

Tuesday, July 21

8:30-9:30 AM Keynote Address

KEYNOTE26: Leading What's Next: Becoming Future-Ready in a Changing Healthcare World

Gregg Brown, MSc, PMP, CTD
All Disciplines | 1.0 CE Hour

Many organizations, especially in healthcare, are faced with the reality of having to do more at a faster pace, with increased complexity and uncertainty. New technology, policy shifts and pivots, and evolving expectations mean that meeting these moments of change isn't just about new tools or structures; it starts with how we think, adapt, lead ourselves and others through these changes.

As AI continues to reshape the workplace and the future of work, leadership is having to evolve to meet new demands and rising expectations. With knowledge workers shifting away from routine, repetitive tasks, the very nature of leadership must change. According to a recent Future of Work survey, 73% of leaders believe their skill sets will need to change completely, or almost completely to thrive in this rapidly changing landscape.

In this engaging and insight filled keynote, Gregg will share research based insights combined with actionable strategies and will equip leaders to be future-ready with the insights and tools they need to lead in a world where humans and AI work hand in hand.

This inspiring, energizing, and research-backed session will help participants:

- Develop a discovery mindset that fuels personal growth, team alignment, and openness to new possibilities.
- Understand how to work with the brain's natural patterns to reduce resistance and accelerate change.
- Learn practical ways to spark a culture of innovation, curiosity, and fresh thinking.
- Build the confidence to take bold, decisive action even in times of ambiguity and uncertainty.
- Strengthen the future-ready skills needed to lead, adapt, and thrive in a rapidly changing world.

BREAKOUT SESSIONS | 9:45-10:45 AM

LAB26-01: Climbing the Career Ladder: Where Your Degree Can Take You

Annette Cook, MLS (AMT) & Kathy Sutton, MLS (AMT)
Laboratory | 1.0 CE Hour

This session explores career pathways and advancement opportunities available to laboratory professionals. Attendees will learn strategies for professional growth, including skill development, leadership readiness, and positioning for promotion. Practical guidance will focus on aligning career goals with organizational needs to increase visibility and readiness for future roles.

After attending this session, you will be able to:

- Identify at least three career pathways available to laboratory professionals.
- Assess skills and competencies needed for career advancement.
- Develop one actionable step to support leadership or professional growth.

LPD26-01: LPD26-01: “What Did She Say?” Mastering Effective Communication at Work

Beth Warning, MS, MLS (ASCP), AHI (AMT)

Leadership & Professional Development | 1.0 CE Hour

With multiple channels and constant distractions, workplace communication often breaks down. This session explores why messages are misunderstood and introduces strategies for improving clarity and effectiveness across written, verbal, and face-to-face communication.

After attending this session, you will be able to:

- Identify factors contributing to miscommunication.
- Compare strengths and limitations of common communication methods.
- Apply strategies to improve workplace communication outcomes.

MA26-01: Protecting Patients: Risk Management Essentials for Medical Assistants

Jade Kinder

Medical Assisting | 1.0 CE Hour

Session description and learning objectives will be available soon.

BREAKOUT SESSIONS | 11:00 AM-12:00 PM

PHLEB26-01: The Poke Pals Method™: Trauma-Informed Strategies for Calmer Pediatric Blood Draws and Procedures

Franchesca Kelly, CMLA, PBT, RBT

Phlebotomy | 1.0 CE Hour

This session introduces the Poke Pals Method™, a trauma-informed approach designed to reduce fear and distress during pediatric blood draws. By combining behavioral science with phlebotomy best practices, attendees will learn practical techniques to support cooperation, efficiency, and long-term trust in healthcare settings.

After attending this session, you will be able to:

- Identify common causes of pediatric distress during blood collection.
- Apply the four pillars of the Poke Pals Method™ to reduce anxiety.
- Integrate trauma-informed strategies into pediatric phlebotomy workflows.

AHI26-01: Are You in Compliance? Accessibility 101 for Curriculum Design

Beth Warning, MS, MLS (ASCP), AHI (AMT)

Allied Health Instruction | 1.0 CE Hour

Recent updates to Title II of the Americans with Disabilities Act have expanded requirements for digital accessibility in educational settings. This session introduces allied health instructors to accessibility standards and practical tools for designing compliant instructional materials within learning management systems and commonly used document formats.

