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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
5/11/2016	8:00 am to 8:55 am	1.00	Keynote: Leadership Mastery - Bob Murphy, RN, JD	
5/11/2016	8:55 am to 9:45 am	0.75	Keynote: A CEO Perspective; Sharing the Journey to Excellence - L. Keith Granger	
5/11/2016	10:00 am to 10:45 am	0.75	Sustaining Excellence & Keeping the Flywheel Spinning - Dan Collard	
5/11/2016	10:00 am to 10:45 am		Reducing Variance in Leader Coaching of AIDET® Plus the Promise - Vikki Choate, RN, MSN, CPHQ	
5/11/2016	10:00 am to 10:45 am		Core Tactics to Improve Medical Practice Patient Experience - Matthew Bates, MPH	
5/11/2016	10:00 am to 10:45 am		Physician-Patient Communication: Skill Building - Dan Smith, MD, FACEP	
5/11/2016	10:00 am to 10:45 am		Critical Communication Tactics That Drive Outcomes: Teaming at the Bedside / Managing Up / Bedside Shift Report / Daily Huddles - Stephanie Baker, RN, MBA, CEN & ED Team	
5/11/2016	11:00 am to 11:45 am	0.75	Ready, Set, Go: Aligning Actionable Goals to Leader Evaluations - Kelly Dickey	
5/11/2016	11:00 am to 11:45 am		Leader Rounding on Patients: Strategies to Round on 100% of Your Patients - Diana Topjian, RN, MSN, DM, C-ENP	
5/11/2016	11:00 am to 11:45 am		Office Staff Courtesy: A Commitment to Continuous Improvement - Julie O'Shaughnessy	
5/11/2016	11:00 am to 11:45 am		Physician-Patient Communication: Skills Lab - Jeff Morris, MD, FACS, MBA	
5/11/2016	11:00 am to 11:45 am		Coaching vs. Cheerleading: Effective Tips to Improve Performance - Angie Esbenshade, RN, MSN	
5/11/2016	12:30 pm to 1:15 pm	0.75	Maximizing Your Leadership Minutes - Jackie Gaines, MS, BSN	
5/11/2016	12:30 pm to 1:15 pm		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	
5/11/2016	12:30 pm to 1:15 pm		Looking Over the Horizon: Patient-Centric Consumerism - Matthew Bates, MPH	
5/11/2016	12:30 pm to 1:15 pm		Decoding Performance Conversations: Creating a Culture of Always - Stephanie Baker, RN, MBA, CEN	
5/11/2016	1:30 pm to 2:30 pm	1.00	Closing Keynote: Head Heart Hands - Lisa DeLong, RN	
TOTAL		5.00		

Name _____

Organization _____