

Speaker / Bio:**Louis C. Feuer
MA, MSW**

Louis Feuer, MA, MSW is a nationally recognized lecturer, author and healthcare management consultant. He has been a hospital administrator and clinician. Louis was formerly the director of professional development for one of the largest homecare providers in the United States with more than 6,000 employees and offices in almost every state. His articles have been published in The Case Manager, Homecare Magazine, The Journal of Hospital Marketing, Home Health Products, Independent Living, Home Health Care Today, Medical Product Sales, Occupational Therapy Today and the Pharmaceutical Representative.

Louis' monthly teleconference training programs are heard by hundreds of people each month and his business management column in *The Case Manager* is one of the longest running management columns in the healthcare industry. Louis presents more than 100 programs each year at national and international conferences, as well as corporate meetings and healthcare provider companies.

Louis has also received the Distinguished Service Award by the American Association for Continuity of Care for his dedication to the association and the industry. He is one of the healthcare industry's most dynamic and popular speakers presenting programs for many of the leading healthcare providers companies and professional associations both in the United States and Canada.

Louis Feuer is the author of White-Collar Stress selected by the American Booksellers in 1987 as one of the highlight books for their annual convention. His new book Customer Service Strategies for the Healthcare Environment has been published by the Health Insurance Association of America. Louis is known as the homecare industry's leading customer service consultant.

Louis Feuer serves on the Advisory Board of Home Healthcare Providers Co-Op, the Editorial Advisory Board of Continuing Care Magazine, Home Health Products and The Case Manager. He is one of only three national healthcare professionals in the United States serving on the National Advisory Board of the Accreditation Commission for Home Care.

Louis has been involved in educational programming for more than 25 years planning and directing his first educational conference series in 1973 for one of the nation's oldest private psychiatric facilities. For 18 years Louis served as the Director of Education for the Medtrade Management Group a division of VNU Expositions, one of the world's largest producers of healthcare education programs. He continues to consult with several of the nation's leading trade show and conference producers and is a consultant to the Case Management Society of America. He also served as one of eleven national members of the task force that reviewed the new standards of practice for case manager.

Louis received a BA Degree from University of Miami in 1967 in Psychology, a Masters in Arts Degree from Northeast LA State University, Monroe, LA in 1970, and a Masters in Social Work from Barry University, Miami, FL in 1973. He has also received special training in healthcare program administration from the University of Miami.

Topics:

- Understanding Case Managers and Case Management for the Non-Case Manager
- Professional Survival Skills for Case Managers
- Customer Service Strategies that Will Separate You from the Competition

