

Excellence in the Emergency Department

ORLANDO | February 20-22, 2019

Day 1 – February 20

11:00 – 1:00 p.m.	Registration
1:00 – 1:15 p.m.	Welcome, Housekeeping Tips and Meet the Faculty
1:15 – 2:30 p.m.	Creating the ED you Deserve Stephanie Baker, MBA, RN, CEN and Dan Smith, MD, FACEP
2:30 – 2:45 p.m.	Break
2:45 – 3:45 p.m.	Operational Flow Tenets and Front End: Nuts and Bolts to Get Them In Dan Smith, MD, FACEP
3:45 – 4:45 p.m.	Strategic Organizational Alignment for Optimizing ED Performance Angie Esbenshade, RN, MSN, MBA, NE-BC

Day 2 – February 21

7:00 – 8:00 a.m.	Breakfast
8:00 – 9:00 a.m.	From Seen to Clean: Expeditious and Informed Dan Smith, MD, FACEP
9:00 – 9:45 a.m.	Good Marriage or Bad Divorce: Building an Effective Dyad Relationship Stephanie Baker, MBA, RN, CEN and Dan Smith, MD, FACEP
9:45 – 10:00 a.m.	Q&A
10:00 – 10:15 a.m.	Break
10:15 – 11:15 a.m.	Change Leadership: Leveraging Cultural Capital for Transformative Capability Michelle Bright, BA
11:15 – 12:00 p.m.	Must Haves® that Must Be Working Stephanie Baker, MBA, RN, CEN, Dan Smith, MD, FACEP, and Angie Esbenshade, RN, MSN, MBA, NE-BC
12:00 – 1:00 p.m.	Lunch
1:00 – 2:00 p.m.	Charting the Raging Waters of Inpatient Holds Angie Esbenshade, RN, MSN, MBA, NE-BC
2:00 – 2:15 p.m.	Break
2:15 – 3:15 p.m.	Considerations in Pain Management: In the Era of the Opioid Epidemic Dan Smith, MD, FACEP
3:15 – 3:30 p.m.	Break
3:30 – 4:30 p.m.	Avoid Burnout by Choosing Resilience Wayne Sotile, PhD

Day 3 – February 22

7:00 – 8:00 a.m.	Breakfast
8:00 – 9:00 a.m.	From Talking to Texting: Tips for Managing Generational Differences Stephanie Baker, MBA, RN, CEN
9:00 – 9:30 a.m.	Q&A
9:30 – 10:30 a.m.	Creating a Culture of Always to Improve Performance Angie Esbenshade, RN, MSN, MBA, NE-BC
10:30 – 10:45 a.m.	Break
10:45 – 11:45 a.m.	Decoding Performance Conversations: Creating a Culture of Always Stephanie Baker, MBA, RN, CEN

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