

**Friday, April 17<sup>th</sup> 2026**

6am-7am

Registration/Check in

7am-8am

“Uncle Sam Needs You Too: Helping our Heroes,”

Carly Kirk, Corporal, USMC (Ret), CMA (AAMA), 1 CEU (C) AAMA Approval #144649

8am-9:30am

“Meeting Patients Where They Are: Advancing Stigma Free Treatment for Substance Use Disorders,” Robert Levy, MD and Mary Lonergan-Cullum, PhD, 1.5 CEU (ACG) AAMA Approval #144930

9:30am-10:30am

“Empathy in Healthcare,” Kia Weddel, CMA (AAMA), 1 CEU (G) AAMA Approval #144816

10:30am-12pm

“Thriving Through Change: Understanding and Managing Change in Healthcare,”  
Dr. Kimberly Radtke, 1.5 CEU (AG) AAMA Approval #144815

12pm-1:30pm

Lunch/Break/Announcements

*1:30pm-3:00pm*

“Why Slow is Fast: Critical Thinking in Emergencies and How to Improve Your Response,”  
Jeff Morgan(FP-C), 1.5 CEU (G) AAMA Approval #145097

3:00pm-3:30pm

Break/Snacks

3:30pm-4:30

“Medical Terminology Throwdown: Let’s Kahoot it Out,” Lisa Sailor, MS,CMA (AAMA) and  
Lisa Kuechle, CMA (AAMA), 1 CEU (C) AAMA Approval #144928

4:30pm-5:30pm

“Confidence Through Care: Personalized Hair Replacement Solutions,” Michelle Schumm,  
1 (CG) AAMA Approval #144933

**AAMA Approval number: 144649**

**CEU: 1 C**

**Program Title:**

Uncle Sam Needs You Too: Helping our Heroes

**Description of the program:**

Every Veteran has their own unique story, experience, and healthcare need/wants. They will bring those into the exam room. This session will offer insight into the challenges many Veterans may face and the cultural factors that shape their care.

**Objectives:**

- Identify common military abbreviations or behaviors.
- Describe how military culture and service experiences influence Veteran's attitudes about healthcare.
- List common physical, mental, and social conditions disproportionately affecting Veteran's
- Apply Patient Centered strategies to improve rapport and coordination of care.

**Presenter Biography:**

Carly is a Marine Veteran turned newly Certified Medical Assistant from Anoka Technical College. She is a Corporal and was a Diesel Mechanic and retired from the Marine Corps in 2022. After finishing her service, she pursued a Diploma and Associates of Applied Science in Medical Assisting. Carly is a well-versed Patient of the VA, an IVF mom to her son (Isaac), and a military spouse of 7 years to her husband, Noah.

**AAMA Approval number:** 144930

**CEU:** 1.5 ACG

**Program Title:**

Meeting Patients Where They Are: Advancing Stigma-Free Treatment for Substance Use Disorders

**Description of the Program:** Patients may feel reluctant to share ongoing alcohol and other substance use with their medical care team, however, untreated substance use disorders cause significant harm to one's health. Creating a compassionate, judgment free clinical environment with current knowledge on substance use trends can facilitate patients being more open about substance use, struggles, and treatment seeking.

**Objectives**

By the end of this presentation, learners will be able to:

- Describe current mortality rates and other harms associated with substance use, including recent trends in Minnesota.
- Identify the most common substances treated in outpatient settings in Minnesota, including alcohol, opioids (and emerging contaminants such as xylazine and medetomidine), stimulants (with emphasis on methamphetamine and cocaine), and kratom.
- Explain the main pharmacologic treatment options for alcohol use disorder (AUD), opioid use disorder (OUD), and stimulant use disorders.
- Compare and contrast provider and patient perspectives on the treatment of substance use disorders within primary care settings.
- Analyze the role of stigma in substance use disorders and discuss how addressing and reducing stigma can affect outcomes.
- Summarize the recent state update showing a 25% decrease in fatal overdoses in Minnesota and explain its significance for public health and clinical practice.
- Demonstrate recognition of an opioid overdose and describe how to use naloxone (Narcan®) appropriately.

