

# CONTINUING EDUCATION CREDIT INFORMATION

In order to receive your certificate of completion follow the directions below.

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## VERIFICATION OF ATTENDANCE

After attending the live event, all participants must complete the following process to receive their certificate of completion and/or credit which will be available for printing from your HealthStream transcript.

1. Point your browser to: [www.healthstream.com/hlc/conference](http://www.healthstream.com/hlc/conference).
2. Click the "[First time users click here to register](#)." link to register and enter the network.
3. Create your own user id and password. It is recommended to complete the password reminder field.
4. Click submit.
5. **After accessing the site, go to your "My Profile" tab. Select "Manage Discipline and License Information". You MUST add your discipline, license number and state to ensure you receive the proper credit.**
6. Once logged in, go to the "Catalog" tab.
7. Click on the word "Search."
8. Click on the conference date you attended.
9. Click "Enroll."
10. Read the Syllabus.
11. Complete an Evaluation for each conference session.
12. Print your CE certificate.

Participants are required to complete an activity evaluation for each conference session. Once the participant completes the activity evaluations, a link to obtain the certificate will display. All participants will receive a certificate of completion. Participants whose discipline qualifies for credit will also receive a certificate of continuing education credit. Participants who require assistance with logging in or retrieving their certificate may contact:

**HealthStream**  
**Phone: (800) 521-0574, Select Option 5**  
**E-mail: [customer.service@healthstream.com](mailto:customer.service@healthstream.com)**

# **2016 Healthcare Improvement Forum: Transform your Culture and Optimize Performance**

*Live Activity*

A Continuing Education Activity  
Provided by the Provider Unit of:



## **OVERVIEW**

Building on our proven patient-centered techniques, this conference is designed for healthcare leaders who want to create a culture of “Always” for patients and families. We will enable you to benchmark best practices and the competencies needed to advance performance across your balanced scoreboard. Join us as our expert coaches and clients lead keynote sessions showcasing innovations in the patient experience.

## **INTENDED AUDIENCE**

This conference is designed for healthcare leaders.

## **TEACHING METHODS**

This live event will include a PowerPoint presentation and didactic lecture with a question and answer session at the end of the program.

## **ACCREDITATION/CREDIT HOURS**

Provider approved by the California Board of Registered Nursing, Provider Number CEP13221 and 4 contact hour(s) will be awarded for this activity.

Licensee must retain this document for a period of 4 years after the course concludes.

HealthStream is authorized to award 4 hours of pre-approved ACHE Qualified Education credit for this program toward advancement or recertification in the American College of Healthcare Executives. Participants in this program wishing to have the continuing education hours applied toward ACHE Qualified Education credit should indicate their attendance when submitting application to the American College of Healthcare Executives for advancement or recertification.

This material was originally presented on May 3-4, 2016 and can no longer be used after June 3-4, 2016. Therefore, no CE credit will be issued after June 4, 2016.

## **DISCLAIMER**

Providership status refers to educational content only and does not imply California Board of Registered Nursing, American College of Healthcare Executives or HealthStream endorsement or promotion of any product or service.

## **CRITERIA FOR COMPLETION**

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Pensacola, FL

# 2016 Healthcare Improvement Forum

*Transform Your Culture and Optimize Performance*

## Agenda- Day One

7:30 – 8:30am Attendees	Continental Breakfast	All Speakers &
8:30 – 8:45am Holland	Welcome & Introduction	Amanda
8:45 – 9:30am	Improving Healthcare & Sustaining Results: The HEI Model	Katie Owens
9:30 – 9:45am & Attendees	Expectations - Interactive Exercise	Eric Heckerson
9:45 – 10:00am Attendees	Break	All Speakers &
10:00 – 10:45am	Building the Courage to Change & Drive Results	Al Stubblefield
10:45 – 11:45am	Leading Performance & Driving Accountability <i>1 CE Credit</i>	Eric Heckerson
11:45 – 12:45pm Attendees	Networking Lunch	All Speakers &
12:45 – 2:00pm	Mastering People-Centered Communication <i>1 CE Credit</i>	Kathleen Lynam
2:00 – 2:15pm Attendees	Break	All Speakers &
2:15 – 3:15pm	Afternoon Keynote	Guest Speaker
3:15 – 4:15pm Team	The Innovation Game:  <i>Twenty or More Innovative Ideas &amp; Tools</i>	Innovation
4:15 – 4:30pm Holland	Summary, Evaluations, & Raffle	Amanda
4:30 – 5:00pm Attendees	Poster Sessions, Exhibits, and Networking with Coaches	All Speakers &
5:00 – 5:30pm	Cocktail Reception	

## Agenda- Day Two

7:30 –8:30am Attendees	Continental Breakfast	All Speakers &
8:30 – 8:45am 8:45 – 9:15am	Yesterday’s Learning, Expectations, & Questions Coaching 102: Advanced Techniques for Leaders <i>.5 CE Credit</i>	Eric Heckerson Melissa Wurm
9:15 – 9:45am Blankenship	Empathy in Care & Service  <i>.5 CE Credit</i>	April
9:45 – 10:00am Attendees	Break	All Speakers &
10:00 – 11:00am Lonquist	Coaching Physicians to Enhance Performance  <i>1 CE Credit</i>	Dr. James
11:00 – 11:15am Attendees	Break & Move to Breakout Sessions	All Speakers &
11:15 – 12:15pm Attendees	Showcase Breakout Sessions: <i>Select One of Three</i>  Using Language of Caring to Elevate Performance <i>Jill Golde - Language of Caring</i>  How Measurement Can Save You and Your Patients Valuable Time <i>Brad Weeks - HealthStream Control Center</i>  Guest Speaker	All Speakers &
12:15-1:15pm Attendees	Networking Lunch	All Speakers &
1:15-2:15pm	Afternoon Keynote	Guest Speaker
2:15-3:30pm	Roundtable “Speed Coaching” Sessions	Leigh Ann & Coaches
3:30pm Attendees	Closing Remarks, Raffle, & Evaluations	All Speakers &