After attending this session, you will be able to:

- Describe key Title II ADA requirements related to digital instructional content.
- Differentiate accessibility from accommodations in educational design.
- Apply accessibility standards to Word, PowerPoint, and PDF files.

MA26-02: Paws, Policies, and Patients: Navigating Service Dogs in Healthcare

Cherish Vandervoord

Medical Assisting | 1.0 CE Hour

Service dogs are increasingly present in healthcare settings, yet legal requirements and expectations are often misunderstood. This session provides clarity on service dog laws, appropriate questions staff may ask, behavioral standards, and best practices for managing service dogs safely and compliantly in medical offices.

After attending this session, you will be able to:

- Describe legal requirements for service dogs in healthcare settings.
- Identify appropriate and appropriate-limited inquiries regarding service dogs.
- Apply best practices for safely and respectfully accommodating service dogs.

Wednesday, July 22

BREAKOUT SESSIONS | 8:00-9:00 AM

LAB26-02: Electrophoresis in Clinical Chemistry: Principles, Practice, and What's Next

Barry Martin, EdD, MS, BS, BA, MLS (ASCP)

Laboratory | 1.0 CE Hour

This session reviews the scientific principles and clinical applications of electrophoresis in the modern laboratory. Attendees will examine common methodologies, pattern interpretation, and clinical case examples, followed by a discussion of emerging advances such as automation, digital imaging, and AI-assisted analysis.

After attending this session, you will be able to:

- Explain the basic principles of electrophoresis used in clinical chemistry.
- Interpret common electrophoretic patterns associated with disease states.
- Describe at least one emerging technology impacting electrophoresis practice.

LPD26-02: Healing Healthcare

Jessica Ellis-Wilson, CHW, FACMPE

Leadership & Professional Development | 1.0 CE Hour

Healthcare professionals face challenges such as burnout, morale concerns, and inequities. This session explores how empathy, compassion, and kindness can positively affect healthcare culture and patient outcomes.

After attending this session, you will be able to:

- Identify common contributors to burnout and disengagement.
- Describe evidence linking empathy-based practices to improved outcomes.
- Apply techniques that foster a culture of compassion and inclusion.

MA26-03: MA26-03: Medical Errors: Part I – Foundations and Frameworks

Naomi Melvin, PhD/EdD, MPH, CLC (AMT), DLM (ASCP)

Medical Assisting | 1.0 CE Hour

This session is the first of a two-part series designed to build foundational knowledge of medical errors in healthcare, including those occurring at point-of-care sites. Participants will explore the scope and impact of medical errors, examine contributing system-level factors, and review the role of standard operating procedures (SOPs) in error prevention. The session introduces core quality improvement and risk management frameworks commonly used to identify and mitigate medical errors.

After attending this session, participants will be able to:

- Define medical errors and differentiate individual versus system-based causes.
- Identify common sources of error in clinical workflows.
- Explain quality improvement frameworks used to prevent medical errors.

9:15-10:15 AM GENERAL SESSION

GS26-01: Everyday Leaders: Small Actions, Big Results

Derek Deprey, Leadership Speaker/Author/Coach

All Disciplines | 1.0 CE Hour

For too long, leadership has been narrowly defined and reserved for a select few, presidents, CEOs, or high-profile figures featured on magazine covers or social media feeds. Yet the leaders who shape our lives most profoundly are often not the most visible. They are parents, mentors, teammates, colleagues, and family members whose everyday actions leave a lasting impact.

This session invites participants to reimagine leadership by recognizing the power of influence that exists in daily interactions, regardless of role, title, or authority. Attendees will explore how stepping beyond comfort zones, prioritizing the growth of others, and leading with purpose can create meaningful change over time. Participants will leave equipped to embrace their role as everyday leaders, making small, intentional choices that produce big results.

