

## Monday, July 21

### 8:30-9:30 AM Keynote Address

#### **KEYNOTE25: Find Your Restorative Edge: Strategies to Safeguard Your Wellbeing**

Saundra Dalton-Smith, MD  
All Disciplines | 1.0 CE Hour

How can you keep your energy, happiness, creativity, and relationships fresh and thriving during never-ending family demands, career pressures, daily stress, and changes? Based on the research in her #1 rated “Best Advice Shared” TED talk and book, Dr. Saundra Dalton-Smith shares the real reason why so many people are tired all the time. Her seven types of rest are discussed including ways to determine which type of restorative activities you need most and how to get more of each. This practical approach incorporates restorative activities in the middle of your busy day without waiting for the next sabbatical or vacation. When you are equipped with a restorative edge strategy, you will experience improved energy levels throughout the day which helps sustain your creativity, mental clarity, and overall productivity. Discover the restorative power of setting healthy boundaries, adopting effective time management strategies, and embracing self-compassion as a means of fostering sustainable vitality. Audiences leave with clear, practical takeaways they can immediately put into practice to overcome burnout and cultivate more fulfillment in both their personal and professional life.

After attending this session, you will be able to:

- Recognize early signs of burnout.
- Implement practical self-care techniques.
- Cultivate mindful practices.

### **BREAKOUT SESSIONS | 9:45-10:45 AM**

#### **LAB25-01: Microbiology Cases**

Lisa Maness, PHD, MLS (AMT, ASCP) & Georgia McCauley, PhD, MBA, MLS (AMT)  
Laboratory | 1.0 CE Hour

Dive into the fascinating world of microbiology with this engaging session focused on real-world case studies. Attendees will explore case studies of patients that have contracted bacterial, viral, and parasitic infections.

After attending this session, you will be able to:

- Discuss case studies of patients that have contracted bacterial infections.

- Explain case studies of patients that have contracted viral infections.
- Share case studies of patients that have contracted parasitic infections.

### **LPD25-01: What to do When You're SAD: a Comprehensive Approach to Cope With Stress, Anxiety, and Depressed Mood**

Adisa Cartwright-Rosemond, MSN, RN, FNP-BC  
Leadership & Professional Development | 1.0 CE Hour

Healthcare professionals and leaders routinely work in challenging environments. These conditions often negatively impact both productivity and personal health. During this presentation, we will discuss three mental health issues that occur in this population: stress, anxiety, and depressed mood. Attendees will learn about tools to use when suffering through symptoms of these illnesses and participate in an exercise to practice a coping mechanism discussed during the presentation.

After attending this session, you will be able to:

- Identify common signs and symptoms of stress, anxiety, and depressed mood.
- Describe coping mechanisms to use when experiencing stress, anxiety, or depressed mood.
- Demonstrate the use of a coping mechanism.

### **MA25-01: Updates on Some of the Most Important Clinical Skills an MA Needs**

Patricia Pereira, MD, RMA  
Medical Assisting | 1.0 CE Hour

This session will review essential clinical skills for Medical Assistants, including recent updates from various organizations and learn skills based on MAERB guidelines.

After attending this session, you will be able to:

- Describe key clinical skills for Medical Assistants.
- Discuss updates from accredited organizations.
- Identify common issues and challenges during clinical encounters.

**BREAKOUT SESSIONS | 11:00 AM-12:00 PM****PHLEB25-01: Improving Patient Interactions: Trends in Blood Collection and Volunteering**

JLynn Brown, AHI, RMA  
Phlebotomy | 1.0 CE Hour

This session will explore strategies for patient interactions and review volunteer opportunities that can enhance the healthcare environment. Additionally, we will review the latest trends in blood collection, highlighting how the field is evolving.

After attending this session, you will be able to:

- Review how effective patient interactions improve healthcare outcomes.
- Identify volunteer opportunities.
- Examine trends for advancements in blood collection.

