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Healthcare Leadership & Improvement Conference - Orlando

Uniform Certificate of Attendance

Session Date	Time	# of CE Credits	Session Title	Mark Completed Sessions
5/11/2017	8:00 AM - 9:00 AM	1.00	OPENING REMARKS: Connect the Dots - Mark Noon, USAF (Ret) & KEYNOTE: Building a Culture of Innovation - David S. Duncan	
5/11/2017	9:15 AM - 10:00 AM	0.75	Engaging Your Staff and Patients in Patient Safety Practices - Dave Marshall	
5/11/2017	9:15 AM - 10:00 AM		Shift Huddles that Drive Patient Experience and Quality Results - Erin Shipley, RN, MSN	
5/11/2017	9:15 AM - 10:00 AM		Physician-Patient Communication Skill Building - Dan Smith, MD, FACEP	
5/11/2017	9:15 AM - 10:00 AM		Coaching vs Cheerleading: Effective Tips to Improve Performance - Angie Esbenshade, RN, MSN	
5/11/2017	9:15 AM - 11:00 AM	1.50	C-Suite Panel and Round Table Discussions (Extended Session) - Facilitated by Craig Deao, MHA	
5/11/2017	10:15 AM - 11:00 AM	0.75	Sustaining Excellence and Keeping the Flywheel Spinning - Mitch Hagins	
5/11/2017	10:15 AM - 11:00 AM		Straight A's in Service Recovery - Colleen McCrory, MBA, FACHE	
5/11/2017	10:15 AM - 11:00 AM		Physician-Patient Communication Skills Lab - Jeff Morris, MD, MBA, FACS, FRCS	
5/11/2017	10:15 AM - 11:00 AM		Decoding Performance Conversations: Creating a Culture of Always - Stephanie Baker, RN, MBA, CEN	
5/11/2017	11:15 AM - 12:00 PM	0.75	KEYNOTE: Choices Make Champions - Dale Smith Thomas	
TOTAL		3.25		

Name _____ Organization _____