chairs the Palliative Care Committee and is the founder of the Palliative Care Consult Team. From 2005 to 2010, Dr. Way worked at Hospice of Philadelphia, a division of Visiting Nurse Association of Philadelphia as the Senior Medical Director. From 2005 to 2007, she was employed at Senior Health Associates at Jeanes Hospital. Dr. Way is an annual speaker for the American Medical Directors Association Annual Meeting – The Hospice Long Term Care Interface. She also spoke at the Pennsylvania Medical Directors Association Annual Meeting in 2005 and 2010. Dr. Way graduated from Temple University School of Medicine and is Board Certified in Internal Medicine, Geriatric Medicine, Hospice and Palliative Medicine. She has four grown children and is grandmother to three (and counting). Dr. Way is an active member of her church and sings in the choir. She also enjoys gardening, reading, and cooking.



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MARGARET WILBER

QA/PI Coordinator, Living Independently for Elders (LIFE)

Margaret Wilbur is the QA/PI Coordinator for Living Independently for Elders (LIFE). In this role Ms. Wilbur is responsible for implementing a comprehensive quality assurance program to comply with CMS/New York State regulatory standards. She manages daily program operations to include training and oversight of IDT QA/PI activities. She develops the annual quality assurance plan, work plan, and annual evaluation. She guided the organization through the first CMS/DOH surveys and coordinates continuous readiness activities associated with CMS/DOH. Ms. Wilbur manages the IPRO QI projects; QA/PI meetings, and prepares the Board of Directors QA/PI reports and presentations. In addition, she coordinates the required regulatory activities associated with grievance and appeals process and Level Two reporting. She initiates and coordinates investigations on all quality of care risk management issues.

Previously, Ms. Wilbur worked for Catholic Health as a Quality and Patient Safety Nurse Reviewer and for Independent Health as Assistant Director of Quality Assurance. Ms. Wilbur was a past nominee for New York State Nurse of Distinction. She received a Bachelor's of Science degree in Nursing from D'Youville College. She is married with three children and enjoys reading, swimming, and walking.

KIMBERLY WOODLEY

Certified Quality Engineer, American Society of Quality

Kimberly Woodley is a Certified Quality Engineer with the American Society of Quality. Ms. Woodley has over 25 years of experience in the quality field, including healthcare and the manufacture of pharmaceuticals and medical devices. Ms. Woodley is a graduate of Longwood College, (now Longwood University), with a Bachelor's of Science degree in Chemistry. Prior conference presentations include the National PACE Association (NPA) in San Francisco, CA, National Association of Healthcare Quality (NAHQ) in Phoenix, AZ, and the National Database for Nursing Quality Indicators (NDNQI) in Orlando, FL.

ROGER ZIONCHECK

Medical Director, SeniorLIFE of PA

Roger Zioncheck is the Medical Director of SeniorLIFE of PA that has locations in several areas of Pennsylvania. In his previous positions, he was the Medical Director at both Kane Regional Nursing Home and Riverside Care Facility. Previously, he has worked as the Medical Director of Community Life of PA as well as running a private practice as a Physician specializing in Geriatric and Internal Medicine at UPMC of



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Pittsburgh. Dr. Zioncheck is a Fellow of Wilderness Medicine and has a Dual Board Certification in Internal Medicine and Geriatrics as well as board certifications in Hospice and Palliative Care medicine. He is a graduate of the Albert Einstein College of Medicine in New York, where he completed his Geriatric Medicine Fellowship and his internal medicine internship and residency. In 2005, he was the Mount Elybrus, Russia Expedition Team physician for the Pittsburgh, PA Explorers Club and the Physician educator for the Mountaineering School. Dr. Zioncheck resides in Pittsburgh, Pennsylvania, and enjoys scuba diving, rock climbing, and cooking.