**AHI25-01: Empowering Healthcare Students as Emerging Leaders: Strategies for Success**

Michael Waide, Ed.D., MLS (AMT), CMLA (AMT), AHI (AMT)  
Allied Health Instruction | 1.0 CE Hour

This session offers strategies to develop leadership skills in healthcare students early in their careers. Drawing from transformational and servant leadership theories, educators will learn methods to promote self-awareness, emotional intelligence, and decision-making through experiential learning. Attendees will discover how to integrate these principles into curricula, fostering continuous professional growth and effective leadership. The session will cover practical approaches to enhance students' confidence, teamwork, and resilience, creating a supportive culture for future healthcare leaders.

After attending this session, you will be able to:

- Analyze and apply leadership theories, such as transformational and servant leadership, to empower healthcare students as future leaders.
- Develop and implement strategies for fostering self-awareness and emotional intelligence among healthcare students.
- Design experiential learning activities that promote decision-making, teamwork, and confidence in emerging healthcare professionals.

**MA25-02: Sleep Apnea: A Night Without Breath**

Terry Smith, RMA, AHI

Medical Assisting | 1.0 CE Hour

Sleep apnea is a serious disorder affecting millions worldwide, disrupting normal sleep. Obstructive sleep apnea (OSA) occurs when the upper airway becomes blocked during sleep. Attendees will learn several factors that influence the risk of developing OSA, its impact on health, and available treatments.

After attending this session, you will be able to:

- Describe sleep apnea and its common symptoms and causes.
- Review common testing and treatments.
- Discuss long term health impacts if left untreated.

**Tuesday, July 22****BREAKOUT SESSIONS | 8:00-9:00 AM****LAB25-02: Hurricanes, Pathogenic Diseases, and Health Disparities**

Lisa Maness, PHD, MLS (AMT, ASCP)

Laboratory | 1.0 CE Hour

This presentation will explore the surge in various pathogens following hurricanes and the resulting health disparities. Attendees will learn about pathogens contracted from floodwater, contaminated homes, crowded conditions, and increased mosquito populations. These include respiratory fungi and viruses, bacteria causing flesh-eating infections, and microorganisms leading to gastrointestinal illnesses. The presentation will highlight how these pathogens disproportionately affect individuals with underlying health disparities. Attendees will also learn proactive measures to alleviate the burden on vulnerable populations, emphasizing the higher costs and long-term consequences for those with pre-existing health risks.

After attending this session, you will be able to:

- Describe pathogens that increase due to hurricanes.
- Describe how these pathogens are contracted because of hurricanes.
- Discuss methods of alleviating these illnesses, especially for those who are health disparate.

**LPD25-02: Lean Journey: How the “Observation of the Actual” Improves Your Practice**

Michael Dacoco, DHA, CLS, MLS (AMT), CLSSBB, FACHE  
Leadership & Professional Development | 1.0 CE Hour

Lean methodology, popularized by Toyota Motor Corporation, has been successfully applied in healthcare for over a decade to achieve continuous process improvement. Despite its benefits, many healthcare professionals are unfamiliar with Lean's basic principles. This introductory presentation will help participants understand Lean's relevance and application in their areas of expertise. Attendees will learn how to identify and eliminate waste in clinical and business processes, enhancing efficiency and quality in healthcare settings.

After attending this session, you will be able to:

- Identify the core principles of Lean thinking.
- Explain the process of value stream mapping and its use in Lean.
- Discuss how to identify and eliminate waste, “muda,” in your practice’s current processes.

**MA25-03: So, You're Ready to File That Claim?**

Donna Nelson, RMA  
Medical Assisting | 1.0 CE Hour

This session will guide you through the essential codes needed to file a proper claim form, including the why, how, where, and when.

After attending this session, you will be able to:

- Describe when to use specific codes.
- Explain how to apply these codes correctly.
- Identify where to place codes on a claim form.

