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**Healthcare Leadership & Improvement Conference - Orlando**

**Uniform Certificate of Attendance**

Session Date	Time	# of CE Credits	Session Title	Mark Completed Sessions
5/10/2017	8:00 AM - 9:15 AM	1.25	OPENING REMARKS: Connect the Dots - Mark Noon, USAF (Ret) & KEYNOTE: A CEO's Perspective: Hardwiring a 5 Star Culture - Todd Forkel	
5/10/2017	9:30 AM - 10:15 AM	0.75	Performance Management: Difficult Conversations and highmiddlelow® - Lynne Cunningham, MPA, FACHE	
5/10/2017	9:30 AM - 10:15 AM		Leading The Charge: How Does a CXO Lead for Alignment? - Colleen McCrory, MBA, FACHE & Debbie Landers, MBA	
5/10/2017	9:30 AM - 10:15 AM		Value-Based Care - Matthew Bates	
5/10/2017	9:30 AM - 10:15 AM		Physician Feedback - Dan Smith, MD, FACEP	
5/10/2017	9:30 AM - 10:15 AM		A Closer Look: Real-Life ED Case Studies - Angie Esbenshade, RN, MSN	
5/10/2017	10:30 AM - 11:15 AM		0.75	Holding onto your A+ Talent: Reducing Employee Turnover - Mark Noon, USAF (Ret)
5/10/2017	10:30 AM - 11:15 AM	Patient Safety: A Critical Element of Patient Experience - Vikki Choate, RN, MSN, CPHQ		
5/10/2017	10:30 AM - 11:15 AM	Leading the Multi-Generational Workforce - Lynne Cunningham, MPA, FACHE		
5/10/2017	10:30 AM - 11:15 AM	Becoming Patient Consumer-Centric - Matthew Bates, MPH		
5/10/2017	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		
5/10/2017	11:30 AM - 12:15 PM	0.75		Rounding on Staff: Saving Time, Lives, and YOU! - Pam Beitlich, DNP, ARNP, RN, NEA-BC
5/10/2017	11:30 AM - 12:15 PM		Leader Rounding on Patients Across the Continuum - Erin Shipley, RN, MSN	
5/10/2017	11:30 AM - 12:15 PM		Driving for Uber: Consumerism Lessons for Healthcare - Matthew Bates, MPH	
5/10/2017	11:30 AM - 12:15 PM		Managing the Difficult Colleague - Jeff Morris, MD, MBA, FACS, FRCS	
5/10/2017	11:30 AM - 12:15 PM		Considerations in Pain and Comfort Care in the Era of the Opioid Epidemic - Dan Smith, MD, FACEP	
5/10/2017	1:30 PM - 2:15 PM		0.75	AIDET®: Your Words Matter - Pam Beitlich, DNP, ARNP, RN, NEA-BC
5/10/2017	1:30 PM - 2:15 PM	How to Move CAHPS Performance with Goal Setting - Kelly Dickey & Davy Crockett, BSN, MPA, FACHE		
5/10/2017	1:30 PM - 2:15 PM	What We Permit, We Promote - Craig Deao, MHA		
5/10/2017	1:30 PM - 2:15 PM	Physician Leadership: First Among Equals - Jeff Morris, MD, MBA, FACS, FRCS		
5/10/2017	1:30 PM - 2:15 PM	A Small ED with a Big Heart: Holyoke Medical Center's Journey to Excellence - Karen Smith, MSN, RN, CEN, NE-BC & Jim Keefe, RN		
5/10/2017	3:00 PM - 4:00 PM	1.00		KEYNOTE: Leading Through Change and Transitions to New Opportunities - Pam Beitlich, DNP, ARNP, RN, NEA-BC
<b>TOTAL</b>		<b>5.25</b>		

Name \_\_\_\_\_ Organization \_\_\_\_\_