- Explain pathways to naloxone access in Minnesota and how to facilitate access for patients and communities.
- Describe how harm reduction functions as a continuum and how it can serve both as an independent strategy and a pathway toward abstinence.

**Presenter Biography:**

**Robert Levy, M.D.**, is board certified in Addiction Medicine and Family Medicine. He is an associate professor of Family Medicine and Community Health at the University of Minnesota and a fellow of the American Society of Addiction Medicine having completed a fellowship in Addiction and Chronic Pain at the Hazelden Betty Ford Foundation. In addition to his teaching responsibilities, Dr. Levy also practices full-spectrum family medicine, including obstetrics. He previously served as the President of the Minnesota Society of Addiction Medicine. In 2024, Dr. Levy was inducted into the Academy for Excellence in Clinical Practice for his pioneering work in addiction medicine. In 2025, he was honored by the Minnesota Academy of Family Physicians as the Innovation & Research Award recipient. His interests are in complex withdrawal management, chronic pain management, the integration of addiction treatment into primary care, and addiction in pregnancy and the neonatal period.

**Mary Lonergan-Cullum, PhD**, is a project manager in the Department of Family Medicine and Community Health at the University of Minnesota. She manages several grant-funded projects through contracts Dr. Levy has with the Minnesota Department of Human Services, Hennepin County, and Minnesota Department of Health. These projects include contingency management, harm reduction programming (Narcan® distribution, testing supplies, wound care), healthcare training modules, and community engagement. In 2024, she was recognized by her department with the Ellen Dodds Excellence in Research Staff Award. Dr. Lonergan’s interests include patient-defined treatment success, stigma reduction, and improving well-being and quality of life.

**AAMA Approval number:144816**

**CEU: 1 G**

**Program Title:**

Empathy in Healthcare

**Description of the program:**

This presentation explores the vital role empathy plays in patient care, highlighting how Medical Assistants can foster trust, reduce anxiety, and improve health outcomes through compassionate communication. Attendees will learn practical strategies for recognizing emotional cues, responding with empathy, and maintaining professionalism while supporting diverse patient needs. Through real-world examples and interactive discussion, this session emphasizes how empathy is not just a soft skill—but a clinical tool that enhances the patient’s experience and strengthens care teams.

**Objectives:**

- Demonstrate active listening to patients by acknowledging their concerns and responding with compassion and clarity.
- Identify and respond to emotional signals from patients to offer comfort and strengthen trust during clinical interactions.
- Support patient-centered care by showing understanding of diverse backgrounds, beliefs, and emotional needs in all communications.

**Presenter Biography:**

Kia Weddel, CMA (AAMA) a proud Minnesota native—though she spent some formative years in Kentucky, she’s always considered herself a true Minnesotan at heart. Kia returned to her home state on April 1, 2020 (yes, April Fools’ Day!). She’s a Certified Medical Assistant, a 2023 graduate of Anoka Technical College, and currently works at Obstetrics, Gynecology & Infertility (OGI) with Almara Health, formerly known as I-Health Clinics. Outside of work, Kia enjoys life with her husband Thomas and their son Ian.

**AAMA Approval number: 144815**

**CEU: 1.5 AG**

**Program Title:**

**Thriving Through Change: Understanding and Managing Change in Healthcare**

**Description of the program:**

In today's fast-changing healthcare environment, medical assistants are often on the front lines of implementing innovative technologies, policies, and procedures. This session introduces key principles of change management. Participants will explore the dynamics of leadership during change, the role of early adopters, and practical strategies for reducing resistance. Tailored specifically for medical assistants, this session empowers attendees to become proactive contributors to successful, sustainable changes in their clinical settings.

**Objectives:**

- Identify key principles of change management.
- Differentiate between transformational and transactional leadership.
- Explain how early adopters influence change.
- Summarize ways to reduce resistance to change in a healthcare setting.