**9:15-10:15 AM GENERAL SESSION****GS25-01: Empowering Leadership: Unleashing a Resilient Culture of Ownership and Accountability**

David Suson, BSEE, ECE, EECS  
All Disciplines | 1.0 CE Hour

Overcoming adversity, fostering teamwork, and taking responsibility for actions are crucial for success. The key lies in ownership and accountability. Diverse teams, while essential, can experience friction due to varied representations and personalities. By cultivating a culture where individuals support each other's success, your team will understand that collective victories benefit everyone. Learn to lead with inclusion to inspire, motivate, engage, and

attract new employees. Join us to discover how to unite your team and encourage personal responsibility for actions.

After attending this session, you will be able to:

- Identify the three keys to creating personal accountability.
- Use a powerful yet straightforward process to increase engagement, teamwork, and loyalty.
- Describe how this approach can easily be integrated with diversity and inclusion programs.

## **BREAKOUT SESSIONS | 10:30-11:30 AM**

### **PHLEB25-02: Understanding Laboratory Results and Their Impact on Patient Care**

Dr. William S. Donald, III, MLS (AMT)  
Phlebotomy | 1.0 CE Hour

This session aims to deepen phlebotomists' understanding of how laboratory test results influence patient care and treatment decisions. Participants will explore common laboratory tests, the consequences of collection errors, and best practices for ensuring accurate results. Through interactive discussions and case studies, attendees will gain a greater appreciation of their vital role in the healthcare system.

After attending this session, you will be able to:

- Describe the impact of laboratory test results on patient care and treatment decisions.
- Identify common laboratory tests and their purposes.
- Recognize the consequences of collection errors.

### **AHI25-02: Building Student Confidence: Instructional Strategies for Healthcare Instructors**

Michael Waide, Ed.D., MLS (AMT), CMLA (AMT), AHI (AMT)  
Allied Health Instruction | 1.0 CE Hour

This session will explore strategies to improve student confidence in allied health education by integrating growth mindset and mindfulness practices. Instructors will learn to create a supportive learning environment through continuous constructive feedback, allowing failure without penalties, and using mindfulness techniques to manage stress. Attendees will discover methods to foster resilience, promote deeper learning, and enhance student engagement. Through case studies and evidence-based practices, participants will gain practical tools to help students excel in challenging healthcare environments.

After attending this session, you will be able to:

- Identify and apply at least three growth mindset strategies to enhance student confidence and learning outcomes in healthcare education.
- Integrate mindfulness practices into the curriculum to help students manage stress and anxiety, thereby improving academic performance.
- Develop a feedback system that focuses on effort and progress rather than fixed abilities, encouraging continuous improvement and risk-taking.

**MA25-04: The Effects of Ultraviolet Radiation on the Skin**

Debra Graber, Associate Professor, BS, MS, RMA, AHI & Robin Miliner, MPA-Health Care, BS, MS, MLS (AMT)

Medical Assisting | 1.0 CE Hour

This session highlights the importance of skin health and the harmful effects of ultraviolet (UV) radiation. Topics include an overview of skin anatomy, types of UV radiation, skin diseases and disorders associated with UV exposure, the Fitzpatrick scale of skin types, and sunscreen ingredients and usage. Additionally, attendees will see a demonstration of various sunscreens and protective measures. Ideal for anyone involved in patient education or those interested in understanding UVA, UVB, UVC, and high-energy visible light, this session will teach you how to effectively protect your skin.

After attending this session, you will be able to:

- Identify skin structures and functions.
- Distinguish differences between the effects of UVA, UVB, and UVC radiation.
- Describe skin pathologies associated with UV radiation and prevention.

**Wednesday, July 23****BREAKOUT SESSIONS | 8:00-9:00 AM****LAB25-03: Giardiasis**

Annette Cook, MLS (AMT)

Laboratory | 1.0 CE Hour

This session provides a comprehensive overview of the Giardia parasite, covering its infection routes, transmission methods, diagnosis, and treatment options.

After attending this session, you will be able to:

- Identify the routes of Giardia infections.
- Describe the transmission methods of Giardia.
- Explain the diagnosis and treatment protocols for Giardia.