After attending this session, you will be able to:

- Differentiate between micromanagement and everyday leadership by identifying behaviors that empower, develop, and support others.
- Apply at least two strategies for intentionally stepping outside their comfort zone to foster personal and professional growth through small, consistent actions.
- Assess their personal leadership “why” and demonstrate how prioritizing the needs and growth of others strengthens influence and impact in everyday settings.

BREAKOUT SESSIONS | 10:30-11:30 AM**PHLEB26-02: Avoiding Pre-Analytical Errors**

Melissa Hampton, MLS (AMT)
Phlebotomy | 1.0 CE Hour

Through interactive learning stations, this session focuses on identifying, correcting, and preventing common pre analytical errors in phlebotomy. Attendees will examine real world scenarios, discuss patient impact, and develop practical prevention strategies.

After attending this session, you will be able to:

- Classify common types of pre analytical errors.
- Describe the impact of pre analytical errors on patient outcomes.
- Identify at least one corrective action to reduce errors in practice.

AHI26-02: How Active Is Your Listening?

Jessica Ellis-Wilson, CHW, FACMPE
Allied Health Instruction | 1.0 CE Hour

Active listening is a core skill for effective communication and leadership. This interactive session explores differences between passive and active listening and introduces practical techniques to strengthen engagement, understanding, and collaboration in professional

settings.

After attending this session, you will be able to:

- Distinguish passive from active listening behaviors.
- Apply at least two active listening techniques in workplace interactions.
- Demonstrate effective listening skills during guided exercises.

MA26-04: Medical Errors: Part II – Case Studies and Quality Improvement in Practice

Naomi Melvin, PhD/EdD, MPH, CLC (AMT), DLM (ASCP)

Medical Assisting | 1.0 CE Hour

This session is the second of a two-part series and builds on the foundational concepts introduced in Part I. Using real-world case studies and practical examples, participants will analyze medical errors in clinical settings and apply structured methodologies to address them. The session emphasizes hands-on evaluation of SOPs, conducting gap analyses, and developing actionable quality improvement frameworks to reduce, correct, and prevent future errors.

After attending this session, you will be able to:

- Analyze case studies to determine root causes of medical errors.
- Apply gap-analysis techniques to assess SOP effectiveness.
- Develop a basic quality improvement plan for a clinical error scenario.

Thursday, July 23

BREAKOUT SESSIONS | 8:00-9:00 AM

LAB26-03: Laboratory Quality Management Systems: From Compliance to Excellence

Muain Haseeb, PhD, MS (HSA), BSMT, CLC (AMT)

Laboratory | 1.0 CE Hour

Session description and learning objectives will be available soon.

LPD26-03: Collaborating for Success: Building Academic–Industry Partnerships for Healthcare Workforce Development

James Ramos, PhD

Leadership & Professional Development | 1.0 CE Hour

This session provides practical guidance for forming academic-industry partnerships that address workforce needs. Using real-world case examples, participants will explore collaborative models that align education, training, and employer expectations.

After attending this session, you will be able to:

- Identify key components of effective academic-industry partnerships.
- Apply strategies to align curriculum with workforce demands.
- Evaluate partnership benefits for students, institutions, and employers.

MA26-05: Hematology, Serology, Coagulation and Body Fluids

Kay Woollen, EdD, MA, MLS (ASCP)

Medical Assisting | 1.0 CE Hour

Advances in diagnostics continue to shape hematology and related testing areas. This session reviews how laboratory findings support diagnosis, monitoring, and treatment decisions across hematology, serology, coagulation, and body fluids.

After attending this session, you will be able to:

- Explain how laboratory results support individualized patient care.
- Interpret common hematology and coagulation test results.
- Describe the role of laboratory professionals in precision medicine.

BREAKOUT SESSIONS | 9:15-10:15 AM

LAB26-04: Electronic Competency Assessment

Margaret Blaetz, CLC, MLT (AMT), MLT, M (ASCP)

Laboratory | 1.0 CE Hour

Electronic competency assessment (e-CA) systems offer laboratories a streamlined approach to compliance and documentation. This session examines regulatory requirements for competency assessment and highlights how electronic systems improve record accuracy, accessibility, and audit readiness. Attendees will also review available e-CA tools.

