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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
3/2/2017	8:00 AM - 9:00 AM	1.00	KEYNOTE From Vision to Vitality: Changing Culture from the Inside Out - David Santos	
3/2/2017	9:15 AM - 10:00 AM	0.75	Engaging Your Staff and Patients in Patient Safety Practices - Dave Marshall	
3/2/2017	9:15 AM - 10:00 AM		Leveraging the Patient Voice in Your Improvement Journey - Lisa Reich, RN	
3/2/2017	9:15 AM - 10:00 AM		Physician-Patient Communication Skill Building - Dan Smith, MD, FACEP	
3/2/2017	9:15 AM - 10:00 AM		Coaching vs Cheerleading: Effective Tips to Improve Performance - Angie Esbenshade, RN, MSN	
3/2/2017	9:15 AM - 11:00 AM	1.50	C-Suite Panel and Round Table Discussions (Extended Session) - Facilitated by Craig Deao, MHA	
3/2/2017	10:15 AM - 11:00 AM	0.75	Sustaining Excellence and Keeping the Flywheel Spinning - Mitch Hagins	
3/2/2017	10:15 AM - 11:00 AM		Straight A's in Service Recovery - Colleen McCrory, MBA, FACHE	
3/2/2017	10:15 AM - 11:00 AM		Physician-Patient Communication Skills Lab - Jeff Morris, MD, FACS, MBA	
3/2/2017	10:15 AM - 11:00 AM		Decoding Performance Conversations: Creating a Culture of Always - Stephanie Baker, RN, MBA, CEN	
3/2/2017	11:15 AM - 12:15 PM	1.00	CLOSING KEYNOTE Inspired Care - Rich Bluni, RN, LHRM	
TOTAL		3.50		

Name _____ Organization _____