

Performance Excellence | North West

Time	2019 PENW Annual Learning Symposium--Seattle, Crowne Plaza, Sea-Tac
7:00-8:00am	Registration/Continental Breakfast
8:00-8:30am	Welcome, PENW State of the Union & Attendee Introductions , Joni Dixon, PENW Board Chairperson
8:30-9:30am	Engaging Your Community: Understanding customer needs and developing value-added services Kelly DiMartino, Senior Assistant City Manager, City of Fort Collins, CO
9:30-10:00am	Networking/Break
10:00-10:45am	Breakthrough Collaborative Government: Success Through Teamwork John Dickson, Spokane County
10:45-11:30am	Genetics of Leadership: Cracking the Code of Sustainable Excellence Dan Edds, Praxis Solutions NP
11:30am-Noon	Networking/Break
Noon-1:30pm	David Holt & Malinda Silva, Western State Hospital, Achievement Level Presentation Lunch/Volunteer Recognition/Applicant Recognition
1:30-2:30pm	Building a Culture of Excellence John Clifford, Pagliacci Pizza
2:30-3:00pm	Networking/Break
3:00-4:00pm	Mission Possible: the MHHCC Journey to Excellence Lori Persohn, Associate Vice President, Patient Services, Memorial Hospital, IN
4:00-4:45pm	Panel Discussion: "How do I get started or accelerate my organization's journey?" Shared Learning from City of Fort Collins, Memorial Hospital, PENW Board, and others
4:45-5:00pm	Program Closing
5:00-6:00pm	Networking/Happy Hour (Cash Bar)

Partner Tables: APEX Partnerships; Praxis Solutions NP; PENW Program and Examiner Recruiting