**LPD25-03: The Power of Persuasion: Tips and Tricks to Enhance Patient Communication**

Brett ODonnell, RDA, DAR, AHI & Amy ODonnell, BA Cognitive Linguistics  
Leadership & Professional Development | 1.0 CE Hour

Discover how to use a systematic approach to patient communication that enhances team cohesion, patient compliance, and overall satisfaction, while boosting efficiency and treatment effectiveness.

After attending this session, you will be able to:

- Apply systematic communication principles in patient care.
- Identify opportunities to improve patient communication in the workplace.
- Implement metrics to measure communication effectiveness.

**MA25-05: Professionalism in the Medical Office: Bridging the Generational Gaps**

Regina Johnson, RMA, NRCPT, CPI, CMAC  
Medical Assisting | 1.0 CE Hour

This session addresses the challenges of differing viewpoints on professionalism in the medical office. Providers and office staff across generations often struggle to agree on what is acceptable due to varying sensitivities. Topics will focus on principles of maintaining standards of excellence in the medical office, fostering a cohesive and respectful work environment despite generational differences.

After attending this session, you will be able to:

- Identify the major topics across past, present, and future professionals.
- Recognize professionalism opportunities for improvement.
- Demonstrate tools of understanding by adapting to medical office standards of excellence.

**BREAKOUT SESSIONS | 9:15-10:15 AM****LAB25-04: Chemical Safety in the Workplace**

Margaret Blaetz, CLC, MLT  
Laboratory | 1.0 CE Hour

Healthcare workers frequently encounter hazardous chemicals during their workday. The Occupational Safety and Health Administration (OSHA), established in 1970, ensures employees have a safe and healthy workplace. Understanding chemical safety is crucial for this assurance.

After attending this session, you will be able to:



- Explain the Global Harmonized System (GHS) for chemical classification and labeling.
- Identify National Fire Protection Association (NFPA) ratings and labeling.
- Utilize Safety Data Sheets (SDS) for proper chemical storage and spill cleanup.

### **AHI25-03: Elite Training Redefined: Cutting-Edge Strategies in Military Medical Education**

Sherry Kwon, PharmD, MHA, FACHE  
Allied Health Instruction | 1.0 CE Hour

This session will delve into the latest advancements in military medical training, showcasing cutting-edge methodologies that set the standard for excellence on the front lines. As leaders in the field, we will demonstrate how world-class techniques, technology integration, and adaptive learning approaches are shaping the next generation of military medical professionals. Attendees will gain insights into the evolving landscape of medical education, where precision, efficiency, and readiness converge to create the most prepared and capable medical teams globally.

After attending this session, you will be able to:

- Describe modern training techniques in military medical education.
- Explain the role of technology in enhancing training.
- Recognize the importance of adaptive learning in medical education.

### **MA25-06: The Significance of Social Determinants of Health Matter**

JLynn Brown, AHI, RMA  
Medical Assisting | 1.0 CE Hour

This session will provide attendees with foundational knowledge of the social determinants of health (SDOH) domains and their impact on health equity and patient outcomes. Participants will explore the relationship between SDOH and health disparities, and how addressing these factors can lead to improved patient care. The session will also include a brief review of relevant ICD-10-CM codes and highlight new industry trends. Join us to gain insights into how SDOH can shape healthcare practices and policies for better patient outcomes.

After attending this session, you will be able to:

- Recognize the importance of documentation relating to social determinants of health.
- Identify the aspects and relationship of social determinants of health in health equity.
- Review upcoming updates in coding or trends around social determinants of health.

