



C1031: Pediatric Practice Management Alliance Course

Navigating the Ups and Downs of the HR Rollercoaster

Friday, September 27

1:00 PM	Welcome* <i>Jill Venskytis, CMM, PPMA Chairperson</i>
1:10 PM	Constructing the Ride: Building Office Culture Amidst Rapid Growth <i>Katie Schafer, MD, FAAP</i>
2:10 PM	From the Queue: Vignettes from the Field <i>Rachel Bakersmith and the PPMA Leadership Team</i>
3:00 PM	Break*
3:15 PM	Slow Down the Ride: Supporting Teams Through Trauma-Informed Care and De-Escalation Strategies <i>Mackenzie Halley, Center for Child Counseling</i>
4:15 PM	Tilt-a-Whirl: Town Hall <i>Moderated by Holly Parlavecchio, RN</i>
5:00 PM	Adjourn

**This portion of the agenda is not designated for CME credit.*