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Healthcare Leadership & Improvement Conference - Orlando

Uniform Certificate of Attendance

Session Date	Time	# of CE Credits	Session Title	Mark Completed Sessions
5/9/2017	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	
5/9/2017	9:30 AM - 10:15 AM	0.75	Building the Foundation for Excellence with Evidence-Based Leadership SM - Mitch Hagins	
5/9/2017	9:30 AM - 10:15 AM		Highly Reliable Leadership - Dave Marshall	
5/9/2017	9:30 AM - 10:15 AM		Creating A Culture of Physician Partnership - Jeff Morris, MD, MBA, FACS, FRCS	
5/9/2017	9:30 AM - 10:15 AM		Creating The ED You Deserve - Stephanie Baker, RN, MBA, CEN & Dan Smith, MD, FACEP	
5/9/2017	9:30 AM - 11:15 AM	1.5	EXTENDED SESSION - The Patient Experience Landscape: CMS and All Things CAHPS (Part 1) - Colleen McCrory, MBA, FACHE, Angie Esbenshade, RN, MSN, Erin Shipley, RN, MSN, Vikki Choate, RN, MSN, CPHQ & Matthew Bates, MPH	
5/9/2017	10:30 AM - 11:15 AM	0.75	Alignment & Accountability: The Key Factors to Achieving Results - Kelly Dickey	
5/9/2017	10:30 AM - 11:15 AM		Employee Engagement: It Starts At The Top - Craig Deao, MHA	
5/9/2017	10:30 AM - 11:15 AM		Physician Recruiting, Selection, and Orientation - Dan Smith, MD, FACEP	
5/9/2017	10:30 AM - 11:15 AM		Employee Retention in the Constant Churn of the Emergency Department - Angie Esbenshade, RN, MSN	
5/9/2017	12:30 PM - 1:15 PM	0.75	Leader Development and the Art of Coaching - Mark Noon, USAF (Ret)	
5/9/2017	12:30 PM - 1:15 PM		The Patient Experience Landscape: CMS and All Things CAHPS (Part 2) Panel Discussion and Q&A - Colleen McCrory, MBA, FACHE, Angie Esbenshade, RN, MSN, Erin Shipley, RN, MSN, Vikki Choate, RN, MSN, CPHQ & Matthew Bates, MPH	
5/9/2017	12:30 PM - 1:15 PM		Reducing Physician Burnout and Engaging Physicians - Barbara Roehl, MD, MBA	
5/9/2017	12:30 PM - 1:15 PM		Principles and Tenets in Flow Efficiency to Unite the Patient with Their Care Team - Dan Smith, MD, FACEP	
5/9/2017	1:30 PM - 2:15 PM	0.75	Developing Active, Effective Listening Skills: The Foundation of Effective Communication - Craig Deao, MHA	
5/9/2017	1:30 PM - 2:15 PM		Leveraging the Patient Voice in Your Improvement Journey - Lisa Reich, RN	
5/9/2017	1:30 PM - 2:15 PM		Making Sense of MACRA - Matthew Bates, MPH	
5/9/2017	1:30 PM - 2:15 PM		From Getting Them In to Moving Them Through: Dissecting Effective Flow Models to Expedite Middle Flow - Dan Smith, MD, FACEP	
5/9/2017	3:00 PM - 4:00 PM	1.00	KEYNOTE: 10 Minutes That Count - Pain from a Patient's Perspective, Lisa Reich, RN / Competency by Proxy, Craig Deao, MHA / Fired Up: Inspiring Excellence in the Midst of Crisis, David Santos / Success in a Multi-Generational Workplace, Lynne Cunningham, MPA, FACHE / Mirror, Mirror on the Wall... Data Rich, Information Poor!, Jeff Morris, MD, MBA, FACS, FRCS	
TOTAL		5.00		

Name _____ Organization _____