**BREAKOUT SESSIONS | 10:30-11:30 AM****PHLEB25-03: Stick or Miss: Phlebotomy Jeopardy Challenge!**

Georgia McCauley, PhD, MBA, MLS (AMT)  
Phlebotomy | 1.0 CE Hour

Phlebotomy Jeopardy is an engaging and educational quiz game designed to evaluate your knowledge on various aspects of phlebotomy. Contestants will choose questions from categories such as Venipuncture Techniques, Blood Collection Tubes, Safety & Infection Control, Anatomy & Physiology, and Legal & Ethical Considerations. Correct answers earn points, while incorrect responses result in deductions. This interactive game is perfect for students, healthcare professionals, or anyone looking to sharpen their phlebotomy expertise in a fun and competitive way! Join us for a lively session that combines learning with excitement.

After attending this session, you will be able to:

- Demonstrate knowledge of phlebotomy procedures.
- Apply safety and infection control protocols.
- Explain legal and ethical responsibilities.

**LPD25-04: Crystal Clear Communication: Effective Dialogue and Eliminating Mixed Messages**

David Suson, BSEE, ECE, EECS  
Leadership & Professional Development | 1.0 CE Hour

Dive into the core of communication challenges, unravel misunderstandings, and pave the way for stress-free relationships. This session goes beyond the basics, revealing blind spots that hinder effective communication. Equip yourself with actionable strategies for clear messaging, active listening, and influential dialogue. Elevate your team's communication skills, turning potential pitfalls into opportunities for success and harmonious collaboration.

After attending this session, you will be able to:

- Describe common communication hurdles and how to overcome them.
- Improve team and personal communication for better collaboration and connections.
- Manage instinctive reactions in communication and modify them effectively.

**MA25-07: Building Trust, Communication, and Compassion in Healthcare**

Dr. William S. Donald, III, MLS (AMT)  
Medical Assisting | 1.0 CE Hour

This session aims to help Medical Assistants develop strong patient interaction skills while maintaining professionalism and empathy.

After attending this session, you will be able to:

- Explain the importance of effective communication for patient relationships and satisfaction.
- Demonstrate empathy and professionalism with diverse patients.
- Manage difficult interactions using de-escalation and problem-solving techniques.

## Thursday, July 24

### 8:00-9:00 AM GENERAL SESSION

#### **GS25-02: Healing Healthcare**

Jessica Ellis-Wilson, CHW, FACMPE

All Disciplines | 1.0 CE Hour

Those of us in healthcare know our system has some terminal flaws. Many of our daily pain points can be assuaged – if not eliminated – by embracing empathy, compassion, and kindness for ourselves, our colleagues, our teams, and our patients. Following a few simple steps, we can all lead the change and start the work of healing healthcare.

After attending this session, you will be able to:

- Describe some of the common pain points in healthcare today, including burnout, provider and patient satisfaction, morale, staff turnover, health disparities and inequities, and systemic bias.
- Identify the research on how a shift towards empathy, compassion, and kindness can be effective in many of these areas.
- Implement learned techniques to create and shape this shift in yourselves, as well as in your teams, workplaces, and organizations to embrace and embody a culture of empathy, compassion, and kindness.

### BREAKOUT SESSIONS | 9:15-10:15 AM

#### **LAB25-05: Strategic Leadership Transition: Building Future-Ready Teams**

Tywauna Wilson, MBA, MLS (ASCP)CM & Stephanie Whitehead, MPH, MBA, MLS (ASCP)

Laboratory | 1.0 CE Hour

Unexpected leadership changes can disrupt productivity and morale. Succession planning is essential to prepare future leaders who can drive your organization forward with confidence and vision. It's not just about filling gaps—it's about nurturing potential leaders long before they're needed. Every laboratory should include succession planning in its strategy to manage unexpected absences effectively.

After attending this session, you will be able to:

- Identify potential risks of leadership gaps and how succession planning can mitigate these
- Discover techniques to identify and nurture the next wave of leaders within your organization
- Discuss how to execute succession planning in your laboratory

**AHI25-04: Succession Planning: Preparing the Next Gen**

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

Allied Health Instruction | 1.0 CE Hour

With the workforce shortage, it's important to not only train students, but also mentor individuals currently in the laboratory. This session will focus on knowledge sharing, succession planning, and mentoring as tools for developing the next generation of laboratorians.

