

2018 DNV GL HEALTHCARE ANNUAL TRAINING *ADDING VALUE AT EVERY STEP*

March 26-29, 2018
The Metropolitan Club and
Embassy Suites RiverCenter
Covington, KY

TIME	Monday, March 26, 2018 RiverCenter Tower 3rd Floor		
12:00 - 2:00	Registration and Lunch		
	The Metropolitan Club Salon 1 & 2		
2:00 - 2:10	Welcome Darrel Scott, Interlocutor		
2:10 - 2:15	Ground Rules For Our Time Together		
2:15 - 2:45	Check In and Meeting Goals Milford Team and Randy Snelling		
2:45 - 3:00	Introduction of Anders Lindgren and Bonnie Ponce Patrick Horine		
3:00 - 3:25	Healthcare Outlook and Expectations		
3:25 - 3:50	Marketing Update Faith Beaty		
3:50 - 4:40	Sales Update Barry Smith		
4:40 - 4:50	<i>Break</i>		
4:50 - 5:45	Adding Value at Every Step (Part 1) Troy McCann et al.		
5:45 - 5:55	Wrap Up and Adjourn Darrel Scott		
	Tuesday, March 27, 2018		
	SURVEYORS	STROKE	SALES
TIME	Salon 1 & 2		
8:00 - 8:15	Welcome and Debrief from Previous Day Darrel Scott		
8:15 - 10:00	ISO 9001:2015 Paul Bailey, et al	Parlor A	Board Room
10:00 - 10:15	<i>Break</i>		
10:15 - 11:45	ISO Continued	Parlor A	
11:45 - 12:45	<i>Lunch</i>		
12:45 - 2:30	ISO Continued	Parlor A	Board Room
2:30 - 2:45	<i>Break</i>		
2:45 - 5:00	ISO Continued	Parlor A	
5:00 - 5:10	Wrap Up and Adjourn Darrel Scott	Parlor A	

Wednesday, March 28, 2018			
	SURVEYORS	STROKE	SALES
TIME	Salon 1 & 2		
8:00 - 8:30	Welcome and Debrief from Previous Day Darrel Scott		
8:30 - 9:00	Open Forum Darrel Scott		
9:00 - 9:30	Review of HIPAA Darrel Scott		
9:30 - 10:00	Certification Program Updates Tammy Allen		
10:00 - 10:30	Stroke Certification Program Updates Cathie Abrahamsen		
10:30 - 10:45	<i>Break</i>		
10:45 - 11:55	HR, NGF, and Oracle Bonnie Ponce, Theresa Hook, and Nathan Wilson		
11:55 - 12:25	Strategy Champion Kristine Smith		Board Room
12:25 - 1:10	<i>Lunch</i>		
1:10 - 2:10	Surveying the Culture Darrel Scott		Board Room
2:10 - 2:25	Customer Satisfaction Tom Quinn		
2:25 - 2:40	<i>Break</i>		
2:40 - 5:25	Discipline Breakouts	Parlor A	Board Room
	Clinical: Grill Room		
	PE: Salon 1&2		
	Generalist: Salon 3		
5:25 - 5:30	Wrap Up and Adjourn Darrel Scott		
Thursday, March 29, 2018			
	Surveyors	Stroke	Sales
TIME	Salon 1 & 2	Parlor A	Board Room
8:00 - 8:30	Complaints Wally Cwalina and Judith Purdy		Board Room
8:30 - 10:00	Team Communication During Survey Sector Leads		
10:00 - 10:10	<i>Break</i>		
10:10 - 11:10	Adding Value at Every Step (Part 2) Troy McCann et al.		
11:10 - 12:00	Summary Comments Patrick Horine and Randy Snelling		

Breakfast provided 6:30-10:00 am in the Embassy Suites,
City View Room