



PPO 101

Tuesday, October 17, 2017	
8:00 am – 8:30 am	Registration and Continental Breakfast
8:30 am – 8:35 am	Welcome and Overview David Chandler and Roy Rahn
8:35 am – 10:15 am	Human Resources Recruitment, Hiring, Best Employee Practices, Termination Anne Laguzza and Gary Bradley
10:15 am – 10:25 am	Break
10:25 am – 11:35 am	Administration, Pricing, P & L Management, Profitability Safety Mike Smidt
11:35 am – 11:45 am	Break Lunch Service
11:45 am – 12:20 pm	Working Lunch Professionalism and Customer Service Roy Rahn
12:20 pm – 12:30 pm	Break
12:30 pm – 2:00 pm	Contracts & Legal Pitfalls Barry Bradley and Jaimee Wellerstein
2:00 pm – 2:10 pm	Break
2:10 pm – 3:10 pm	Insurance Shaun Kelly
3:10 pm – 3:20 pm	Break
3:20 pm – 4:20 pm	BSIS Compliance and Audit David Chandler
4:20 pm – 4:45 pm	Q&A