**Presenter Biography:**

Dr. Kim Radtke has 17 years of clinical healthcare experience in Cardiopulmonary Rehabilitation, with four years of experience in a healthcare leadership/administrative role. She transitioned into higher education in 2015 and has a total of 10 years' experience teaching allied health related courses. She is an Assistant Professor, and the Undergraduate Program Director in the Healthcare Leadership & Administration Program at Winona State University.

**Approval : 145097**

**CEU: 1.5 G**

**Program Title:**

Why Slow is Fast: Critical Thinking in Emergencies and How to Improve Your Response

**Description of the program:**

This session will explore what happens when emergencies occur in the medical field, how your ability to react and process can be affected, and how best to overcome those challenges.

**Objectives:**

- Understand what constitutes an emergency.
- Understand system thinking in everyday and emergent situations
- How seconds matter is very often not the case.
- How to prepare for emergencies so that response is second nature.

**Presenter Biography:**

Jeff Morgan is a Critical Care Paramedic who works for a large, suburban ambulance service in the Twin Cities Metro area. He has instructed Emergency medical students for over 13 years and has a passion to improve EMS and healthcare providers' understanding of each other. He is working on his PhD in Education currently at Moorhead State University. He is a certified Community Paramedic, Flight Paramedic (FP-C), Advanced Cardiac Life Support (ACLS) instructor, Pediatric Advanced Life Support Instructor (PALS). He is certified in Minnesota and Wisconsin.

**AAMA Approval number:** 144928

**CEU:** 1 C

**Program Title:**

Medical Terminology Throwdown: Let's Kahoot it Out!

**DESCRIPTION:**

This session will provide a focused review of medical terminology fundamentals to reinforce accuracy and confidence in clinical communication . Join us for an hour of engaging and interactive medical terminology review for healthcare professionals.

**OBJECTIVES:**

- Identify and define common prefixes, roots, and suffices used in medical terminology.
- Apply terminology knowledge to enhance clinical communication and documentation.
- Describe how terminology supports accuracy, clarity, and patient safety in healthcare settings.

**Presenter Biography:**

Presented by MN State Society of Medical Assistants Executive Board Members, Lisa Kuechle, CMA (AAMA) and Lisa Sailor, MS, CMA (AAMA)

**AAMA Approval number: 144933**

**CEU: 1 CG**

**Program Title:**

**“Confidence Through Care: Personalized Hair Replacement Solutions”**

**Program Description:**

Hair changes can affect more than appearance they impact a patient’s confidence, self-esteem, and overall sense of well-being. This session empowers Certified Medical Assistants to make a meaningful difference by guiding patients through hair replacement solutions with compassion, care, and professionalism. Participants will learn how to assess hair and scalp health, introduce modern hair replacement options, and provide support that inspires confidence and comfort. Through practical tips, real-life examples, and patient-centered strategies, attendees will gain the skills to help patients feel their best, while creating a supportive and transformative hair replacement experience.

**Learning Objectives:**

- Evaluate hair and scalp health to determine appropriate hair replacement options.
- Conduct compassionate, professional patient consultations that build trust and confidence.
- Explain non-surgical hair replacement solutions and care instructions clearly and empathetically.
- Apply patient-centered communication strategies to support emotional well-being.
- Collaborate effectively with hair restoration professionals to enhance patient satisfaction and outcomes.

**Presenter Biography:**

Michelle Schumm is a dedicated hair replacement specialist with over 25 years of experience helping clients feel confident, beautiful, and empowered. Trained under the guidance of her mother, a recognized leader in the hair loss industry, Michelle owns and operates her own salon

loft, where she creates personalized hair replacement solutions with care, compassion, and attention to every detail. She loves what she does and takes pride in guiding clients through their hair journeys with empathy and professionalism. Michelle's passion is helping people not just look their best, but feel their best, inspiring both patients and healthcare professionals with practical, patient-centered strategies for success.