



# Service Line Summit 2019

## Friday, March 29

Sioux Falls Convention Center  
1101 N. West Ave., Sioux Falls, S.D.

## Conference Agenda

8:45 a.m. Breakfast Served

### **Meeting Rooms 8-10**

9:00 a.m. LIGHT Presents | Building Strong Teams: Developing a Culture of Wellbeing

### **Ballroom**

10:00 a.m. Welcome & Prayer

An Interview with Bob Sutton, Avera Health CEO & President

10:20 a.m. AMG Strategic Plan

10:30 a.m. Afterburner Introduction & Presentation

11:45 a.m. Avera Way Award | Emergency Medicine Service Line

11:55 a.m. Prayer & Lunch

12:45 p.m. Afterburner | Rapid Planning Workshop

2:15 p.m. Break & Refreshments

2:30 p.m. Workshop Report out and Q & A

3:00 p.m. Service Lines Break-out Sessions

4:30 p.m. Adjourn

*Join us for a social from 4:00pm to 6:00pm in the Main Exhibit Hall*



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- 11:30      Lunch & Prayer  
*We leave you with another example of how service line collaboration and best practices can do great things— cancer care to underserved area*
- [Helmsley video | *growth*]
- 11:45 a.m.      Lunch
- 12:40 p.m.      [Video— Lab | *example of rapid planning*]
- 12:45 p.m.      Afterburner | Rapid Planning Workshop
- 2:15 p.m.      [Video— Addiction | *example of results/accountability*]
- Break & Refreshments
- 2:30 p.m.      [Video— Immunizations | *example of collaboration for results— PCSL Success*]
- Workshop Report out and Q & A
- 3:00 p.m.      Service Lines Break-out Sessions | See meeting room designations
- 4:30 p.m.      Adjourn
- Join us for a social from 4:30pm to 6:00pm in the Main Exhibit Hall*