



Friday, October 25

7:30AM – 12:00PM

C1007 Pediatric Practice Management Alliance (PPMA) Course

Welcome to “B” Street: Basics, Benefits, and Battling Bullies

This interactive session will take an in-depth view of bullying and harassment in the workplace. Attendees will learn how to identify and mitigate risk, how to utilize their employee handbook to drive culture in their practice, and how to establish a healthy and productive work environment for staff and patients.

- 7:30AM **Breakfast**
Supported by PCC, Peds One, The Verden Group, PMI, Remedy Connect, Office Practicum, Main Street Vaccines
- 8:00AM **Welcome and Introductions**
Moderator: Holly Parlavecchio, RN
- 8:15AM **PPMA Leadership Team Vignettes**
- 8:45AM **Benefits of Ensuring the Basics and Beyond in Your Employee Handbook**
Alisa Vaughn, CMPE
- 9:45AM **Break**
- 10:00AM **PPMA Leadership Team Vignettes**
- 10:15AM **Bullies in the Workplace: How to Create a Healthy Workplace Environment**
Brian Courtney, RPLU
- 11:15AM **Town Hall Meeting: Hot Topics**
Moderator: Terry Cleveland
- 12:00PM **Adjourn**

SOAPM Activities Supported by Physicians Computer Company, Office Practicum, Pediatric Management Institute, PedsOne, Remedy Connect and The Verden Group