

Presenter Biographies

Heather Alexander, MSPM

Client Service Manager

Prometric

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Ms. Alexander brings to her position 18 years of testing experience with certification programs. In her prior positions, she oversaw aide program transitions, managed contractual and operational elements, drove operational efficiency, and conducted audits to assess client satisfaction. Ms. Alexander has also held a variety of program management positions where she was responsible for managing client operations, implementing new programs, monitoring operational functions, conducting test center and program-specific training, developing and conducting customer presentations, preparing budgets, overseeing contractual reporting, and leading contract negotiations.

Ms. Alexander has a master's degree with a concentration in project management.

Jerry A. Barkoff

State Administrative Manager

State of Michigan, BCHS Federal Survey and Certification Division, LARA

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Jerry has been employed with the State of Michigan since 1993. He was a surveyor for 22 years and is now a Manager with the Federal Survey and Certification Division in Detroit. He has dual Master Degrees in both Social Work and Counseling and is a Licensed Master Social Worker in Michigan. He has been credentialed with the distinction of ACSW (Academy of Certified Social Workers) since 1995.

Vickie Burlew RN, ADNS

Health Care Consultant

Lebenbom & Rotham, PC

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Vickie Burlew is a registered nurse and licensed nursing home administrator. She has been actively involved in the culture change movement as a Certified Eden Associate, Education/Mentor and Guide. She is currently employed as a Health Care Consultant with a law firm specializing in long term care.

Vickie's focus is facilitating long term care homes to be successful in regulatory matters in times of crisis and in their efforts toward person-directed care. She has been developing Directed Plans of Correction since 2002.

Rebecca Ferrini, MD, MPH, CMD

Medical Director

San Diego County Edgemoor Facility

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Rebecca Ferrini, MD, MPH, CMD, is currently the Medical Director for the County of San Diego's Edgemoor DP-SNF Facility. She obtained her MD at the University of California, San Diego School of Medicine and has specialties in General Preventive Medicine, Hospice and Palliative Medicine and is an AMDA Certified Medical Director. She was honored in 2009 as the AMDA Medical Director of the Year for her work in improving her facility to a five star nationally recognized center. Dr. Ferrini has also published many works in the long-term care field giving special attention to the younger adult population living in these settings. She is the chief developer of the AMDA Younger Adult in the Long-Term Care Setting toolkit and will be conducting trainings throughout several states to help caregivers provide a higher quality of care to these younger adult residents.

Jessica Harback, RN, BSN

Manager

State of Michigan, BCHS

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Jessica Harback is the section manager for the CLIA program and the Dialysis Ambulatory Surgery Center, and Hospital (DASH) section. Jessica has been with the Department of Licensing and Regulatory Affairs for four years as a healthcare surveyor, stepping into the role of manager in January. Her nursing background is in Emergency Room nursing.

Kimberly Harrell, BS, LNHA, SWT

Administrator

Olympia Group (Father Murray Nursing & Rehabilitation Center)

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Kimberly has 16 years of experience as a licensed Nursing Home Administrator with a 24-year Social Work background in long term care.

Karen Hinkle, NHA, BBSW

Administrator

Countryside Care Center, Inc.

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Karen's experience in the long term care industry started as a CNA part time while in college. She really enjoyed working with seniors and so became a social worker in the skilled nursing arena. Karen has seen many changes in the industry since her early days. Her experience as a CNA has helped her to relate with the CNA's and understand what a hard job they really have. She has worked at Countryside since 1997 – first as a social worker and in 2010 became the administrator. Karen has been part of the MI-POST initiative since the mid 1980's and worked with several groups in the Jackson area with a focus on long term care. She is an advocate for person centered care.

Amy Holden, RN

Health Care Surveyor

State of Michigan, BCHS

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Ms. Holden graduated from Kellogg Community College in 1992. She has spent 20 years as a long term care provider prior to becoming a surveyor in 2010.

Dakima Jackson

Long Term Care Ombudsman

The Senior Alliance

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Dakima Jackson is a Certified Local Long Term Care Ombudsman for Western Wayne County at the Senior Alliance Area Agency on Aging 1-C. She has been involved in the advocacy network for 15 years. Ms. Jackson began her career working with developmentally disabled adults in adult foster care homes, elders in nursing homes, and in assisted living facilities. Ms. Jackson holds a Masters of Health Services Administration degree from the University of Detroit Mercy.

She is involved in many advocacy groups such as the Wayne County Best Practice Committee, the National Consumer Voice for Long Term Quality Care, the Coordinated Community Response Coalition, and facilitated the Western Wayne County Regional Family Council. Her passion in resolving elder abuse issues granted her the opportunity to speak on elder abuse topics to the health care community and the community at large.

Stacey Lawson, BA

Team Lead

Prometric

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Stacy Lawson, an Executive at Prometric since 2004, is a team leader in Prometric' s healthcare portfolio with primary responsibilities for Prometric' s 11 Nurse Aide testing and certification programs as well as several other healthcare licensure/certification programs. She focuses her attention on healthcare and state-based clients in the United States and is responsible for developing and maintaining relationships with both new and existing clients.

Ms. Lawson has more than 28 years of comprehensive management, sales and Account experience. She has been a participant in Prometric' s recent Nurse Aide National Examination Council meetings and a key member of new client program implementation teams for Internet-based testing certification examination programs for Nurse aides in Hawaii and home care aides in Washington. Previously, she was Director of Marketing and Sales for a technology company providing products and services to government agencies.

Ms. Lawson has Bachelor's degrees in Biomedical Engineering and Electrical Engineering from Duke University.

