

**GNHAMA**  
Friday Workshop  
July 17<sup>th</sup>, 2009  
Providence Portland Medical Center  
Social Room  
4805 NE Glisan  
Portland, OR 97213

**8:30** – Breakfast Buffet

**9:00** – Meeting Begins!

Topics:

**Doing More with Less – Identifying Process Improvements**

*Sandy Banzer, Director, Regional Access Services  
Providence Health and Services*

**Customer Service**

*Margarita Santos, Quality and Education Supervisor, Regional Access  
Services Providence Health and Services*

**Easing the Way for Managers**

*Roberta Mansfield, Regional Director, Providence Academy  
Providence Health and Services*

**Hot Topics**

**1:00 pm** - Adjourn