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Healthcare Leadership & Improvement Conference - Los Angeles

Uniform Certificate of Attendance

Session Date	Time	# of CE Credits	Session Title	Mark Completed Sessions
2/28/2017	8:15 AM - 9:15 AM	1.00	KEYNOTE: The E-Factor: How Engaged Patients, Clinicians, Leaders, and Employees will Transform Healthcare - Craig Deao, MHA	
2/28/2017	9:30 AM - 10:15 AM	0.75	Building the Foundation for Excellence with Evidence-Based Leadership SM - Mitch Hagins	
2/28/2017	9:30 AM - 10:15 AM		The Patient Experience Landscape - Colleen McCrory, MBA, FACHE	
2/28/2017	9:30 AM - 10:15 AM		Highly Reliable Leadership - Dave Marshall	
2/28/2017	9:30 AM - 10:15 AM		Creating Physician Buy-In - Jeff Morris, MD, FACS, MBA	
2/28/2017	9:30 AM - 10:15 AM		Creating The ED You Deserve - Stephanie Baker, RN, MBA, CEN & Dan Smith, MD, FACEP	
2/28/2017	10:30 AM - 11:15 AM	0.75	Alignment & Accountability: The Key Factors to Achieving Results - Kelly Dickey	
2/28/2017	10:30 AM - 11:15 AM		HCAHPS: Making it Meaningful - Vikki Choate, RN, MSN, CPHQ	
2/28/2017	10:30 AM - 11:15 AM		Employee Engagement: It Starts At The Top - Craig Deao, MHA	
2/28/2017	10:30 AM - 11:15 AM		Physician Recruiting, Selection, and Orientation - Dan Smith, MD, FACEP	
2/28/2017	10:30 AM - 11:15 AM		Employee Retention in the Constant Churn of the Emergency Department - Angie Esbenshade, RN, MSN	
2/28/2017	1:15 PM - 2:00 PM	0.75	Leader Development and the Art of Coaching - Mark Noon, USAF (Ret)	
2/28/2017	1:15 PM - 2:00 PM		CG CAHPS: Tactics to Maximize Patient Experience - Matthew Bates, MPH	
2/28/2017	1:15 PM - 2:00 PM		Reducing Physician Burnout and Engaging Physicians - Barbara Roehl, MD, MBA	
2/28/2017	1:15 PM - 2:00 PM		Principles and Tenets in Flow Efficiency to Unite the Patient with Their Care Team - Dan Smith, MD, FACEP	
2/28/2017	2:15 PM - 3:00 PM	0.75	Performance Management: highmiddlelow® - Mark Noon, USAF (Ret)	
2/28/2017	2:15 PM - 3:00 PM		OAS CAHPS: How to be a "Cut" Above The Rest - Erin Shipley, RN, MSN	
2/28/2017	2:15 PM - 3:00 PM		Making Sense of MACRA - Matthew Bates, MPH	
2/28/2017	2:15 PM - 3:00 PM		From Getting Them In to Moving Them Through: Dissecting Effective Flow Models to Expedite Middle Flow - Dan Smith, MD, FACEP	
2/28/2017	3:15 PM - 4:15 PM	1.00	KEYNOTE: 10 Minutes That Count - Transformation vs. Improvement, Craig Deao, MHA / How Do I Answer That? Smart Answers to Tough Questions, Stephanie Baker, RN, MBA, CEN / The Why, Mitch Hagins / Move 'Em Up or Move 'Em Out, Colleen McCrory, MBA, FACHE / Sky Box Leadership, Lisa DeLong, RN	
TOTAL		5.00		

Name _____ Organization _____