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Las Vegas Studer Conference

Uniform Certificate of Attendance

ACPE - UAN 0595-0000-16-001-L05-P for Pharmacists / UAN 0595-0000-16-001-L05-T for Technicians -

Session Date	Time	# of CE Credits	Session Title	Mark Completed Sessions
11/3/2016	8:10 am to 9:10 am	1.00	Keynote: The Key to Thriving Through Change - Wayne Sotile, Ph.D	
11/3/2016	9:15 am to 10:00 am	0.75	AIDET®: What You Say Makes A Difference - Rich Bluni, RN, LHRM	
11/3/2016	9:15 am to 10:00 am		Developing Front Line Leaders to Facilitate Change - Diana Topjian, RN, MSN, DM, C-ENP	
11/3/2016	9:15 am to 10:00 am		Access 2.0: Improving Patient Scheduling and Flow - Holly Adams, FACHE, FACMPE	
11/3/2016	9:15 am to 10:00 am		Managing the Difficult Colleague - Jeff Morris, MD, FACS, MBA	
11/3/2016	9:15 am to 10:00 am		Coaching vs. Cheerleading: Effective Tips to Improve Performance - Angie Esbenshade, RN, MSN	
11/3/2016	10:15 am to 11:00 am	0.75	Sustaining Excellence and Keeping the Flywheel Spinning - Dan Collard	
11/3/2016	10:15 am to 11:00 am		Reducing Variance in Leader Coaching of AIDET® Plus the Promise - Vikki Choate, RN, MSN, CPHQ	
11/3/2016	10:15 am to 11:00 am		Core Tactics to Improve Medical Practice Patient Experience - Matthew Bates, MPH	
11/3/2016	10:15 am to 11:00 am		Physician-Patient Communication Skills Building - Dan Smith, MD, FACEP	
11/3/2016	10:15 am to 11:00 am		From Talking to Texting: Tips for Managing Generational Differences - Stephanie Baker, RN, MBA, CEN	
11/3/2016	11:15 am to 12:00 pm	0.75	Ready, Set, Go: Aligning Actionable Goals to Leader Evaluations - Kelly Dickey	
11/3/2016	11:15 am to 12:00 pm		Physician-Patient Communication Skills Lab - facilitated by Jeff Morris, MD, FACS, MBA	
11/3/2016	11:15 am to 12:00 pm		Office Staff Courtesy: A Commitment to Continuous Improvement - Barbara Hotko, RN	
11/3/2016	11:15 am to 12:00 pm		Leader Rounding on Patients: Strategies to Round on 100% of Your Patients - Diana Topjian, RN, MSN, DM, C-ENP	
11/3/2016	11:15 am to 12:00 pm		Considerations in Pain and Comfort Care in the Era of the Opioid Epidemic - Dan Smith, MD, FACEP	
11/3/2016	12:30 pm to 1:15 pm		Performance Improvement: What Matters Most- RaNae Wright, MHA and Jess Jones	

11/3/2016	12:30 pm to 1:15 pm	0.75	HCAHPS Open Forum: Ask the Experts! - Faye Sullivan, RN; Vikki Choate, RN, MSN, CPHQ; Erin Shipley, RN, MSN and Diana Topjian, RN, MSN, DM, C-ENP	
11/3/2016	12:30 pm to 1:15 pm		Looking Over the Horizon: Patient-Centric Consumerism - Matthew Bates, MPH	
11/3/2016	12:30 pm to 1:15 pm		Decoding Performance Conversations: Creating A Culture of Always - Stephanie Baker, RN, MBA, CEN	
11/3/2016	1:30 pm to 2:30 pm	1.00	Closing Keynote: Shopping at Target and Hanging with Batman - Rich Bluni, RN, LHRM	
TOTAL		5.00		

Name _____

Organization _____