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Professional Work/Personal Life Balance: Is it Utopia?  
*Denise Ramponi, RN, MSN, CRNP, CEN, DNP-S*
- 205-O Power Hour 5: Numbers, Data, and Detail: What Every  
Emergency Department Leader Needs to Know,  
*Melinda Stibal, RN, MSN, MBA*  
Crunching Numbers Into Clinician Commitments,  
*Aaron Wolff, RN, BSN, CEN*
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*James Hoelz, RN, MS, MBA, CEN*
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for Violence in Your Emergency Department!  
*Patricia B. Allen, RN, BS, MBA*
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Perfection Be the Enemy of the Good!  
*Suzanne Stone-Griffith, RN, MSN, CNA*
- 213-O A Pediatric Psychiatric Patient? You've Got to be Kidding!  
*Cathy C. Fox, RN, CEN*
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*Denise King, RN, MSN, CEN*
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You Want Me to Do What by When?  
*Jeff Solheim, RN, CEN, CFRN, FAEN*
- 218-O Redesigning Triage: Improving the Patient Experience,  
*James Hoelz, RN, MS, MBA, CEN*
- 301-O Incorporating the Hospital Emergency Response Team  
(HERT) Concept: How HERT will Significantly Enhance  
your Approach to Emergency Preparedness,  
*Michael D. Whalen, RN, BSN, CEN*
- 302-O Cultural Competence in Our Practice Setting—It's a Small  
World, *Patricia L. Clutter, RN, Med, CEN, FAEN*
- 303-O From Safe to Shots Fired: When the Mental Health Crisis  
Ends in Violence in the Emergency Department,  
*Aaron Wolff, RN, BSN, CEN*
- 304-O Therapeutic Humor Skills in the Emergency Department,  
*Scott C. Thigpen, RN, MSN, CCRN, CEN*
- 306-O Pediatric Designation for Emergency Departments,  
*Kimberly Choppi, RN, CPEN*
- 307-O Crisis Stabilization: Mental Health Solutions for the  
Emergency Department, *Aaron Wolff, RN, BSN, CEN*
- 308-O A Portrait of Today's Nurse Advocate,  
*Deborah Spann, RN-BC, CEN; Janice M. Ogar, RN;  
Dawn McKeown, RN, BSN, CEN, CPEN*
- 309-O The Art of Recruiting and Hiring the Right Staff,  
*Scott C. Thigpen, RN, MSN, CCRN, CEN*
- 310-O Standards of Care During Mass Casualty Events—  
A Series of Regional Workshops,  
*Knox Andress, RN, BA, AD, FAEN;  
Sally Phillips, RN, PhD*

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