

## Excellence in the Emergency Department

### April 10-11, 2018

#### Day 1: Tuesday, April 10

7:00 – 8:00 a.m.	<b>Breakfast, Registration and Name Badge Pick-Up</b>
8:00 – 9:15 a.m.	<b>Creating the ED You Deserve</b> Stephanie Baker, RN, MBA, CEN, Coach Leader, Studer Group Dan Smith, MD, FACEP, Executive Medical Director, Studer Group
9:15 – 9:30 a.m.	<b>Break</b>
9:30 – 10:30 a.m.	<b>Employee Retention in the Constant Churn of the Emergency Department</b> Angie Esbenshade, RN, MSN, MBA, NE-BC, Coach Leader, Studer Group
10:30 – 10:45 a.m.	<b>Break</b>
10:45 – 11:45 a.m.	<b>Principles and Tenets in Flow Efficiency to Unite Patients with Their Care Team</b> Dan Smith, MD, FACEP, Executive Medical Director, Studer Group
11:45 a.m. – 12:00 p.m.	<b>Q&amp;A and Housekeeping</b>
12:00 – 1:00 p.m.	<b>Lunch</b>
1:00 – 2:15 p.m.	<b>From Getting Them In to Moving Them Through: Dissecting Effective Flow Models to Expedite Middle Flow</b> Dan Smith, MD, FACEP, Executive Medical Director, Studer Group Angie Esbenshade, RN, MSN, MBA, NE-BC, Coach Leader, Studer Group Stephanie Baker, RN, MBA, CEN, Coach Leader, Studer Group
2:15 – 2:30 p.m.	<b>Break</b>
2:30 – 3:45 p.m.	<b>A Closer Look: Real-Life ED Case Studies</b> Angie Esbenshade, RN, MSN, MBA, NE-BC, Coach Leader, Studer Group
3:45 – 4:00 p.m.	<b>Q&amp;A with Faculty</b>

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### April 10-11, 2018

#### Day 2: Wednesday, April 11

7:00 – 8:00 a.m.	<b>Breakfast</b>
8:00 – 8:30 a.m.	<b>Q&amp;A and Housekeeping</b>
8:30 – 9:15 a.m.	<p><b>Good Marriage or Bad Divorce: Building an Effective Dyad Relationship</b></p> <p>Dan Smith, MD, FACEP, Executive Medical Director, Studer Group Stephanie Baker, RN, MBA, CEN, Coach Leader, Studer Group</p>
9:15 – 9:30 a.m.	<b>Break</b>
9:30 – 10:45 a.m.	<p><b>Creating a Culture of Always with Must Haves®</b></p> <p>Angie Esbenshade, RN, MSN, MBA, NE-BC, Coach Leader, Studer Group</p>
10:45 – 11:00 a.m.	<b>Break</b>
11:00 – 12:00 p.m.	<p><b>Considerations in Pain and Comfort Care in the Era of the Opioid Epidemic</b></p> <p>Dan Smith, MD, FACEP, Executive Medical Director, Studer Group Stephanie Baker, RN, MBA, CEN, Coach Leader, Studer Group</p>
12:00 – 1:00 p.m.	<b>Lunch</b>
1:00 – 2:00 p.m.	<p><b>Coaching vs. Cheerleading: Effective Tips to Improve Performance</b></p> <p>Angie Esbenshade, RN, MSN, MBA, NE-BC, Coach Leader, Studer Group</p>
2:00 – 2:15 p.m.	<b>Break</b>
2:15 – 3:30 p.m.	<p><b>Decoding Performance Conversations: Creating a Culture of Always</b></p> <p>Stephanie Baker, RN, MBA, CEN, Coach Leader, Studer Group</p>