After attending this session, you will be able to:

- Identify the need for knowledge sharing as part of succession planning within the laboratory.
- Recognize the benefits of information and talent retention.
- Review examples of career ladders to develop the next generation of laboratory leaders.

**MA25-08: Inflammation: What Becomes of it?**

C. Maloof, M.D.

Medical Assisting | 1.0 CE Hour

This presentation will delve into the impact of inflammation on health, exploring both acute and chronic forms. Attendees will learn about clinical laboratory inflammatory markers, associated pathological conditions, treatments, and preventive measures.

After attending this session, you will be able to:

- Discuss the characteristics of acute and chronic inflammation.
- Identify the beneficial and pathological roles of inflammation.
- Explain clinical and laboratory markers, treatments, and preventive measures for inflammation.

**DA25-01: Professional Development and Career Growth**

Erin Hendricks, DA, CCHW & Gina Hill-Minor, DAA  
Dental Assisting | 1.0 CE Hour

This session focuses on strategies for dental assistants to advance their careers, including building a professional network, obtaining additional certifications, and exploring leadership opportunities. Attendees will learn how to align their goals with career advancement opportunities.

After attending this session, you will be able to:

- Assess personal and professional strengths and areas for growth.
- Outline steps to achieve career goals through education and skill-building.
- Explore opportunities for leadership and advanced roles within the dental industry.

**BREAKOUT SESSIONS | 10:30-11:30 AM****LAB25-06: Targeted Next Generation Sequencing (tNGS) and its Implications in Diagnostics**

Athulaprabha Murthi, Ph.D  
Laboratory | 1.0 CE Hour

This session will cover the rapid advancement of targeted Next-Generation Sequencing (tNGS) as a crucial tool for quickly identifying bacterial resistance.

After attending this session, you will be able to:

- Describe what tNGS is and its applications.
- Explain how tNGS can improve diagnostics, particularly in detecting antibiotic resistance.
- Identify resistance in Mycobacteria using tNGS.

**LPD25-05: Lead Without Limits: How Improv Helps Us Connect, Influence, and Inspire**

Jessica Ellis-Wilson, CHW, FACMPE & Garrett Olson  
Leadership & Professional Development | 1.0 CE Hour

This highly interactive session is designed to open new paths of communication for leaders, teams, colleagues, and any/all interpersonal relationships. Through the art of improvisation, our two seasoned professionals will offer fresh ideas and new tools to help you connect with those around you while inspiring open and honest communication that can be welcoming and inclusive for all.

After attending this session, you will be able to:

- Identify the basics of improvisation and its application in creating inclusive and inspired communication.
- Practice improvisational techniques to strengthen their communication skills.
- Develop and apply these techniques to demonstrate an immediate outcome on their interpersonal communication skills.

**MA25-09: Soft Skills, the Hardest Skills**

Christine Dzoga, BS, RMA  
Medical Assisting | 1.0 CE Hour

Attend this engaging session where attendees will explore the pivotal role of soft skills in medical assisting programs. This session will delve into the importance of these skills and introduce innovative methods to effectively impart them.

After attending this session, you will be able to:

- Explain the difficulties of integrating soft skills like communication, teamwork, and adaptability in the classroom.
- Describe how brainstorming sessions can be used to find soft skill solutions in the classroom environment.
- Demonstrate methods for training soft skills that support diversity, equity, and inclusion.

**DA25-02: Conflict Resolution With Dental Team Members**

Erin Hendricks, DA, CCHW & Gina Hill-Minor, DAA  
Dental Assisting | 1.0 CE Hour

This session focuses on managing and resolving conflicts within dental teams. Attendees will explore techniques to address disagreements constructively, foster mutual respect, and maintain a positive work environment.

After attending this session, you will be able to:

- Recognize common sources of conflict in dental practices.
- Apply effective communication skills to resolve disputes.
- Develop strategies to prevent conflicts and maintain team harmony.