After attending this session, you will be able to:

- Define competency assessment and its regulatory purpose.
- Differentiate between assessing behavior, knowledge, and technical skill.
- Identify regulatory requirements for competency assessment in waived and non-waived testing.

AHI26-03: Teaching the Next Generation: Elevating Clinical Medical Assistant Instruction Through Engagement, Simulation & Certification Readiness

Lakesha Quarles, DHA(c), MHA, RMA, CMA

Allied Health Instruction | 1.0 CE Hour

Designed for Clinical Medical Assisting educators, this interactive workshop explores

evidence-based strategies to enhance engagement, skill mastery, and certification readiness. Emphasis is placed on simulation, assessment methods, soft-skill integration, and alignment with current workforce expectations.

After attending this session, you will be able to:

- Apply instructional strategies for teaching and assessing clinical skills.
- Integrate certification exam preparation into course curricula.
- Implement engagement techniques that support professionalism and readiness.

MA26-06: Non-Maleficence: Ethical Considerations in Healthcare

Barrie Lange-Schneithorst, MBA, BSHA, CHCO, CBCS
Medical Assisting | 1.0 CE Hour

Non-maleficence, “do no harm,” is a core principle of healthcare ethics. This session explores ethical decision-making beyond physical harm, including emotional and psychological considerations, and examines how ethical principles guide patient-centered care.

After attending this session, you will be able to:

- Describe key principles of clinical ethics, including non-maleficence.
- Evaluate ethical dilemmas using multiple perspectives.
- Apply ethical principles to support patient-centered decisions.

BREAKOUT SESSIONS | 10:30-11:30 AM

PHLEB26-03: Beyond the Vein: Advancing Phlebotomy Practice for Accuracy, Safety, and Patient Care

William Donald III, MLT (AMT)
Phlebotomy | 1.0 CE Hour

This session explores the evolving role of phlebotomy in healthcare, combining technical excellence with patient-centered care. Using case studies and current trends, attendees will gain actionable strategies to reduce errors, enhance safety, and strengthen patient trust.

After attending this session, you will be able to:

- Identify at least two strategies to reduce pre-analytical errors in phlebotomy.
- Apply one infection control or safety improvement to daily practice.
- Develop a personal improvement goal to enhance professional practice.

LPD26-04: Your Process Map to Success...Six Sigma Tools for the Real World

Brett O'Donnell, RDA, DAR, AHI (AMT)
Leadership & Professional Development | 1.0 CE Hour

This session introduces Six Sigma tools that support quality improvement, efficiency, and communication in healthcare environments. Participants will learn practical approaches to

improving workflows and enhancing patient and team experiences.

After attending this session, you will be able to:

- Apply DMAIC principles to healthcare work processes.
- Identify inefficiencies affecting service delivery.
- Develop process improvements that reduce workload and error risk.

MA26-07: Why Hospice? Why Now?

Crystal Randle-Hill, RN
Medical Assisting | 1.0 CE Hour

Medical assistants often play a key role in recognizing patient decline. This session reviews indicators for hospice referrals, signs of terminal decline, and strategies for supporting patients and families through the hospice onboarding process.

Friday, July 24

8:00-9:00 AM GENERAL SESSION

GS26-02: Living Beyond Your Inner Critic: Building Confidence, Resilience, and Purpose in Healthcare

Janice Fortman, EdD
All Disciplines | 1.0 CE Hour

In high-pressure healthcare environments, self-doubt, perfectionism, and burnout can quietly undermine confidence, performance, and well-being. Living Beyond Your Inner Critic is an empowering keynote that helps allied health professionals recognize and reshape negative self-talk that impacts their effectiveness and fulfillment at work.

Through engaging storytelling, healthcare-relevant examples, and science-based strategies, this session explores how shifting from self-criticism to self-compassion strengthens resilience and prevents burnout. Attendees will leave with practical mindset tools to overcome imposter syndrome, communicate with confidence, and reconnect with their sense of purpose, bringing their best selves to their work, teams, and patients.

