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**Washington, D.C. 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 - please provide ePID and DOB in session evaluations**

Session Date	Time	# of CE Credits	Session Title	Mark Completed Sessions
5/10/2016	8:00 am to 9:00 am	1.00	Keynote: 10 Minutes That Count; The Missing Aim - <i>Matthew Bates, MPH</i> / It's All About the Relationships - <i>Gary Anthony</i> / Outpatient and Ambulatory Surgery CAHPS: Creating a Lasting Brand for Your Community - <i>Erin Shipley, RN, MSN</i> / Hardwiring High Reliability: How to Avoid the Normalization of Deviance - <i>David Marshall</i> / Honoring Those That Have Served: Examples of Patriotism for the Patient - <i>Mark Noon, BS, MA, USAF</i>	
5/10/2016	9:15 am to 10:00 am	0.75	Leadership Development and The Art and Science of Successful Coaching - <i>Bob Murphy, RN, JD</i>	
5/10/2016	9:15 am to 10:00 am		Hourly Rounding®: A Must Have Safety Strategy - <i>Faye Sullivan, RN</i>	
5/10/2016	9:15 am to 10:00 am		First Among Equals: Physician Leadership - <i>Andy Ziskind, MD</i>	
5/10/2016	9:15 am to 10:00 am		Managing Patient Flow: It Starts at the Front Door - <i>Kirk Jensen, MD, MBA, FACEP</i>	
5/10/2016	10:15 am to 11:00 am	0.75	Getting (and Keeping) the Right People on the Bus - <i>Craig Deao, MHA</i>	
5/10/2016	10:15 am to 11:00 am		Best Practices for Shift Huddles that Drive HCAHPS Results - <i>Erin Shipley, RN, MSN</i>	
5/10/2016	10:15 am to 11:00 am		White Coats and Suit Coats: Dyad Leadership - <i>Rob Schreiner, MD, FACP</i> and <i>Matthew Bates, MPH</i>	
5/10/2016	10:15 am to 11:00 am		Diagnose Then Treat: Finding the Right Flow Efficiency Model - <i>Dan Smith, MD, FACEP</i>	
5/10/2016	11:15 am to 12:00 pm	0.75	Highmiddlelow®: What Matters Most in Performance Management - <i>Bob Murphy, RN, JD</i>	
5/10/2016	11:15 am to 12:00 pm		Using HCAHPS Survey Custom Questions to Enhance Staff Engagement - <i>Diana Topjian, RN, MSN, DM, C-ENP</i>	
5/10/2016	11:15 am to 12:00 pm		Medical Practice Patient Experience Overview: CG CAHPS - <i>Matthew Bates, MPH</i>	
5/10/2016	11:15 am to 12:00 pm		Physician Burnout: Diagnosis and Treatment - <i>Barbara Roehl, MD</i>	
5/10/2016	11:15 am to 12:00 pm		Managing the Middle: Flow Efficiency Models to Expedite Patient Throughput - <i>Dan Smith, MD, FACEP</i>	

5/10/2016	1:30 pm to 2:15 pm	0.75	Getting Better Faster with Leader Rounding on Staff - Bob Murphy, RN, JD	
5/10/2016	1:30 pm to 2:15 pm		Reducing Readmissions Through Recurring Care Transition Calls - Erin Shipley, RN, MSN and Rachael Johnson	
5/10/2016	1:30 pm to 2:15 pm		Access 2.0: Improving Patient Scheduling and Flow - Holly Adams, FACHE, FACMPE	
5/10/2016	1:30 pm to 2:15 pm		Managing the Difficult Colleague - Jeff Morris, MD, FACS, MBA	
5/10/2016	1:30 pm to 2:15 pm		Keep on Moving: Unlocking Back Door Flow - Kirk Jensen, MD, MBA, FACEP	
5/10/2016	2:30 pm to 3:15 pm	0.75	AIDET: A Framework for Authentic and Compassionate Care - Bob Murphy, RN, JD	
5/10/2016	2:30 pm to 3:15 pm		Developing Front Line Leaders to Facilitate Change - Diana Topjian, RN, MSN, DM, C-ENP	
5/10/2016	2:30 pm to 3:15 pm		Care Coordination - Lynn Schneider Grennan, ABV	
5/10/2016	2:30 pm to 3:15 pm		Physician Goal Setting and Feedback - Jeff Morris, MD, FACS, MBA	
5/10/2016	2:30 pm to 3:15 pm		Good Marriage or Bad Divorce? - Stephanie Baker, RN, MBA, CEN and Dan Smith, MD, FACEP	
5/10/2016	3:30 pm to 4:30 pm	1.00	Keynote: Lessons From the Country's Largest Health Care System - The Honorable David J. Shulkin, MD	
<b>TOTAL</b>		<b>5.75</b>		

Name \_\_\_\_\_

Organization \_\_\_\_\_