Susan M. Levy, MD, CMD

Independent Consultant

Self-employed

susan@susanlevymd.com

Dr. Susan M. Levy has been a medical director for over twenty-five years. She is currently the President of AMDA, The Society for Post-Acute and Long Term Care Medicine.

Dr. Levy earned her medical degree from the University of Maryland and completed an Internal Medicine residency at the Medical University of South Carolina. She also completed a geriatric fellowship at the Mount Sinai Medical Center in New York. She returned to Baltimore as Section Chief of Geriatric Medicine for a community hospital in Baltimore. She later became the Vice President of Medical Affairs for Levindale Hebrew Geriatric Center and Hospital. She currently resides in Delaware where she is medical director of two nursing homes and does additional consulting work related to geriatric medicine including PA/LTC.

Dr. Levy is board certified in Internal Medicine, Geriatric Medicine, and Hospice and Palliative Medicine. Dr. Levy has been a Certified Medical Director since 1996 and has served as the President of the Maryland Medical Directors Association from 2004 to 2008.

Jodi L. Menzies, RN, RAC-CT

MDS Coordinator; Clinical Reimbursement Specialist in Jackson

Pines Rehabilitation and Health Care Center; will be transferring to Jackson County Medical Care Facility in September

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Ms. Menzies received her nursing degree in 2008 and passed the RN NCLEX in February of 2009. She started as a floor nurse at the Pines the following week. In 2010, when MDS changed from 2.0 to 3.0, all of the MDS nurses chose to move on and she began MDS in early October of 2010, and has been practicing as the MDS Coordinator. In June of 2011, Jodi attended a workshop presented by the American Association of Nurse Assessment Coordinators, and achieved her Resident Assessment Coordinator certification, which has been maintained.

Haiden Najafi, RN, BSN, MSED, EDS

RAI/MDS & OASIS Educational Coordinator, Nurse Consultant

State of Michigan, BCHS

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Haideh Najafi holds Bachelor degrees in Nursing and Physical Education, Master degrees in Physical and Special Education, and an Educational Specialist degree (Ed.S) in Special Education all from Michigan State University.

Haideh worked as a Science teacher, a Special Education teacher, and an RN in the Cardiac unit. She also worked as home health, hospice, and nursing home surveyor, complaint investigator and trainer for the State of Michigan for 21 years. She has worked as an OASIS Educational Coordinator since 2004, and as an RAI/MDS coordinator since 2010. She has been married for 42 years and has two sons, and three grandsons.

Tom Novak

Enforcement & Compliance Section Manager

State of Michigan, BCHS

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Tom began working for the State of Michigan in 1989. Before joining the Bureau of Community and Health Systems in 2014, he had previously worked for the Unemployment Insurance Agency, Child Protective Services, and the Department of Mental Health.

John Rojeski

State Administrative Manager

State of Michigan, BCHS

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John has been with the Long Term Care Division/Federal Survey & Certification Division for the past eight years as manager of the Complaint Investigation Unit and Licensing Officer.

John has prior experience with the Michigan State Police as an IT Project Manager and Manager of the Law Enforcement Information Network. He retired as a Detective Lieutenant from a local law enforcement agency with 27 years of experience as a police officer; worked primarily upper-level narcotics trafficking and organized crime for majority of his career.

James D. Scott, PE

Manager, Health Facilities Evaluation Section

State of Michigan, BCHS

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James D. Scott, P.E., manages the Health Facilities Evaluation Section (HFES), a position he also held from 2000 to 2010. In this position, he oversees the approval of construction of Long-term care facilities under the Public Health Code. He also supervises the staff who conduct Life Safety Code surveys of long term care facilities. He was Director of the Division of Health Facilities & Services in the Bureau of Health Systems from 2010 to 2013.

Jim has been with the HFES staff since 1984. He represented HFES on the committee which developed the Minimum Design Standards for Health Care Facilities in Michigan. He chairs the Health Facilities Planning Seminar committee and represents the State of Michigan on the Health Guidelines Revision Committee.

Sarah Slocum, MA

State Long Term Care Ombudsman

State of Michigan

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Sarah Slocum is Michigan's State Long Term Care Ombudsman. She has served in this capacity at the Michigan Office of Services to the Aging since December 1, 2003. Prior to this appointment, Ms. Slocum served as long term care policy staff for AARP Michigan from 2001 to 2003. Her service at AARP followed seven and one half years as director of the statewide Medicare Medicaid Assistance program. Ms. Slocum served as an Assistant State LTC Ombudsman at Citizens for Better Care from 1984 to 1994, and prior to that spent one year as a VISTA volunteer working for the Area Agencies on Aging Association of Michigan. Ms. Slocum relies on her 30-plus years of experience in service to Michigan seniors and people with disabilities as she works toward better care and quality of life for Michigan's long term care consumers.

Hollis Turnham, J.D., BA

Michigan Manager

PHI – Quality Care through Quality Jobs

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Turnham is the Michigan Manager for PHI. PHI works to improve the quality of eldercare and disability services by improving the jobs of direct-care workers. Hollis has over 30 years' experience in poverty and aging issues, first as a legal services attorney in Adrian, Michigan and, then as Michigan's State Long Term Care Ombudsman for almost 16 years. Prior to joining PHI, Hollis was the 1999-2000 John Heinz Senate Fellow in Aging working on aging and long-term care issues for Chairman James Jeffords (R-VT) of the U.S. Senate Committee on Health Education, Labor, and Pensions. With her experience, Hollis plays a key role in PHI's policy work in other states including Indiana, Iowa, Vermont, Maine, and North Carolina. She has served on a number of national panels, most recently the CMS Technical Expert Panel for the implementation of QAPI.