After attending this session, you will be able to:

- Identify common patterns of negative self-talk that affect confidence, performance, and emotional well-being in healthcare settings.
- Apply at least two practical mindset techniques, such as positive self-talk or cognitive reframing, to build resilience and self-confidence during high-stress situations.
- Describe how emotional well-being influences communication, leadership effectiveness, and quality of patient care.

BREAKOUT SESSIONS | 9:15-10:15 AM**LAB26-05: Clinical Cases of Pathogens**

Colin Murphy, M (ASCP CM)
Laboratory | 1.0 CE Hour

This case-based session presents selected pathogens through real clinical scenarios, comparing textbook findings with atypical presentations. Emphasis is placed on early recognition, diagnostic challenges, and critical thinking to support timely and accurate patient care.

After attending this session, you will be able to:

- Describe typical laboratory presentations of selected pathogens.
- Identify atypical findings associated with these organisms.
- Apply early recognition strategies to support timely diagnosis.

LPD26-05: Mastering Tough Talks: Equipping Managers to Lead with Clarity & Purpose

Raisa Ramos, HR Advisor, Leadership Coach
Leadership & Professional Development | 1.0 CE Hour

Difficult conversations are a critical leadership responsibility. This session provides managers with a structured framework for approaching performance, feedback, and sensitive workplace discussions with confidence and clarity.

After attending this session, you will be able to:

- Structure difficult conversations with clear purpose and outcomes.
- Apply communication techniques that reduce defensiveness.
- Manage resistance and emotional responses professionally.

MA26-08: Ehlers-Danlos Syndrome: What Medical Assistants Need to Know

Lisa Mahone, MBA, BS, RMA (AMT), AHI (AMT)
Medical Assisting | 1.0 CE Hour

Ehlers-Danlos Syndrome (EDS) is often underrecognized but frequently encountered in clinical settings. This session equips medical assistants with knowledge to recognize symptoms, adapt care techniques, and support patient safety and comfort.

After attending this session, you will be able to:

- Describe EDS and its major clinical features.
- Identify care considerations for patients with EDS.
- Apply strategies to provide safe, patient-centered care for individuals with EDS.

BREAKOUT SESSIONS | 10:30-11:30 AM**LAB26-06: Whispers of the Past: Ancient Pathogens, Modern Lessons**

Tia Johnson, MSHS, MLS (AMT), CIC
Laboratory | 1.0 CE Hour

Session description and learning objectives will be available soon.

LPD26-06: Leading Change: Building Collaborative Teams and Healthy Cultures

Natasha Todorovic, MBA, DCH
Leadership & Professional Development | 1.0 CE Hour

This session explores leadership strategies that support collaboration, trust, and resilience during organizational change. Participants will gain tools to strengthen team performance and adaptability in allied health environments.

After attending this session, you will be able to:

- Identify leadership strategies that support change initiatives.
- Apply techniques that promote trust and collaboration.
- Implement communication practices that enhance change readiness.

MA26-09: Navigating Today's MA Challenges: Scope, Burnout and Safety

Robert Rogers, PhD
Medical Assisting | 1.0 CE Hour

This session explores key challenges facing today's medical assistants, including scope of practice, burnout, and workplace safety. Practical strategies are shared to support resilience, professional boundaries, and sustainable practice.

After attending this session, you will be able to:

- Define scope-of-practice considerations for medical assistants.
- Identify early signs of burnout in healthcare settings.
- Apply strategies to support safety and personal well-being at work.

BREAKOUT SESSIONS | 1:00-2:00 PM**LAB26-07: Targeted Next Generation Sequencing (tNGS) and Its Implications in Diagnostics**

Athulaprabha Murthi, PhD
Laboratory | 1.0 CE Hour

This session introduces targeted Next-Generation Sequencing (tNGS) and its growing role in

diagnostic microbiology. Attendees will explore how tNGS supports rapid pathogen identification and antimicrobial resistance detection, with a focus on clinical applications in Mycobacteria.

After attending this session, you will be able to:

- Describe the basic principles and applications of tNGS.
- Explain how tNGS improves detection of antimicrobial resistance.
- Identify scenarios where tNGS enhances diagnostic decision-making.