**BREAKOUT SESSIONS | 1:00-2:00 PM****LAB25-07: TEG: A Promising New Modality in Hemostasis Testing**

Kay Woollen, EdD  
Laboratory | 1.0 CE Hour

This session reviews thromboelastography (TEG) and its clinical applications in managing coagulation abnormalities. It covers the coagulation cascade, conventional monitoring

methods, and introduces TEG as a diagnostic tool. Special emphasis is placed on using TEG in trauma settings to detect coagulopathy and guide blood product administration. By the end, attendees will be equipped to use TEG data for real-time clinical decision-making, optimizing patient outcomes.

After attending this session, you will be able to:

- Discuss the “coagulopathy of trauma” and how it may be detected by conventional coagulation tests.
- Describe TEG and interpret the results.
- Discuss how TEG may be used to guide blood product administration.

### **LPD25-06: Leading With Emotional Intelligence: A Deep Dive**

Cedrick LaFleur, MLS (AMT), & Tavia Young

Leadership & Professional Development | 1.0 CE Hour

This interactive session will explore the essential leadership skills of high Emotional Intelligence. Participants will learn, practice, and leave with tools and strategies to improve their team's emotional intelligence, creating a more empathetic and productive work environment.

After attending this session, you will be able to:

- Explain essential leadership skills related to high Emotional Intelligence.
- Describe tools and strategies to improve your team's emotional intelligence.
- Identify methods to create a more empathetic and productive work environment.

### **MA25-10: Pathology of the Skin**

Katrina Fryar, MLS (AMT)

Medical Assisting | 1.0 CE Hour

This session will delve into the main types of skin abnormalities and the pathology methods used to arrive at a final diagnosis. The session will include patient examples, gross pathology evaluation, histology processing, and final pathologic diagnosis.

After attending this session, you will be able to:

- Identify several types of skin abnormalities.
- Discuss how the pathology lab processes the skin tissue.
- Explain the complexities involved in diagnosis, consultations, and potential delays to ensure optimal patient treatment.

**DA25-03: Self-Care and Time Management for Dental Assistants**

Erin Hendricks, DA, CCHW & Gina Hill-Minor, DAA  
Dental Assisting | 1.0 CE Hour

This session equips dental assistants with practical strategies to balance their professional responsibilities with personal well-being. Attendees will explore techniques for effective time management, prioritization, and stress reduction to enhance both their productivity and overall quality of life.

After attending this session, you will be able to:

- Identify the importance of self-care in maintaining professional excellence.
- Implement time management strategies to increase efficiency during work hours.
- Develop personalized self-care routines to prevent burnout and promote well-being.

**BREAKOUT SESSIONS | 2:15-3:15 PM****LAB25-08: Streamlining Access to Lab Services: Implications for Patient Health Outcomes**

Ashley Mowatt, MLT (AMT) & Amber Grabowski, RMA  
Laboratory | 1.0 CE Hour

This session will highlight the importance of same-day testing and collaboration between school-based health centers (SBHC) and the impact of accessibility and other operational successes.

After attending this session, you will be able to:

- Identify tests for most common illnesses.
- Describe the benefits of a SBHC.
- Explain the importance of same-day testing.

**LPD25-07: Unlocking Peak Performance: How Psychological Safety Empowers Leaders and Teams**

Tywauna Wilson, MBA, MLS(ASCP)CM & Stephanie Whitehead, MPH, MBA, MLS (ASCP)  
Leadership & Professional Development | 1.0 CE Hour

Authentic and transparent leadership requires courage, but it's essential for building trust—the foundation of any high-performing team. Successful leaders understand that embracing vulnerability, empathy, and a sense of purpose fosters an environment where team members feel psychologically safe to express ideas, take calculated risks, and achieve meaningful results. In this session, you'll explore the principles of psychological safety and gain practical tools and strategies to become a courageous leader who inspires innovation, boosts team engagement, and enhances overall performance.



