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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
3/1/2017	8:15 AM - 9:15 AM	1.00	KEYNOTE What Business Are You Really In? - David S. Duncan	
3/1/2017	9:30 AM - 10:15 AM	0.75	Developing Active, Effective Listening Skills: The Foundation of Effective Communication - Craig Deao, MHA	
3/1/2017	9:30 AM - 10:15 AM		Crush the Myth: Patient Experience Leaders are not Unicorns! - Colleen McCrory, MBA, FACHE	
3/1/2017	9:30 AM - 10:15 AM		Value-Based Care - Matthew Bates	
3/1/2017	9:30 AM - 10:15 AM		Physician Feedback - Dan Smith, MD, FACEP	
3/1/2017	9:30 AM - 10:15 AM		A Closer Look: Real-Life ED Case Studies - Angie Esbenshade, RN, MSN	
3/1/2017	10:30 AM - 11:15 AM	0.75	Holding on to A+ Talent: Reducing Employee Turnover - Mark Noon, USAF (Ret)	
3/1/2017	10:30 AM - 11:15 AM		Leader Rounding on Patients 2.0: Across the Continuum - Erin Shipley, RN, MSN	
3/1/2017	10:30 AM - 11:15 AM		Driving for Uber: Consumerism Lessons for Healthcare - Matthew Bates, MPH	
3/1/2017	10:30 AM - 11:15 AM		First Among Equals: Physician Leadership - Jeff Morris, MD, FACS, MBA	
3/1/2017	10:30 AM - 11:15 AM		Good Marriage or Bad Divorce: Building an Effective Dyad Relationship - Stephanie Baker, RN, MBA, CEN & Dan Smith, MD, FACEP	
3/1/2017	12:30 PM - 1:15 PM	0.75	Rounding On Staff: Saving Time, Lives and YOU! - Rich Bluni, RN, LHRM	
3/1/2017	12:30 PM - 1:15 PM		Shift Huddles that Drive Patient Experience and Quality Results - Erin Shipley, RN, MSN	
3/1/2017	12:30 PM - 1:15 PM		Healthcare Needs for an Aging Population - Barbara Roehl, MD, MBA	
3/1/2017	12:30 PM - 1:15 PM		Managing the Difficult Colleague - Jeff Morris, MD, FACS, MBA	
3/1/2017	12:30 PM - 1:15 PM		Considerations in Pain and Comfort Care in the Era of the Opioid Epidemic - Dan Smith, MD, FACEP	
3/1/2017	1:30 PM - 2:15 PM	0.75	AIDET: What You Say Makes a Difference - Rich Bluni, RN, LHRM	
3/1/2017	1:30 PM - 2:15 PM		Patient Safety: A Critical Element of Patient Experience - Vikki Choate, RN, MSN, CPHQ	
3/1/2017	1:30 PM - 2:15 PM		What We Permit, We Promote - Craig Deao, MHA	
3/1/2017	1:30 PM - 2:15 PM		Becoming Patient Consumer-Centric - Matthew Bates, MPH	
3/1/2017	1:30 PM - 2:15 PM		From Caregiver to Patient: A Story From the Other Side of the Bedrails - Suz Fisher, RN	
3/1/2017	3:15 PM - 4:15 PM	1.00	KEYNOTE Choosing Resilience: The Key to Thriving Through Change - Wayne Sotile, PhD	
TOTAL		5.00		

Name _____ Organization _____