AHI26-04: High-Impact Learning Strategies: Boost Engagement, Retention, and Clinical Mastery

Lisa Theodore, CDA, RDA (AMT), CPFDA
Allied Health Instruction | 1.0 CE Hour

This session equips allied health educators with brain-based instructional strategies that improve learner engagement, retention, and clinical performance. Participants will explore practical techniques that support active learning, critical thinking, and seamless transfer of skills to clinical practice.

After attending this session, you will be able to:

- Apply brain-based strategies to increase student engagement.
- Implement active learning techniques that support retention.
- Design instructional activities that enhance clinical skill mastery.

MA26-10: Frequency of Skills Evaluation

Yesenia De La Rosa, MBA, RMA & Natasha Todorovic, MBA, DCH
Medical Assisting | 1.0 CE Hour

Ongoing skills evaluation is essential for maintaining competency. This session addresses what skills to review, how often evaluation should occur, and methods for validating competencies during onboarding and ongoing employment.

After attending this session, you will be able to:

- Identify clinical skills requiring routine validation.
- Determine appropriate frequency for skills evaluations.
- Demonstrate methods for reviewing and validating competencies.

BREAKOUT SESSIONS | 2:15-3:15 PM

LAB26-08: Commissioned Corps

Moses Ajoku, PhD, MPH, CLS (ASCP)
Laboratory | 1.0 CE Hour

This session provides an overview of the U.S. Public Health Service Commissioned Corps and

its role in public health and laboratory medicine. Attendees will learn about career pathways, service opportunities, and the impact of laboratory professionals within federal health initiatives.

After attending this session, you will be able to:

- Describe the mission and structure of the Commissioned Corps.
- Identify career roles for laboratory professionals within the Corps.
- Explain at least one pathway for joining or engaging with federal health service programs.

LPD26-07: Human-Centered Leadership Communication — From Boardroom to Bedside

Stephanie Abbott, MBA, CLSSBB, FACHE

Leadership & Professional Development | 1.0 CE Hour

This keynote examines how leadership communication impacts patient and employee experience. Through compelling storytelling and practical insight, participants will explore human-centered communication strategies that build trust and engagement.

After attending this session, you will be able to:

- Explain how communication influences patient and workforce experience.
- Apply human-centered communication strategies in leadership roles.
- Identify communication pitfalls and strategies for high-stakes situations.

MA26-11: That's Not My Job!

Tanya Becker

Medical Assisting | 1.0 CE Hour

This session examines how teamwork, cross-training, and mindset influence clinical success. Participants will explore how shared responsibility, collaboration, and positive attitudes improve workflow, reduce stress, and enhance patient care.

After attending this session, you will be able to:

- Explain how cross-training supports team flexibility.
- Describe benefits of teamwork in clinical environments.
- Recognize the impact of attitude on team effectiveness.

BREAKOUT SESSIONS | 3:30-4:30 PM

PHLEB26-04: Mastering Phlebotomy: Techniques, Tips, and Troubleshooting for Safe Blood Collection

Nicolette Woodside, AHI

Phlebotomy | 1.0 CE Hour

This session reviews essential phlebotomy techniques, patient positioning, and vein stabilization methods to ensure safe and accurate blood collection. Attendees will also examine common complications and evidence-based strategies for prevention and management.

After attending this session, you will be able to:

- Demonstrate appropriate selection of phlebotomy methods based on the patient scenario.
- Identify proper patient positioning and vein anchoring techniques.
- Analyze common complications and apply prevention strategies.

LPD26-08: Risk Management Issues

Meg Garret

Leadership & Professional Development | 1.0 CE Hour

Session description and learning objectives will be available soon.

MA26-12: Care of Patients with Disabilities and Patient Advocacy

Tyler Porterfield, RMA (AMT), CPPM (AAPC), CPC (AAPC)

Medical Assisting | 1.0 CE Hour

Patients with disabilities require informed, compassionate care. This session explores common conditions, practical care approaches, and advocacy strategies to support equitable, patient-centered healthcare delivery.

After attending this session, you will be able to:

- Identify common disabilities encountered in clinical practice.
- Apply appropriate techniques when caring for patients with disabilities.
- Use available resources to strengthen patient advocacy.