After attending this session, you will be able to:

- Recognize the importance of purpose, trust, empathy, and vulnerability in building thriving laboratory teams and how to apply these principles to your own leadership journey.
- Develop an actionable plan to unlock your team's potential, enhance emotional intelligence, and cultivate a positive culture that drives team success.
- Gain practical tips for fostering psychological safety within your team, including strategies for effective communication, conflict resolution, and creating a feedback-rich environment that encourages continuous improvement.

### **MA25-11: Emerging, Reemerging, and New Threats in Infectious Disease**

Kari Williams, RMA (AMT), CPT (NHA), CET (NHA), BS, MPH, DC  
Medical Assisting | 1.0 CE Hour

Healthcare facilities, public health agencies, and governments worldwide are constantly preparing for the next infectious disease emergency. But how do we prepare for the truly unknown? Enter Disease X. As Secretary of Defense Donald Rumsfeld famously said, "There are known knowns, known unknowns, and unknown unknowns." Disease X represents the ultimate unknown unknown. In this session, we will explore the hot list of emerging and reemerging diseases and discuss global strategies for handling the potential threat of another pandemic.

After attending this session, you will be able to:

- Define Disease X.
- Identify potential diseases of concern for epidemiologists, including their signs, symptoms, etiology, diagnosis, and treatment.
- Describe how a nation can prepare for the next pandemic.

### **DA25-04: Stronger Together: Building a Thriving Dental Team**

Erin Hendricks, DA, CCHW & Gina Hill-Minor, DAA  
Dental Assisting | 1.0 CE Hour

A strong dental team is the foundation of a successful practice. This interactive session will explore the key elements of effective teamwork, communication, and trust-building in a dental office. Through engaging discussions, hands-on activities, and immediately applicable strategies, participants will leave with practical tools to create a more cohesive, supportive, and high-performing team.

After attending this session, you will be able to:

- Identify key characteristics of a high-functioning dental team and the impact of teamwork on patient care and office efficiency.
- Develop effective communication and conflict-resolution skills to foster a positive and productive work environment.

- Implement simple, actionable strategies to enhance collaboration, trust, and team morale in daily practice.

## **BREAKOUT SESSIONS | 3:30-4:30 PM**

### **PHLEB25-04: Blood Cultures and Contamination**

Lacey Cline, RPT (AMT)  
Phlebotomy | 1.0 CE Hour

This session will provide an overview of blood culture contamination rates over the past decade, examining the causes and prevention methods. It will emphasize the importance of proper collection techniques to ensure accurate results and reduce contamination.

After attending this session, you will be able to:

- Describe why blood cultures are used,
- Discuss contamination rates,
- Identify the proper steps to collect blood cultures,

### **AHI25-05: Teaching, Training, and Technology: What's in Your Toolbox?**

Beth Warning, MS, MLS (ASCP), AHI (AMT)  
Allied Health Instruction | 1.0 CE Hour

Today's learners are very tech savvy, so why not use that to your advantage while teaching and training? From gaming to virtual reality, easy to use tools will be showcased to engage your learners.

After attending this session, you will be able to:

- Discuss basic precepts of teaching and training.
- Identify the need for engaging today's learners.
- Demonstrate examples of technology to bring into your training program.

### **MA25-12: De-Escalating a Patient**

Stephanie Murillo, RMA  
Medical Assisting | 1.0 CE Hour

Encountering aggressive patient behaviors in clinical settings is a common challenge. Understanding how to effectively manage these situations is crucial. In this session, various steps to de-escalate aggressive behaviors will be discussed to ensure a safe and supportive environment for both patients and healthcare providers.

After attending this session, you will be able to:

- Recognize an aggressive patient.
- Identify steps to de-escalate a situation.

- Explain how to support the patient and their needs.

**DA25-05: Roundtable Discussion**

Erin Hendricks, DA, CCHW & Gina Hill-Minor, DAA  
Dental Assisting | 1.0 CE Hour

This is an Open Forum for dental assistants to discuss topics and ask questions related to any of the dental assistant track sessions or other dental assisting topics.