

# 2018 DNV GL HEALTHCARE ANNUAL TRAINING

## *ADDING VALUE AT EVERY STEP*

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

**Monday, March 26, 2018**

TIME	RiverCenter Building 3rd Floor
12:00 - 2:00	Registration and Lunch
	<b>The Metropolitan Club Salon 1 &amp; 2</b>
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 - 3:40	Healthcare Outlook and Expectations
3:40 - 4:40	Sales Update Barry Smith
4:40- 4:45	<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

	<b>SURVEYORS</b>	<b>STROKE</b>	<b>SALES</b>
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
<i>10:00 - 10:15</i>	<i>Break</i>		
10:15 - 11:45	ISO Continued	Parlor A	
<i>11:45 - 12:45</i>	<i>Lunch</i>		
12:45 - 2:30	ISO Continued	Parlor A	Board Room
<i>2:30 - 2:45</i>	<i>Break</i>		
2:45 - 5:00	ISO Continued		
5:00 - 5:10	Wrap Up and Adjourn Darrel Scott	Parlor A	

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## 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		
<i>10:30 - 10:45</i>	<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
<i>12:25 - 1:10</i>	<i>Lunch</i>		
1:10 - 2:10	Surveying the Culture Darrel Scott		Board Room
2:10 - 2:25	Customer Satisfaction Tom Quinn		
<i>2:25 - 2:40</i>	<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		

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## 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		
<i>10:00 - 10:10</i>	<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		