

In support of improving patient care, Studer Group is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team

**What's Right in Health Care® - Nashville**

**On-site Attendance - ACCME Activity ID: 201113044 | Provider Activity ID: CONF2018TN1**

**Virtual Attendance - ACCME Activity ID: 201113045 | Provider Activity ID: CONF2018TNV**

**Uniform Certificate of Attendance**

Session Date	Time	# of CE Credits	Session Title	Mark Completed Sessions
8/21/2018	6:45 am to 7:30 am	0.75	EARLY BIRD SESSION: Introduction to Evidence-Based Leadership™ - Craig Deao, MHA, Senior Leader, Author and Speaker, Studer Group	
8/21/2018	8:15 am to 9:15 am	1.00	The Transformation Journey: The Immovable Object Meets the Unstoppable Force - Craig Deao, MHA, Senior Leader, Author and Speaker, Studer Group	
			Concurrent Sessions	
8/21/2018	9:45 am to 10:45 am	1.00	ED Excellence: Evidence-Based Leadership™ & Lean Management Principles - Baptist - DeSoto Hospital ED (Memphis, TN)	
			The Strategic Room... A Strategic Move - Hôpital Montfort (Ottawa, ON, Canada)	
			Year-After-Year Top Tier Employee Engagement is Within Reach - Can You Handle the Truth? - Kirby Medical Center (Monticello, IL)	
			The Innovative and Patient Centered Approach to a Successful Revenue Cycle - Trinity Health (Livonia, MI)	
			Dual Transformation: Strengthening the Core While Building the Business Model of Tomorrow - Innosight (Boston, MA)	
			Concurrent Sessions	
8/21/2018	11:00 am to 12:00 pm	1.00	Supercharging Emergency Department Waiting Room Rounding - University of New Mexico Hospital (Albuquerque, NM)	
			The Bases of Engagement in a Post-Acute Setting - Mary Free Bed Rehabilitation Hospital (Grand Rapids, MI)	
			When "By the Book" Isn't Enough: Customizing Best Practices in a Large Complex Organization - HCA Healthcare (Nashville, TN)	
			BEST Journey to Improved Ambulatory Access and Accountability - University of Kentucky Healthcare (Lexington, KY)	
			Culture Still Trumps Strategy: Lessons Learned from Cultural Transformation - University of Kansas Health System (Kansas City, KS)	
			Concurrent Sessions	
8/21/2018	2:00 pm to 3:00 pm	1.00	Improving HCAHPS and Engagement Results of 1200+ Leaders in Less Than 90 Days! - UPMC (Pittsburgh, PA)	
			Technology and Heart: Lessons from North America's First Fully Digital Hospital - Humber River Hospital (Toronto, ON, Canada)	
			Implementing HRO Principles: Order Matters - Madigan Army Medical Center (Tacoma, WA)	
			Active Capacity Management, Managing LOS and the Physician Advisor Role - University of Kansas Health System (Kansas City, KS)	
			Removing Optionality: Using Transparent Data to Propel Results - Adventist Health Central California Region	
8/21/2018	3:45 pm to 5:00 pm	1.25	10 Minutes That Count: <ul style="list-style-type: none"> <li>• Truth from Data - Lynne Mahony, MBA, MFA, Managing Director, Huron, Coach Leader, Studer Group Canada</li> <li>• How 40 Seconds of Compassion Could Save a Life - Stephen Trzeciak, MD, MPH, Critical Care Medicine, Cooper University Health Care</li> <li>• The Future of Healthcare - Matthew Bates, Senior Leader, Author and Speaker, Studer Group</li> <li>• Meet Pepper the Humanoid Robot - Barbara Collins, President and CEO, Humber River Hospital</li> <li>• How Redirecting Venting and Leading with Empathy Nurtures Resilience - Kris Ann Piazza, Coach and Speaker, Studer Group</li> </ul>	
<b>TOTAL</b>		<b>6.00</b>		

Name \_\_\_\_\_

Organization \_\_\_\_\_